

Cov Lus Ceeb Toom Ntxiv Hais Txog Cov Cai Koj Muaj thiab Cov Nyiaj Them Nqi Kho Mob los sis Cov Kev Kho Mob Koj Yuav Siv Tau

1. Qhov kev faj seeb rau kev kho hniav uas muaj npe hu ua Medi-Cal Dental Managed Care (DMC) yog dab tsi?

Medi-Cal DMC yog qhov kev faj seeb rau kev kho hniav uas saib xyuas cov nyiaj them nqi kho hniav los sis cov kev kho hniav nrog cov kws kho hniav nyob ib cheeb tsam ntawm koj nyob los mus nrhiav cov kev kho hniav koj yuav siv tau uas Medi-Cal yeej ib txwm them. Cov tswv cuab nyob hauv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC yuav tsum tau siv ib tus kws kho hniav uas muaj ntawv cog lus nrog lawv qhov kev faj seeb rau kev kho hniav Medi-Cal DMC feem ntau.

Yog koj nyob hauv **Nroog Sacramento**, koj yuav tsum tau mus tso npe siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC, uas nws muaj ob peb qhov kev zam.

Yog koj nyob hauv **Nroog Los Angeles**, koj yuav tsum tau mus tso npe siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC, los sis koj yeej xaiv tau Medi-Cal Dental Fee-For-Service (FFS).

2. Kuv puas tseem siv tau kuv tus kws kho hniav yog nws tsis yog ib tus kws kho hniav uas muaj ntawv cog lus nrog kuv qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab?

Yog koj yeej tau mus siv Medi-Cal ib tus kws kho hniav nyob hauv 12 lub hlis tag los rau tam sim no uas nws tsis muaj ntawv cog lus nrog koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab, koj yeej siv tau koj tus kws kho hniav mus ib ntus yog koj thov koj qhov kev faj seeb rau kev kho hniav tshiab kom pub muaj “kev siv tau mus ntxiv (continuity of care).”

Kev siv tau mus ntxiv yeej pub koj siv koj tus kws kho hniav Medi-Cal mus ntev txog li 12 lub hlis tom qab koj muab npe nkag mus siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab.

Tej zaum koj tus kws kho hniav yuav pom zoo los mus khiav hauj lwm nrog qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab. Koj yuav siv tau qhov no mus ntev txog li 12 lub hlis. Yog koj xav kom pub muaj kev siv tau mus ntxiv, hu xov tooj mus rau koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab lub chaw pab tswv cuab tom qab muab npe nkag mus siv qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab. Yog koj tus kws kho hniav **tsis**

pom zoo los mus khiav hauj lwm nrog koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab, qhov kev faj seeb rau kev kho hniav yuav pab nrhiav ib tus kws kho hniav tshiab rau koj.

Yog xav paub ntau tshaj qhov no ntxiv hais txog cov kev faj seeb rau kev kho hniav Medi-Cal DMC uas peb muaj rau koj xaiv, mus xyuas ntawm **www.healthcareoptions.dhcs.ca.gov**.

3. Yuav ua li cas yog kuv twb teem tau ib cov sij hawm mus ntsib tus kws kho hniav rau thaum los sis tom qab thaum XX/XX/XXXX lawm?

Nrog koj tus kws kho hniav tam sim no thiab koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab sib tham los mus teem sij hawm rau koj mus ntsib tus kws kho hniav. Tej zaum koj tus kws kho hniav yuav tau thov kom koj qhov kev faj seeb rau kev kho hniav tshiab los mus muab lus pom zoo ua ntej koj yuav teem tau ib cov sij hawm tshiab mus ntsib tus kws kho hniav los sis mus kho hniav.

4. Kuv puas yuav siv tau cov sij hawm uas kuv twb teem tau rau kuv mus ntsib Medi-Cal ib tus kws kho hniav uas muaj kev kawm txog ib yam kev kho hniav tshwj xeeb?

Yog koj twb teem tau ib lub sij hawm rau koj mus ntsib Medi-Cal ib tus kws kho hniav uas muaj kev kawm txog ib yam kev kho hniav tshwj xeeb ua ntej koj muab npe nkag mus siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC, koj yeej tseem yuav siv tau lub sij hawm uas koj teem tau ntawd.

Hu xov tooj mus rau koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC lub chaw pab tswv cuab tom qab koj muab npe nkag mus siv qhov kev faj seeb rau kev kho hniav. Nug koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC saib koj puas tseem yuav siv tau lub sij hawm uas koj teem tau ntawm no. Tej zaum tus kws kho hniav uas muaj kev kawm txog ib yam kev kho hniav tshwj xeeb twb yog ib tus uas muaj ntawv cog lus nrog koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab lawm, los sis tej zaum nws yuav pom zoo muab npe nkag mus koom.

5. Kuv puas yuav tsum tau muaj ib qhov kev tso lus tshiab rau ib qhov kev kho hniav thaum kuv muab npe nkag mus siv qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab?

