



# Storefront Finder

## USER GUIDE

OCTOBER 2015

## **WELCOME**

This document provides instructions on how to use the Covered California Storefront Finder tool on [CoveredCA.com](https://CoveredCA.com).

Covered California knows that offering in-person assistance to consumers is important to help them understand their health care options and to successfully enroll.

Storefronts are permanent office locations, open to walk-ins, providing consumers with free, confidential in-person assistance. Consumers looking for a storefront can search Covered California's website for a variety of storefronts by zip code, day/hours of operation, and languages spoken.

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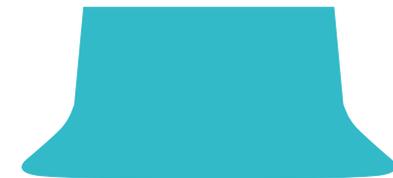
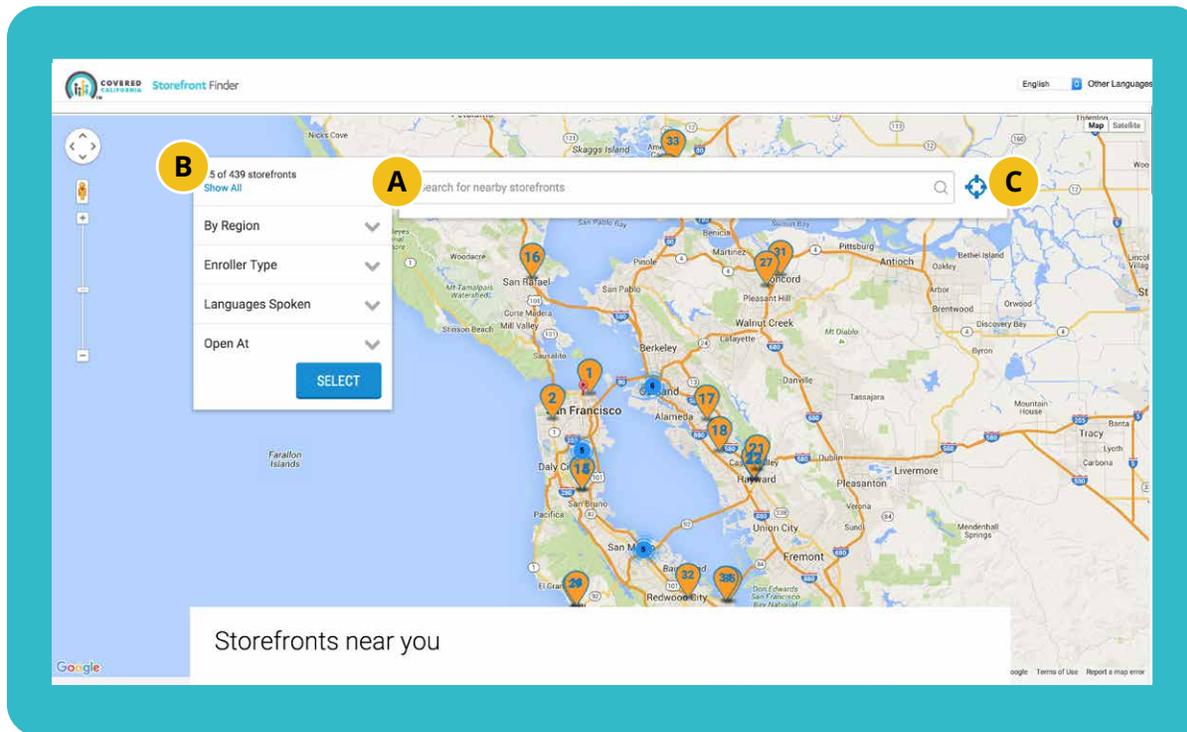
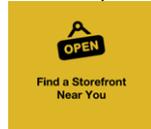


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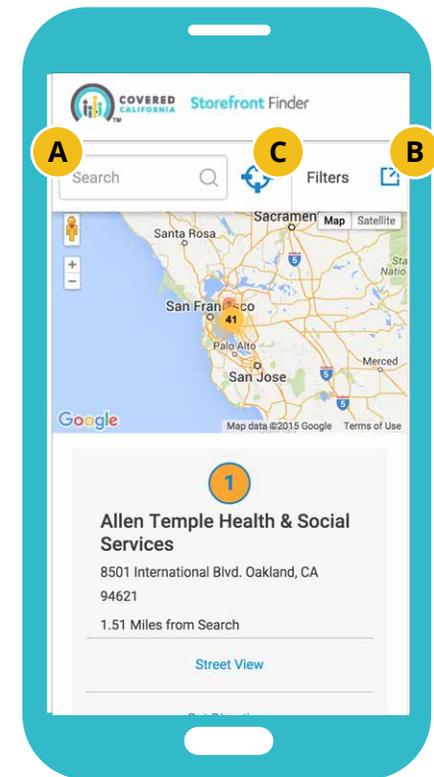
## Get Started

