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XX/XX/XXXX

Lus Qhia Tseem Ceeb

Koj txais tau tsab ntawv no vim koj muaj TAG NRHO Medicare thiab Medi-Cal. Txoj kev muab kev pab them nqi kho mob rau koj hloov zuj zus. Muaj ntau txoj kev pab rau koj cov kev tu ncu ntawm kev noj qab haus huv.

Tsab ntawv no yog tsab ob sau tuaj qhia koj cov cov kev taug tshiab. Koj xaiv tau Cal MediConnect ib txoj kev pab them nqi kho mob, los yog xaiv nyob twj ywm nrog Medicare. Yog koj nyob twj ywm nrog Medicare, koj yuav tsum xaiv Medi-Cal ib xoj kev pab them nqi kho mob rau cov kev pab ntawm koj qhov Medi-Cal. Yog koj tsis xaiv ib qho, peb yuav xaiv Cal MediConnect ib txoj kev pab them nqi kho mob rau koj.

Raws li cov kev kho kab mob kev nkeeg dhau los thiab cov kev tu ncu ntawm kev noj qab haus huv, tau muab koj tso rau Cal MediConnect txoj kev pab them nqi kho mob muaj npe nram no. Tshwj tsis yog koj nyob twj ywm nrog Medicare, koj tsis tag yuav tau ua dab tsi thiab koj txoj kev pab them nqi kho mob yuav pib ua hauj lwm thaum MM/DD/YYYY: [Health Plan Name]

Txoj kev hloov no yuav cuam tshuam li cas rau kuv?

Rau muaj npe nrog Cal MediConnect ib txoj kev pab them nqi kho mob yuav:

- Siv twj ywm cov kev pab ntawm Medicare los yog Medi-Cal tsis raug nqi dab tsi ntxiv.
- Siv tau tag nrho cov kev kho kab mob nkeeg los yog kev pab uas koj muaj tam sim no.
- Xyuas kom tseeb tias tag nrho koj cov kws kho mob, cov kws kho mob tshwj xeeb thiab lwm cov chaw kho mob yuav ua hauj lwm ua ke kom koj tau txais cov kev tu xyuas li koj xav tau.
- Muab cov tshab thauj mus los thiab kev kho qhov muag.



Cal MediConnect txoj kev pab them nqi kho mob pab tau kuv li cas?

Txoj kev hloov yuav pib kom cov kev pab ntawm Medicare thiab Medi-Cal ua hauj lwm ua ke zoo dua thiab zoo dua rau koj.

Koj cov kev xaiv muaj xws li:

- 1. Rau muaj npe nrog Cal MediConnect ib txoj kev pab them nqi kho mob.**
Cal MediConnect cov kev pab them nqi kho mob yuav them rau tag nrho Medicare thiab Medi-Cal cov kev kho. Yog koj koom nrog Cal MediConnect txoj kev pab them nqi kho mob, koj yuav tau cov In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), thiab kev tu xyuas hauv tsev laus los ntawm Cal MediConnect txoj kev pab them nqi kho mob. Lawv puav leej them rau kev kho qhov muag thiab tsheb thauj mus los. Cal MediConnect txoj kev pab them nqi kho mob yuav ua hauj lwm nrog koj cov kws kho mob thiab cov chaw kho mob kom paub tseeb tias koj yeej tau txais cov kev tu xyuas uas koj tu ncu.
- 2. Rau muaj npe nrog Program of All-inclusive Care for the Elderly (PACE).** Yog koj muaj hnuv nyoog 55 xyoos los yog laus dua thiab xav tau kev kho qib siab dua kom koj nyob tau hauv tsev, tej zaum koj yuav tau koom nrog PACE. PACE muab tag nrho cov kev pab thiab lwm cov kev kho ntxiv ntawm Medicare thiab Medi-Cal kom pab tau cov laus neeg muaj cov kev mob ntev kho tsis tau uas nyob rau tom tsev.
- 3. Rau muaj npe nrog Medi-Cal txoj kev pab them nqi kho mob.** Yog koj xaiv nyob nrog Medicare li qub, koj yuav tsis raug muab tso rau Cal MediConnect ib txoj kev pab them nqi kho mob, tiam sis koj yeej tseem yuav tsum tau xaiv ib txoj kev pab them nqi kho mob thiaj li yuav tau Medi-Cal. Txoj kev koom nrog Medi-Cal ib txoj kev pab them nqi kho mob yuav kheev koj ntsib koj cov kws kho mob thiab tuam tsev kho mob ntawm Medicare thiab koj yuav tsis plam cov kev kho kab mob kev neeg hlo li. Koj yuav tau txais cov In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Community-Based Adult Services (CBAS), thiab kev tu xyuas hauv lub tsev laus uas them los ntawm txoj kev pab them nqi kho mob.

