



Overview

The [Covered California website](http://www.coveredca.com) has a “Get Help” webpage dedicated to assisting consumers with enrollment assistance options. The “Get Help” page, located at <http://www.coveredca.com/get-help/>, contains the following eight enrollment assistance options for consumers:



Enrollment Centers

Enrollment Centers (Storefronts) are where consumers find free, local, in-person assistance for help with their Covered California application. Consumers can use the Storefront Finder to search for Storefronts by zip code, hours of operation, and languages spoken.



Help On-Demand

Help On-Demand is a tool where consumers send a request to have a Certified Enroller contact them for over the phone, free enrollment assistance. Consumers are directed to a form where they enter their contact information and can expect a call back from a Certified Enroller within 30 minutes or less, during normal business hours (Mon-Fri, 9am-5pm). Weekends, holidays, and after normal business hours, contact times are subject to the availability of a Certified Enroller.



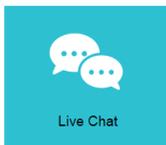
Events
Near You

Events Near You is where consumers find free enrollment events hosted by Certified Enrollers in their area. It allows them to filter by city, enrollment type, and more. Once they find an event, they can get directions directly from Google Maps, add to their calendar, or print all of the Event Details.



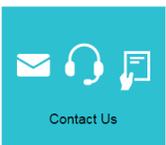
Find a
Certified Enroller

Find a Certified Enroller directs consumers to a directory where they can locate and visit a Certified Insurance Agent, Certified Enrollment Counselor, or County Social Services office in their local area.



Live Chat

Live Chat is a quick help option where consumers can chat with a member of Covered California staff for general inquiries. Please note, Live Chat is not able to assist with case specific questions.



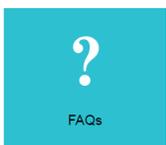
Contact Us

Contact Us directs consumers to a resource page where they can access information on service center hours and phone numbers, appeals submittal forms, document submission channels, resources to contact specific carriers, etc.



How to Enroll Online

How to Enroll Online offers the consumer self-help education and tools on how to navigate CalHEERS to enroll online.



FAQs

FAQ directs consumers to a resource of Frequently Asked Questions where they can browse common inquiries other consumers have already asked regarding eligibility and the application process.