



# Ombuds Office

## Ombuds, Ombudsman or Ombudsperson

At the most fundamental level, an ombuds is one who assists individuals and groups in the resolution of conflicts or concerns.



## What is the Ombuds Office?

The Ombuds Office at Covered California is a resource for enrollees who have a problem or issue they cannot resolve by calling the Service Center, filing a Covered California complaint, or filing an appeal. If your problem was not resolved using one of these methods, the Ombuds Office can research your case and help you find a resolution. If we are unable to help you, we will explain why, or refer you to a resource that may be able to.

## When should I contact the Ombuds Office?

**Some common reasons why you may need to contact the Ombuds Office are:**

- It has been more than 30 days since you submitted your Covered California complaint and you have not heard back, or received a response or update
- You sought assistance from the Service Center at (800) 300-1506 but still have not been able to resolve your issue
- You have not received a response or resolution from the Service Center within the allowed time frames

**You should also contact the Ombuds Office if you:**

- Need to learn more information about Covered California appeals procedures and time frames
- Want information about Covered California policies and procedures
- Need to know how to use services of our independent contractor Health Consumer Alliance (HCA), that provides free legal advice and representation, assistance filing a complaint or grievance, and guidance on how to request a hearing
  - For more information on the services HCA provides, please call HCA at 888.804.3536, or visit [healthconsumer.org](http://healthconsumer.org)

## Need more information?

**Visit our website at: [coveredca.com/support/ombuds-office/](http://coveredca.com/support/ombuds-office/)**

We will research your case and do our best to help resolve your issue as quickly as possible (within 30 days for most cases). The time it takes us to research will vary from case to case, depending on how complicated your situation is. We will keep in touch along the way to let you know the status of your case.