Kuv yuav tsum ua li cas tam sim no?

Rov muab peb txoj kev xaiv saum no los xyuas dua thiab txiav txim seb qhov twg zoo tshaj rau koj. Siv Phau Ntawv Teev Qhia Cov Kev Pab Them Nqi Kho Mob uas xa tuaj rau koj los ntawm Health Care Options kom pab tau koj. Nug koj cov kws kho mob thiab lwm cov chaw kho mob kom paub seb lawv ua hauj lwm nrog cov hom kev pab them nqi kho mob twg. Koj tsis tag yuav tau ua dab tsi thiaj koom tau nrog Cal MediConnect txoj kev pab them nqi kho mob nram no.

Yog koj tsis rau npe koom nrog [Health Plan Name,]

koj hu tau rau Health Care Options mus xaiv Cal MediConnect lwm txoj kev pab them nqi kho mob los yog nyob nrog Medicare li qub. Hu rau Health Care Options ua ntej MM/DD/YYYY.

Hu rau Health Care Options ntawm tus xov toj nram no LOS YOG teb Tsab Ntawv Xaiv thiab muab ntim rau lub hnav ntawv xav tuaj nrog rov qab. Tsab ntawv no muaj nyob rau hauv koj Phau Ntawv Xaiv uas yuav xa tuaj los ntawm Health Care Options.

Xav tau kev pab los yog xav paub ntxiv

Yog koj xav tham nrog ib tug kws pab tswv yim rau kev pov hwm them nqi kho mob txog cov kev hloov no thiab koj cov kev xaiv, hu rau **California Health Insurance Counseling & Advocacy Program (HICAP) ntawm 1-800-434-0222.**

Yog koj muaj lus nug txog Medicare, hu 1-800-Medicare (1-800-633-4227), 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg. Cov neeg siv TTY yuav tsum hu 1-877-486-2048.

Yog koj xav xaiv Cal MediConnect ib txoj kev pab them nqi kho mob txawv, nyob twj ywm nrog Medicare li qub, los yog xav tau tsab ntawv no sau ua lwm hom – xws li sau ntawv loj loj, kaw ua suab lus, los yog Sau Ntawv Xuas Nyeem, thov hu Health Care Options Zwj Hnuv (Mon)-Zwj Kuab (Fri) 8 teev sawv ntxov-5 teev tsaus ntuj ntawm 1-844-580-7272 los yog TTY: 1-800-430-7077

Yog koj xav tau kev pab ntxiv, hu rau **Cal MediConnect Ombudsman** ntawm 1-855-501-3077. Tus xov tooj no yuav pib ua hauj lwm txij 4/1/2014.

Cov Nqe Lus Nquag Nug thiab Cov Lus Teb

1. Qhov sib txawv ntawm Medicare thiab Medi-Cal yog dab tsi?

Medicare thiab Medi-Cal yog ob txoj kev pab sib txawv uas them rau cov hom kev kho kab mob kev nkeeg sib txawv pab rau cov tib neeg tsim nyog tau kev pab. Txoj kev rau npe nrog Cal MediConnect txoj kev pab them nqi kho mob, ua rau Medicare thiab Medi-Cal ua hauj lwm ua ke zoo dua thiab ua hauj lwm zoo dua pub rau koj.

- **Medicare** the rau cov kev kho kab mob kev nkeeg xws li kev ntsib cov kws kho mob, kws kho mob tshwj xeeb, cov tuam tsev kho mob thiab cov tshuaj kws kho mob sau. Medicare puav leej them rau qee cov khoom siv pab rau kev mob thiab cov kev noj qab haus huv tom tsev.
- **Medi-Cal** them rau cov nuj nqis uas Medicare tsis kam them, xws li:
 - a. Cov nqi lov tawm,
 - b. IHSS, CBAS, MSSP, thiab kev tu xyuas hauv tsev laus,
 - c. Tsheb taus mus cuag kev kho mob,
 - d. Khoom loj thiab khoom siv pab rau kev mob, xws li cov ntaub nplaum los yog ntaub qhwv caj tw.

