



State of California — Health and Human Services
Department of Health Care Services

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Cov Lus Qhia Tseem Ceeb

Txoj Kev Koj Tau Koj Cov Kev Pab Los Ntawm Medi-Cal Yuav Hloov Rau Lub [MM/DD/YYYY]

Koj yuav tsum tau koom rau hauv Medi-Cal txoj kev pab them nqi kho mob hauv pawg neeg muab kev pab uas koom ua ke (managed care plan) mas koj thiaj li tau koj cov kev pab los ntawm Medi-Cal. Qhov kev hloov no mas yog los pab koj cov kev pab los ntawm Medi-Cal los ua ke rau hauv ib qho chaw.

Tsab ntawv no yog tsab zus ob uas qhia rau koj txog koj cov kev xaiv thaum uas koj xaiv Medi-Cal ib txoj kev pab them nqi kho mob.

Raws li koj cov kev pab thiab cov kev kho mob yav dhau los, tau muab koj tso rau hauv Medi-Cal txoj kev pab them nqi kho mob uas muaj npe raws li hauv qab no. **Tshwj tsis yog tias koj ho xaiv Medi-Cal txoj kev pab them nqi kho mob txawv, koj yuav koom rau hauv qhov kev pab them nqi kho mob hauv qab no**

MM/DD/YYYY: NAME OF PLAN

Yog tias koj tau Medicare, qhov kev hloov no tsis muaj feem raug rau qhov koj tau kev pab them nqi los ntawm Medicare los sis koj lub peev xwm mus cuag koj tus kws kho mob hauv Medicare.

Qhov kev hloov no yuav muaj feem raug kuv li cas?

- Koj qhov Medi-Cal txoj kev pab them nqi kho mob yuav tswj xyuas tag nrho koj cov kev pab uas kam them los ntawm Medi-Cal.
- Koj cov kev pab los ntawm Medicare thiab cov chaw muab kev pab yuav TSIS hloov.
- Koj cov kev pab los ntawm Medi-Cal thiab cov kev pab cuam yuav TSIS hloov.
- Koj txoj kev tsim nyog rau Medi-Cal yuav TSIS hloov thiab koj yuav tsis them ib tug nqi tshaj dab tsi li.

Xyuas hauv koj txoj kev pab them nqi kho mob seb koj cov chaw muab kev pab puas ua hauj lwm nrog koj qhov Medi-Cal txoj kev pab them nqi kho mob uas koj xaiv.

Koj yuav tau cov kev pab dab tsi los ntawm koj qhov Medi-Cal txoj kev pab them nqi kho mob?

Koj qhov Medi-Cal txoj kev pab them nqi kho mob yuav tswj xyuas tag nrho koj cov kev pab uas kam them los ntawm Medi-Cal, nrog rau Long Term Services and Supports.

- Yog tias koj tau Medicare, koj qhov Medi-Cal txoj kev pab them nqi kho mob yuav them rau qee cov nqi koom them hauv Medicare thiab cov kev pab cuam uas Medicare tsis kam them rau, xws li tej co tsheb thauj mus los, tej co khoom kho mob, thiab tej co tshuaj kws kho mob sau yuav.

Medi-Cal Long Term Services and Supports yog dab tsi?

