



UNITED STATES COAST GUARD

OMBUDSMAN

Coast Guard Ombudsman Program:

The Coast Guard Ombudsman Program is a command program intended to improve communication between the command and the Coast Guard family members. Coast Guard ombudsmen are official volunteers of the command, designated by the Commanding Officer (CO)/Officer-in-Charge (OIC) to provide information and referral resources and act as advocates for family members.

Roles and Responsibilities of an Ombudsman:

The ombudsman is an official member of the unit's command staff, a resource for the unit's families, and the primary link and communicator of information between families and the command. All ombudsmen have the following major responsibilities in common:

- Command Representative – acting as an official representative of the command and families.
- Communications Link – functioning as a communication link between the command and families.
- Resource and Referral Specialist – providing resources and referrals to assist unit families.
- Crisis Response – responding to crisis within and/or affecting the command.

(Information from <https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Health-Safety-https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Health-Safety-and-Work-Life-CG-11/Office-of-Work-Life-CG-111/Ombudsman-Program/Ombudsman-Program-FAQs/>)

HELPFUL WEBSITES

Ombudsman Program:

[Office of Work-Life Ombudsman Program Home Page](#)

Coast Guard Ombudsman Program Policy:

[Commandant Instruction for Ombudsman Program](#)

Training Resources:

[Training Schedule](#)

[Student Guide](#)

[AUX LMS](#)

Coast Guard Ombudsman Registry:

[Ombudsman Registry](#)

Ombudsman Registry User Guide:

[Registry User Guide](#)

Ombudsman FAQs:

[Ombudsman Program FAQs](#)

U.S. Coast Guard Health Safety Work-Life:

[Office of Work-Life](#)

Command Support for Ombudsmen:

[Command Cadre Tool Kit](#)

Coast Guard Family Resources:

[Sea Legs-The Family Member's Guide to the USCG](#)

USCG Base Information Links:

[Director of Logistics](#)

Coast Guard Spouses' Club:

<http://www.nationalcouncilofcgsc.org/club-directory.html>

Coast Guard Spouses' Clubs Directives:

[Commandant Instruction for Spouses' Clubs](#)

Social Media Guidance for Ombudsman:

[Social Media Guidance PDF](#)

U.S. Coast Guard Ombudsman App:

[HSWL App](#)

Disaster Preparedness:

[READY.gov](#)

[FEMA.gov](#)

[CGPAAS](#)

Chaplains:

[Chaplain Locations](#)

Coast Guard Mutual Assistance:

[CGMA](#)

Coast Guard Housing Program:

[Housing Division](#)

TRICARE West Region | Health Net Federal Services:

1-844-866-9378

[Health Net Federal Services](#)

TRICARE East Region | Humana Military:

1-800-444-5445

[Humana Military](#)

TRICARE Overseas Program:

[TRICARE Overseas](#)

TRICARE Dental Program (for families of active duty and reserve members) | United Concordia:

CONUS: **844-653-4061** | OCONUS: **844-653-4060** |

[TRICARE Dental](#)

TRICARE Pharmacy Program | Express Scripts, Inc:

Stateside: **1-877-363-1303** | Overseas: **1-866-275-4732**

The TRICARE Nurse Advice Line allows beneficiaries to speak with a registered nurse 24/7 who can help determine the right level of care needed, schedule military hospital or clinic appointments, give healthcare advice, and help find a doctor:

1-800-TRICARE (874-2273), Option 1

The US Family Health Plan (USFHP) is an additional TRICARE Prime option available through networks of community-based, not-for-profit health care systems in six areas of the U.S.

- Website: <http://www.usfhp.com/>
- Brighton Marine Health Center (serving MA, including Cape Cod, as well as RI and parts of northern CT): Members: **1-800-818-8589** | Non-Members: **1-888-815-5510**
- CHRISTUS Health (serving southeast TX and southwest LA): **1-800-678-7347**
- Johns Hopkins Medicine (serving MD, DC, DE, and parts of VA, WV, and PA):
Members: **1-800-808-7347** | Non-Members: **1-800-801-9322**
- Martin's Point Health Care (serving ME, NH, VT, and parts of NY state): **1-888-674-8734**
- Pacific Medical Centers (serving the Puget Sound area of WA state): **1-800-585-5883**
- Saint Vincent Catholic Medical Centers (serving parts of NY, NYC, all of NJ, southeast PA, and western CT): **1-800-241-4848**

The Coast Guard Health Benefits Advice (HBA) Line provides assistance to Coast Guard members and families with TRICARE questions and/or concerns, including: billing issues, access to care concerns, etc.:

1-800-9-HBA-HBA or CGHBA@uscg.mil