To begin, visit Covered California's website at [CoveredCA.com](http://CoveredCA.com). On the home page, click "Find Local Help to Enroll" button. Then click "Find a Storefront Near You" button

Find Local Help to Enroll



COMPUTER VIEW



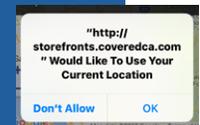
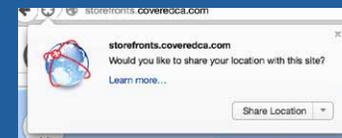
MOBILE DEVICE VIEW

Icon	Description	Notes
	<b>Search</b>	Search for a Storefront near you by entering any of the following fields: <ul style="list-style-type: none"> <li>• Address</li> <li>• City or zip</li> <li>• Point of interest (e.g. Golden Gate Bridge)</li> </ul> When done, click enter for search results to appear.
	<b>Filter</b>	This section adds criteria and narrows your search results. You can filter by: <ul style="list-style-type: none"> <li>• Region</li> <li>• Enroller Type (e.g. Certified Insurance Agent, Community Partner)</li> <li>• Languages Spoken</li> <li>• Hours of Operation</li> <li>• Currently open Storefronts (additional information about this feature provided on next page)</li> </ul>
	<b>Current Location</b>	To search for storefronts near your current location, tap the Geo-locate button. You must allow location services on your computer or mobile device to enable the Storefront finder tool to retrieve your current location (latitude-longitude).



### Caution

To ensure the Storefront Finder tool works properly, you will need to allow location services on your computer or mobile device.





## Filter Search

The Storefront Finder tool offers filter options to help users refine search results.

**B.1**

41 of 438 storefronts  
[Show All](#)

### By Region

- Northern CA
- Central CA
- Southern CA

**B.2**

### Enroller Type

- Both
- Certified Insurance Agent
- Community Partner

**B.3**

### Languages Spoken

- English
- Arabic (العربية)
- Armenian (հայերեն)
- Cantonese (廣東話)
- Mandarin (普通話)
- Filipino (Tagalog)
- Farsi (فارسی)
- Khmer (ភាសាខ្មែរ)
- Hindi (हिन्दी)