2. Cov txiaj ntsim zoo ntawm txoj kev rau npe koom nrog Cal MediConnect txoj kev pab them nqi kho mob yog dab tsi?

- Koj yuav tau tag nrho Medicare thiab Medi-Cal ua ke hauv ib txoj kev pab them nqi kho mob, nrog rau cov kev ntsib kws kho mob, cov tuam tsev kho mob thiab cov tshuaj kws kho mob sau.
- Koj yuav txais ib daim yuaj tswv cuab thiab ib tug xov tooj rau koj hu thaum koj xav tau kev pab.
- Koj yuav tau kev kho qhov muag thiab tsheb thauj mus cuag kev kho mob.
- Koj hu tau rau tus xov tooj muaj kws tu neeg pab tswv yim 24-teev.
- Koj muaj tau tus neeg pab tswj xyuas kev kho kab mob kev nkeeg. Tus neeg no yuav teb koj cov lus nug, pab koj nrhiav cov kev pab hauv zej zog, pab koj teem cov sij hawm ntsib kws kho mob, thiab pab koj tham nrog koj cov kws kho mob.
- Cal MediConnect txoj kev pab them nqi kho mob rau koj yuav nug txog cov kev tu ncu ntawm kev noj qab haus huv thiab ua hauj lwm nrog koj tsim kom muaj lub tswv yim npaj kev tu xyuas koj raws li koj cov hom phiaj.

3. Kuv yuav ua li cas thiaj paub tias txoj kev tu xyuas kuv yuav txuas mus zoo li qub tom qab kuv rau npe koom nrog Cal MediConnect txoj kev pab them nqi kho mob tag?

Cal MediConnect txoj kev pab them nqi kho mob tshiab rau koj yuav tsum xyuas kom paub tseeb tias koj yeej tau cov kev tu xyuas zoo uas koj tu ncu. Cal MediConnect txoj kev pab them nqi kho mob yuav hu rau koj tom qab koj rau npe koom tag kom paub txog koj cov kev tu ncu ntawm kev noj qab haus huv. Lawv yuav ua hauj lwm nrog koj kom paub tseeb tias koj yeej tau tag nrho cov kev tu xyuas uas koj tu ncu.

Yog koj teem muaj ib txoj kev yuav mus kho mob thiab tab tom hloov cov kev pab them nqi kho mob, hu rau Cal MediConnect txoj kev pab them nqi kho mob tshiab rau koj tam sis. Qhia rau lub chaw pab them nqi kho mob txog txoj kev yuav mus kho koj kom lawv ua hauj lwm nrog koj.

- **Yog koj ntib tus kws kho mob uas tsis koom nrog txoj kev pab them nqi kho mob lub koom haum,** koj ntsib twj ywm tus kws kho mob qub tau mus txog rau lub hlis yog tus kws kho mob pom zoo raws li txoj kev pab them nqi kho mob tshiab cov nqi tsub thiab tsis muaj cov teeb meem kev kho zoo.
- **Yog koj nyob rau hauv Medi-Cal ib lub tsev tu xyuas neeg laus,** Cal MediConnect txoj kev pab them nqi kho mob yuav ua hauj lwm nrog koj thiab pab neeg tu xyuas koj kom koj tau txais txoj kev tu xyuas uas koj tu ncu. Koj nyob tau twj ywm hauv lub tsev laus.

4. Yuav ua li cas yog kuv rau npe koom Cal MediConnect los yog PACE ib txoj kev pab them nqi kho mob tag es kuv tsis nyiam?

Koj rho tawm npe ntawm Cal MediConnect los yog PACE tau txhua lub hli thiab rov mus rau Medicare txoj kev pab them nqi kho mob li qub los yog rov rau Medicare Advantage txoj kev pab them nqi kho mob. Kom rho tau npe li no, hu rau Health Care Options ntawm 1-844-580-7272 (TTY: 1-800-430-7077), los yog qhia rau lub chaw pab them nqi kho mob rau koj paub tias koj xav tawm ntawm lub chaw. Lub chaw pab them nqi kho mob yuav pab koj xaiv txoj kev taug no.

- Nco ntsoov tias koj yeej tseem tau cov kev pab ntawm Medi-Cal. Koj txoj kev rho npe tawm tsuas muaj feem xyuam rau txoj kev koj tau cov kev pab ntawm Medicare xwb.

