

Manage Your Account How Do I Find Help Near Me?

Welcome to Covered California. We can show you how to find in-person assistance to help with you with your application, plan selection and enrollment.

There are three types of assistance you can find through Covered California. First, our trained and certified Enrollment Counselors can help you and your family apply for and select an insurance

plan.

Or you can work with a Certified Insurance Agent, especially if you're a small business owner or employee with our SHOP program.

If you want help with getting and managing your coverage, you can designate a Certified Enrollment Counselor or Certified Insurance Agent as your representative to work with Covered California on

your behalf. We'll show you how.

We can also help you contact your local County welfare office so you can talk to a County Eligibility Worker about programs you might qualify for.

Start by clicking the Find Help Near You link in your header.

In this example we'll search for a Certified Enrollment Counselor.

You can search for assistance in two ways: by location or by name.

If you already know the name of the Enrollment Counselor you want to work with, you can search for them directly. But let's try looking by location. In this example, we aren't sure who we want to

work with but we know we want someone who is fairly close to us.

Start by entering your zip code.

Then select how big an area you want to search. Let's say you want to look for someone within 15 miles.

If you need a bilingual speaker, select the language you are looking for. Let's search for someone who also speaks Spanish.

Now click Search.

The results page displays a list of nearby Certified Enrollment Entities. These are organizations that support Enrollment Counselors.

In the search results, you can see how to contact each organization, and the languages they speak. Click on one to look at their Organization profile page, which gives you more details on spoken

and written languages and hours of operation.

The Show Certified Enrollment Counselors link lists the names of Certified Enrollment Counselors who work with the Enrollment Entity.

Click on the name to view an Enrollment Counselor's profile

The profile page shows name, address, a profile picture and languages spoken. You can use the map feature to locate the Enrollment Entity's office.

Click on the Back button to get back to your list and search some more, or if you're happy with your selection click Continue.

To make contact with an Enrollment Counselor, you submit a request for assistance, but first you have to agree to terms set by Covered California. It is important that you understand the role of

the Certified Insurance Agent or Certified Enrollment Counselor and the privileges

you will grant them, so be sure to review the terms.

After indicating you agree with the terms, enter your full name as your electronic signature, and then select today's date.

Finally, click Confirm to submit your request.

Great! You have successfully submitted your designation request. Click Close to leave the notification window.

Your Certified Enrollment Counselor or Certified Insurance Agent will receive your designation request immediately. Once your request is accepted, the Enrollment Counselor will contact you and set up a time to meet in-person.

For more information contact Covered California.