- **In-Home Supportive Services (IHSS)** yog cov kev pab tu tus kheej rau cov neeg uas xav tau kev pab kom lawv nyob tau hauv lawv lub tsev. Yog tias koj tau IHSS tam sim no, koj tsis tas yuav hloov koj cov chaw muab IHSS thiab koj tseem yuav txais tau neeg ua hauj lwm, tshem neeg tawm hauj lwm, thiab tswj xyuas koj cov chaw muab kev pab.
- **Community-Based Adult Services (CBAS)** yog ib qho kev pab kho mob ntawm cov chaw rau yav nruab hnuv uas muab kev pab los ntawm tus kws ntsuam mob (nursing), kev pab kom rov ua tau zoo li qub (therapy), cov kev ua si, thiab zaub mov rau cov neeg uas muaj tej co mob mus ntev.
- **Multipurpose Senior Services Program (MSSP)** muab cov kev pab tswj xyuas txog kev sib tham nrog neeg thiab kev kho mob rau cov neeg uas muaj hnuv nyoog 65 xyoos thiab laus dua ntawd. Yog tias koj tau MSSP tam sim no, koj qhov kev pab them nqi kho mob yuav ua hauj lwm nrog koj qhov chaw muab MSSP kom pab tswj xyuas txoj kev kho koj kom zoo zog. Koj tsis tas hloov koj qhov chaw muab MSSP.
- **Kev pab tim tsev laus:** Yog tias koj tau kev pab hauv ib lub tsev laus, koj qhov kev pab them nqi kho mob yuav ua hauj lwm nrog koj tus kws kho mob thiab lub tsev laus kom tswj tau txoj kev kho koj kom zoo zog. Yog tias koj nyob hauv ib lub tsev laus tam sim no, koj tsis tas yuav hloov koj lub tsev laus.

Yog tias koj tsis tau cov kev pab no tam sim no, koj qhov Medi-Cal txoj kev pab them nqi kho mob yuav pab tau kom koj tau cov kev pab no yav tom ntej no, yog tias koj xav tau cov kev pab no.

Kuv yuav rau npe koom rau hauv Medi-Cal txoj kev pab them nqi kho mob thaum twg?

Koj yuav rau npe koom rau hauv Medi-Cal txoj kev pab them nqi kho mob pib lub MM/DD/YYYY.

Kuv xaiv puas tau Medi-Cal txoj kev pab them nqi kho mob txawv?

Tau. Tsis ntev no koj yuav tau txais ib pob ntawv qhia txog txoj kev pab them nqi kho mob. Nyeem cov ntawv hauv pob ntawv no. Pob ntawv no muaj:

- Ib Phau Ntawv Xaiv uas muaj cov lus qhia seb yuav xaiv thiab rau npe koom rau hauv ib qho Medi-Cal txoj kev pab them nqi kho mob hauv pawg neeg muab kev pab uas koom ua ke (managed care plan) li cas hauv lub nras koj nyob.
- Cov phau ntawv qhia txog cov chaw muab kev pab cov npe thiab xov tooj uas muaj cov kws kho mob uas ua hauj lwm nrog txhua txoj kev pab them nqi kho mob.

Kuv yuav tsum ua dab tsi tam sim no?

- Muab tsab ntawv thiab cov lus qhia no qhia rau koj tsev neeg los sis ib tug neeg uas paub txog koj cov kev kho mob.
- Nrog koj cov kws kho mob thiab lwm cov chaw muab kev pab kho mob tham seb txoj kev pab them nqi kho mob twg yog txoj uas lawv ua hauj lwm nrog.
- Yog tias koj tau Medicare, thov hu rau **California Health Insurance Counseling & Advocacy Program (HICAP) ntawm 1-800-434-0222 (TTY: 711)**.
- Yog xav xaiv ib txoj kev pab them nqi kho mob txawv, hu rau Health Care Options Zwj Hli (Monday) txog Zwj Kuab (Friday) 8 teev sawv ntxov txog 5 teev tsaus ntuj ntawm 1-844-580-7272 los sis TTY: 1-800-430-7077 tsis pub dhau lub MM/DD/YYYY.

Yog xav tau kev pab los sis cov lus qhia ntxiv

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

Yog tias koj xav xaiv ib qho Medi-Cal txoj kev pab them nqi kho mob txawv, thiab/los sis tau tsab ntawv no ua lwm hom lus los sis lwm yam ntawv – xws li ua cov ntawv loj, kaw ua suab, los sis cov ntawv Braille rau cov neeg tsis pom kev, thov hu rau Health Care Options Zwj Hli (Monday) txog Zwj Kuab (Friday) 8 teev sawv ntxov txog 5 teev tsaus ntuj ntawm 1-844-580-7272 los sis TTY: 1-800-430-7077.