



**COVERED
CALIFORNIA**

Ombuds Office Staff Roster

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Ombuds Affairs Unit

The Ombuds Office at Covered California is an objective, independent resource that helps consumers with problems or issues they have not been able to resolve after calling the service center, filing a complaint, or filing an appeal.

Website: <https://www.coveredca.com/ombuds/>

Email: Ombuds@covered.ca.gov

General inquiries phone: (888) 726-0840

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Appeals Fulfillment Unit

The Appeals Fulfillment Unit implements Administrative Law Judge (ALJ) final decisions after a consumer's appeal has gone to hearing. AFU coordinates with counties for dual appeal decision compliance. We are independent of the appeal hearing representative and informal resolution process.

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