5. Long Term Services and Supports yog dab tsi? Lawv ua hauj lwm li cas hauv txoj kev pab them nqi kho mob?

Long Term Services and Supports (LTSS) yog Medi-Cal cov kev pab uas pab kom koj tau cov kev pab tu xyuas txuas zws mus. Nyob rau hauv ib txoj kev pab them nqi kho mob, cov kev pab thiab kev txhawb no yuav ua hauj lwm zoo li niaj hnuv no.

Koj txoj kev pab them nqi kho mob yuav ua hauj lwm nrog koj cov kws kho mob thiab LTSS cov chaw kho mob. Yog koj tsis tau cov kev kho no tam sim no, koj lub chaw pab them nqi kho mob yuav pab kom koj pib tau mus yav tom ntej yog muaj kab mob kev nkeeg tsim nyog.

- **In-Home Supportive Services (IHSS):** Kev tu xyuas rau cov tib neeg uas xav tau kev pab kom lawv nyob nyab xeeb tau hauv lawv lub tsev.
 - ▶ Yog koj tau IHSS, yuav tsis muaj kev hloov rau cov kev pab koj. Koj yeej ntsib tau IHSS cov chaw kho mob thiab koj yeej tseem ntiav tau, ncaws tawm tau thiab tswj xyuas tau koj cov chaw kho mob. IHSS tus kws tuav ntaub ntawv hauv cheeb nroog yuav ua hauj lwm los ntsuam xyuas koj cov kev tu ncuu thiab txiav txim rau koj cov sij hawm tau IHSS. Koj cov cai thov kom rov txiav txim dua yuav zoo li qub. Yog koj xav tau, koj lub chaw pab them nqi kho mob yuav ua hauj lwm nrog koj thiab IHSS cov chaw kho mob kom paub tseeb tias koj yeej tau cov kev tu xyuas uas koj tu ncuu.
- **Community-Based Adult Services (CBAS):** Cov ntawm no yog cov kev tu xyuas kab mob kev nkeeg yav nruab hnub nyob rau ntawm cov chaw uas muaj kev tu mob, kev kho mob, kev ua ub no thiab cov puas noj rau qee cov tib neeg muaj mob ntev kho tsis tau.
 - ▶ Yog muaj, koj lub chaw pab them nqi kho mob yuav ua hauj lwm nrog koj thiab koj tus kws kho mob yog koj xav tau yam kev pab no. Yog koj tau CBAS hnub no, cov kev pab rau koj yuav tsis hloov.
- **Multipurpose Senior Services Program (MSSP):** Cov no yog cov kev pab tswj xyuas kev noj haus thiab kev noj qab haus huv rau cov tib neeg muaj hnub nyoog 65 xyoos thiab laus dua.
 - ▶ Yog koj tau MSSP cov kev pab, koj yeej tseem tau li qub los ntawm MSSP cov chaw kho mob. Koj lub chaw pab them nqi kho mob yuav ua hauj lwm nrog lawv kom tswj xyuas tau txoj kev tu xyuas koj zoo dua.
- **Kev tu xyuas hauv tsev laus:** Koj lub chaw pab them nqi kho mob yuav ua hauj lwm nrog koj tus kws kho mob thiab lub tsev laus kom muab tau tib co kev pab li qub uas koj tau tam sim no thiab tswj xyuas txoj kev tu xyuas koj kom zoo dua ntxiv.

6. Kuv tsis xiv cov kev pab Medi-Cal Long Term Services and Supports. Vim li cas kuv thiaj yuav tsum rau npe koom ib txoj kev pab them nqi kho mob?

Qhov laj thawj ntawm txoj kev xaiv no yog kom tswj xyuas tau Medi-Cal cov kev kho kab mob kev nkeeg zoo dua ntxiv. Yog koj xav tau cov Long Term Services and Supports, lub chaw pab them nqi kho mob yuav pab koj. Thiab nyob rau lub txoj kev pab them nqi kho mob, koj yuav tau tsheb thauj mus cuag cov kev kho mob thiab tau kev pab tswv yim los ntawm tus kws tu mob hauv xov tooj 24-teev. Medi-Cal cov kev pab them nqi kho mob yuav them ntxiv rau Medicare cov nqi uas lub Xeev them hnub no, xws li koj cov nqi lov tawm.