**B.4**

### Open At

1:40 PM Mon

or

Open Now 01:40 PM

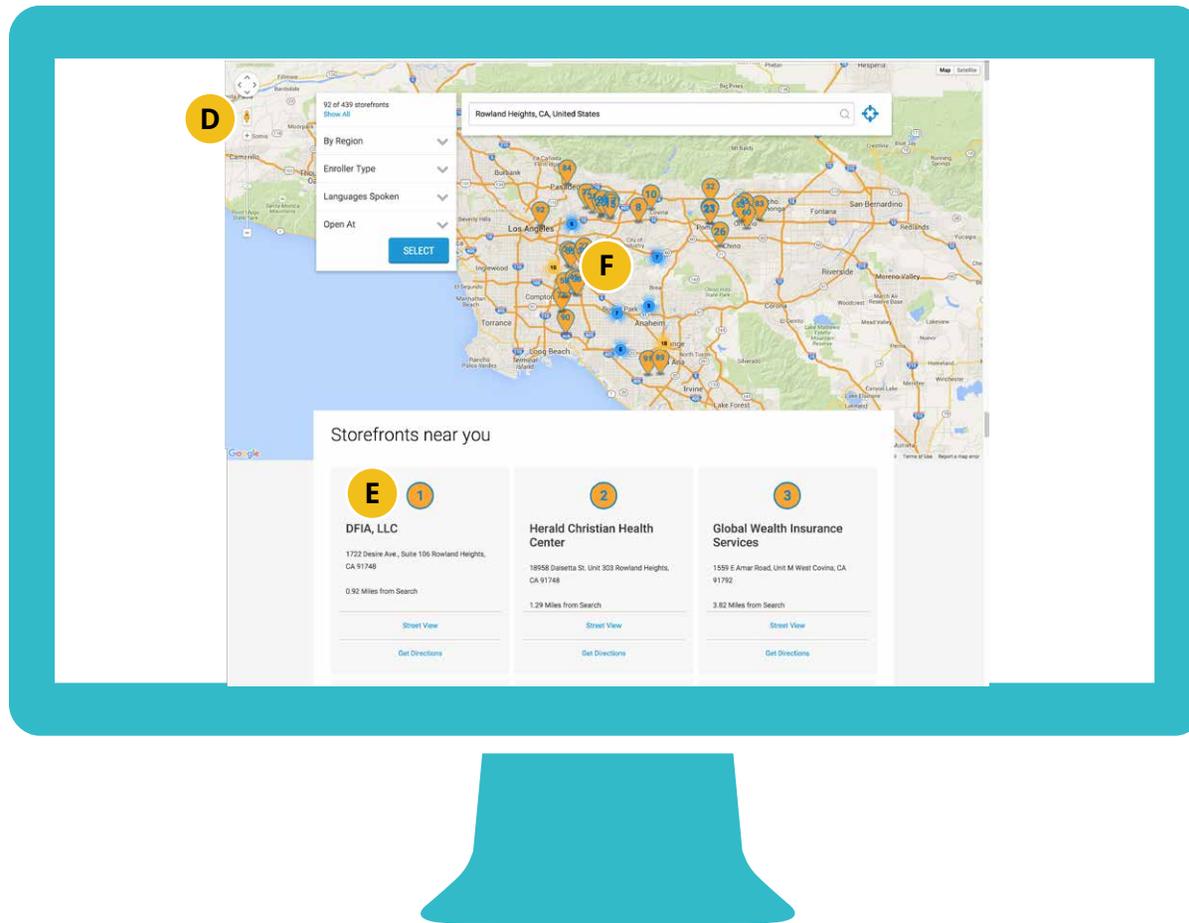
**SELECT**

Icon	Description	Notes
	<b>By Region</b>	<p>The filter “By Region” will provide storefronts within the following areas:</p> <ul style="list-style-type: none"> <li>• Northern CA – 30 mile radius from Sacramento</li> <li>• Central CA – 30 miles from Fresno</li> <li>• Southern CA – 30 miles from Los Angeles</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>• Only one option can be selected.</li> <li>• You do not need to click the blue “SELECT” button – the results will automatically appear.</li> </ul>
	<b>Enroller Type</b>	<p>The filter “Enroller Type” provides the option to find storefronts that offer:</p> <ul style="list-style-type: none"> <li>• Certified Insurance Agents</li> <li>• Community Partners –Certified Enrollment Counselors and Certified Application Counselors</li> <li>• Or both - for all storefronts</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>• Only one option can be selected.</li> <li>• You do not need to click the blue “SELECT” button – the results will automatically appear.</li> </ul>
	<b>Languages Spoken</b>	<p>The filter “Languages Spoken” provides the option to find storefronts that have Certified Insurance Agents and/or Community partners that speak specific languages. There are 13 different languages to choose from, including the different types of dialects, such as, Cantonese and Mandarin, plus Hindi and Punjabi.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• This is a multi-choice field. Selecting multiple options will provide a list of storefronts that offer at least one of the languages selected.</li> <li>• You <b>must</b> click the blue “SELECT” button for your results to appear.</li> </ul>
	<b>Opens At</b>	<p>The filter “Opens At” filters storefronts at the hour the user specifies.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• The check box next to the time field <b>must</b> be selected to display the correct results, otherwise the filter is not applied.</li> <li>• Once the box is checked, the time/day must be entered.</li> <li>• Or choose the “Open Now” button to see storefronts that are currently open.</li> <li>• To complete your filter selection, click the blue “SELECT” button to see the results of the storefronts.</li> </ul>

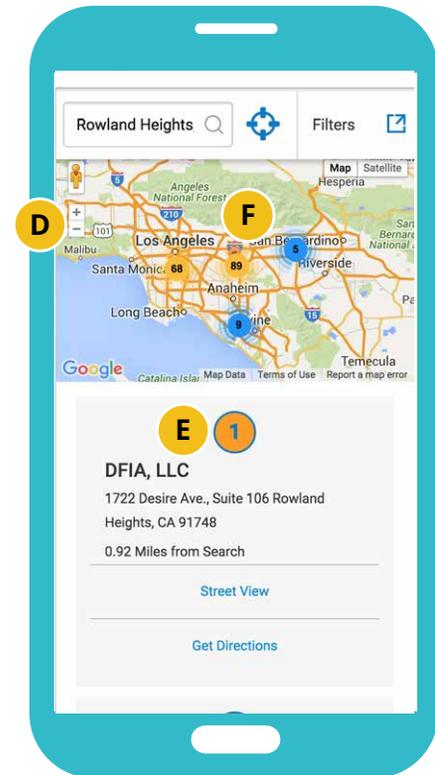


## Search Results

Your search results are displayed directly on and below the map.



