

CONSUMER RESOURCE DIRECTORY

COVERED CALIFORNIA SERVICE CENTER (PRIMARY RESOURCE FOR CONSUMERS) (800) 300-1506

GETTING CONSUMERS STARTED

Consumer Enrollments www.coveredca.com	Covered California's online application system for Qualified Health Plans and Medi-Cal.
Covered California Service Center (800) 300-1506 http://www.coveredca.com/contact/	Ask enrollment questions, report technical issues or trouble using CoveredCA.com, the online enrollment portal.
Frequently Asked Questions Welcome to Answers https://www.coveredca.com/faqs/	Frequently asked questions about enrolling, coverage, and eligibility.
Shop and Compare Tool https://www.coveredca.com/shopandcompare/	Compare health coverage options and prices of different health plans in your region.

HELPFUL ENROLLMENT RESOURCES

Locate Enrollment Assistance http://www.coveredca.com/get-help/local/	Find Entities and Counselors, search by location and languages spoken.
Verify a Certified Partner https://coveredcacertifiedpartners.com/	Online system that helps the public determine whether or not an entity and counselors have a valid certification from Covered California.
CC Consumer Application Technical Issues Technical Issues Form	Form for Counselors experiencing technical issues with the paper application completion on CoveredCA.com.
Fact Sheets 2015 Open Enrollment Consumer Protection 2015 Fact Sheet Getting Financial Assistance through Covered California Small Business Health Options Program (SHOP) American Indian and Alaska Natives Immigration Status and Eligibility	Fact Sheets – Use these documents to find out more information about getting yourself and your family covered.
Enrollment Events http://www.coveredca.com/get-help/local/events/	Find local events that provide additional information about enrolling in Covered California health plans.

<p>Storefronts http://www.coveredca.com/get-help/local/storefronts/</p>	<p>Covered California is proud to partner with Certified Insurance Agents and Certified Counselors trained to provide free, confidential and in-person counseling and enrollment assistance to consumers. Insurance Agents and Counselors are available to provide assistance in many different languages throughout California.</p>
CONSUMERS: MEDI-CAL	
<p>Department of Health Care Services (DHCS) www.dhcs.ca.gov http://www.dhcs.ca.gov/pages/contacts.aspx</p>	<p>General contact information for all Medi-Cal programs and services.</p>
<p>Tips to speed up your Medi-Cal application: http://www.dhcs.ca.gov/services/medi-cal/Documents/Ways_To_Apply/Medi-CalPushFlyer2014.pdf</p>	<p>Brochure with information on how to expedite the Covered California and Medi-Cal application process.</p>
<p>Medi-Cal Questions DHCSoutreach@dhcs.ca.gov</p>	<p>Email to the Outreach and Enrollment department, for Counselors to submit Medi-Cal questions.</p>
<p>Local county human services agencies http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx</p>	<p>Ask about the application process or your application status in-person or over the phone.</p>
<p>Renewing Medi-Cal Coverage http://www.coveredca.com/medi-cal/renewing-medi-cal-coverage/</p>	<p>For more information about how Medi-Cal members must renew their coverage annually.</p>
GENERAL CONSUMER RESOURCES	
<p>The Office of the Patient Advocate www.opa.ca.gov 866-466-8900</p>	<p>This state agency provides:</p> <ul style="list-style-type: none"> • A very useful overview of the health care industry • A glossary of terms • Education in patient rights • A step-by-step guide that explains to consumers how to deal with a problem or file a complaint against their health care insurance company
<p>California Department of Managed Health Care (DMHC) www.dmhc.ca.gov 888-466-2219</p>	<p>This state agency oversees HMO and some PPOs. Consumers can contact the DMHC if they have filed a complaint against their health insurance plan because it denied coverage based on lack of medical necessity, or regarding treatment that is considered experimental or investigational in nature.</p>
<p>California Department of Insurance (CDI) www.insurance.ca.gov 800-927-4357</p>	<p>This state agency handles complaints against PPOs, and it functions in the same manner as the DMHC.</p>

Health Consumer Alliance (HCA)

www.healthconsumer.org

Provide consumers information about health care coverage and services. Brochures in over 14 different languages as well as resources, call centers and facts sheets to assist consumers in getting health care.

The Office of the Ombudsman

<http://www.dhcs.ca.gov/services/medi-cal/Pages/MMCDOfficeoftheOmbudsman.aspx>

The Medi-Cal Managed Care Office of the Ombudsman helps solve problems from a neutral standpoint to ensure that members receive all medically necessary covered services for which plans are contractually responsible.