COMPUTER VIEW



MOBILE DEVICE VIEW

Icon	Description	Notes
	<b>Zoom</b>	Using the plus (+) and minus (-) symbols, you can zoom in on an area to see more storefronts in numbered pins. Also, you can move to the left, right, up or down by clicking on the white circle that contains arrows.
	<b>Storefront Listings (Tiles)</b>	<p>Search results will display the storefront listings in tiles. Each tile provides a preview of the storefront's name, address, distance from search criteria (in miles) and buttons for Google Street View and Directions.</p> <p>Each Storefront listing tile is numbered and organized by distance from the search criteria. The search results list the Storefronts within a 30 mile radius from the center of your search. Clicking on the Storefront tile will expand the tile with additional information about the storefront.</p>
	<b>Pins on Map</b>	Each numbered pin on the map relates to a storefront listing tile below with the same number. Once you select the numbered pin on the map, the storefront listing tile will expand with more detailed information.



Icons on the map include:

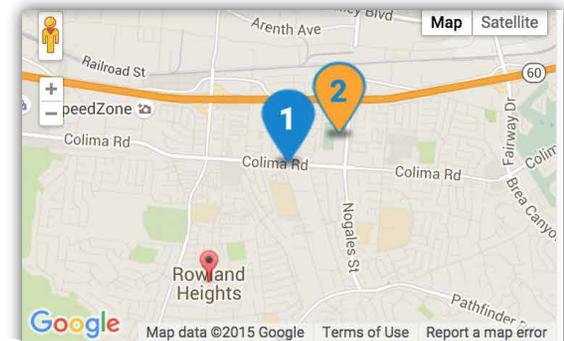
- F.1** Red Cluster Icon – Contains 100+ storefront listings in area
- F.2** Yellow Cluster Icon – Contains 10+ storefront listings in area
- F.3** Blue Cluster Icon – Contains under 10 storefront listings in area
- F.4** Pin - Individual storefront listing

Cluster icons contain a number indicating the number of storefronts in that area. Once you click on one of the cluster icons, it will zoom into that area and you can continue to zoom in until you see individual pins.



## Storefront Listing Details

Each storefront listing expands with detailed information about that storefront location.



### DFIA, LLC

1722 Desire Ave., Suite 106 Rowland Heights, CA  
91748

#### Languages Spoken

English, Cantonese, Mandarin, Filipino, Korean, Spanish, Vietnamese

#### Telephone

888-240-8258

#### Email

[davidl@dfiagency.com](mailto:davidl@dfiagency.com)



+ Hours of Operation



Street View

Get Directions

Icon	Description	Notes
	<b>Storefront Detail</b>	<p>Once you select a numbered pin, the tile turns blue and displays the storefront's detailed information which includes:</p> <ul style="list-style-type: none"> <li>• Photo of the Storefront from the street</li> <li>• Storefront Name</li> <li>• Address</li> <li>• Languages spoken by Certified Enrollment Representatives</li> <li>• Telephone number</li> <li>• Email address</li> <li>• Hours of operation</li> <li>• Street view</li> <li>• Directions to Storefront</li> </ul>
	<b>Hours of Operation</b>	<p>The hours of operation will display once you click "Hours of Operation" or the (+) sign to the left. This displays the days of the week and hours during the day the Storefront is open and accepting walk-ins or appointments. We encourage you to call ahead to ensure the Storefront is open or to make an appointment.</p>
	<b>Get Directions</b>	<p>Click the "Get Directions" button to get turn-by-turn directions provided by Google maps from your current location to the Storefront site. An alternate route will also be displayed.</p>



**Storefront** Finder

## QUESTIONS?

For any questions regarding Covered California™  
or this Storefront Finder User Guide, please contact  
[OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov).

**CoveredCA.com**