Yog koj yeej tab tom siv qhov kev pab los sis kev kho hniav Medi-Cal muaj uas yeej tsis tag muaj ntawv tso lus ua ntej (kev muab lus pom zoo), koj yeej tseem yuav siv tau qhov kev pab los sis kev kho ntawd. Yog koj yuav tsum tau siv qhov kev pab los sis kho ntawd mus kom dhau XX/XX/XXXX, hu xov tooj mus rau koj qhov kev faj seeb rau kev kho hniav Medi-Cal Dental Managed Care lub chaw pab tswv cuab tom qab koj muab npe nkag mus siv qhov kev faj seeb rau kev kho hniav. Yog koj yeej muaj ib qhov kev tso lus los ntawm koj tus kws kho hniav tam sim no rau Medi-Cal ib qhov kev pab lawm, koj yeej tseem yuav siv qhov kev tso lus uas koj muaj ntawd.

Yog koj tus kws kho hniav Medi-Cal tsis muaj ntawv cog lus nrog koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab, koj yuav tsum tau mus ntsib ib tus kws kho hniav tshiab los mus siv qhov kev pab los sis kev kho uas koj siv ntawd mus ntxiv mus txog thaum los sis tom qab thaum XX/XX/XXXX. Yog koj xav paub hais tias saib koj tus kws kho hniav puas yog ib tus uas muaj ntawv cog lus nrog koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tshiab, hu xov tooj mus rau qhov kev faj seeb rau kev kho hniav. Yog koj tus kws kho hniav yeej tsis muaj ntawv cog lus nrog koj qhov kev faj seeb rau kev kho hniav tshiab, koj yeej thov tau kom pub muaj kev siv tau mus ntxiv, zoo li tau muab piav qhia nyob hauv Ntu Ntawv 2.

6. Kuv yuav ua li cas yog hais tias kuv tau txais ib daim nqi?

Yog ib tus kws kho hniav los sis koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tam sim no ho xa ib daim nqi tuaj rau koj, hu xov tooj mus nrog koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tam sim no sib tham. Lawv yuav qhia rau koj yog hais tias koj yuav tsum tau them daim nqi ntawd. Yog koj tau mus kho hniav nyob ntawm cov kws kho hniav uas tsis muaj ntawv cog lus nrog koj qhov kev faj seeb rau kev kho hniav uas koj yeej tsis muaj ntawv tso lus los ntawm koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC, tej zaum koj yuav tau them daim nqi.

Yog koj tau txais ib daim nqi rau ib qhov kev pab uas koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC **tshiab** muaj rau koj siv, hu xov tooj mus nrog koj qhov kev faj seeb rau kev kho hniav tshiab tham saib koj puas yuav tau them.

7. Kuv yuav xaiv ib qhov kev faj seeb rau kev khiav hniav Medi-Cal DMC li cas?

Cov kev faj seeb rau kev kho hniav uas peb muaj rau koj xaiv yuav yog nyob ntawm saib koj nyob rau lub nroog twg.

Yog koj nyob hauv **Nroog Sacramento**, koj yuav tsum tau xaiv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC. Yog koj nyob hauv Nroog Sacramento thiab koj tsis xaiv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC, lub chaw Department of Health Care Services (DHCS) yuav xaiv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC rau koj.

Yog koj nyob hauv **Nroog Los Angeles**, koj yeej xaiv tau ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC. Los sis koj yeej xaiv tau Medi-Cal Dental Fee-For Service (FFS).

Yog koj nyob hauv **Nroog San Mateo**, koj yuav tau txais kev kho hniav los ntawm Health Plan of San Mateo (HPSM) los sis Medi-Cal Dental FFS.

- Yog koj yeej muaj npe siv HPSM lawm, koj yuav tau txais kev pab/kev kho hniav los ntawm HPSM. Yog xav paub ntxiv txog HPSM, hu xov tooj mus rau lub chaw pab tswv cuab Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-750-4776 (TTY: 1-800-735-2929).

- Yog yeej muaj npe siv Kaiser lawm, koj yuav tau txais kev pab/kev kho hniav los ntawm Medi-Cal Dental FFS. Yog xav nrhiav ib tus kws kho hniav, koj yeej hu tau xov tooj mus rau Medi-Cal Dental Lub Chaw Pab Cuam Cov Qhua ntawm 1-800-322-6384 (TTY: 1-800-735-2922), Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 5 teev tsaus ntuj.

Koj yeej hu tau xov tooj mus tso npe siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC. Hu xov tooj mus rau lub chaw Medi-Cal Health Care Options (HCO) Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-430-2022 (TTY: 1-800-430-7077). Los sis mus tso npe siv nyob hauv online nyob ntawm **www.healthcareoptions.dhcs.ca.gov**.

Koj yeej muaj cai los mus muab koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC pauv tau txhua lub sij hawm. Hu xov tooj mus rau lub chaw Medi-Cal HCO Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-430-2022 (TTY: 1-800-430-7077). Los sis mus xyuas ntawm **www.healthcareoptions.dhcs.ca.gov**.

8. Medi-Cal Health Care Options yog dab tsi?

Medi-Cal Health Care Options (HCO) yog ib qhov kev pab uas yuav pab kom cov tswv cuab paub txog cov kev faj seeb rau kev kho mob Medi-Cal. Lub chaw Department of Health Care Services yeej muaj qhov kev pab ntawm no coj los pab kom cov tswv cuab xaiv tau qhov kev faj seeb uas yuav zoo rau lawv hais txog txoj kev uas Medi-Cal yuav them lawv cov nqi kho mob.

Medi-Cal HCO lub vas sab (website) yog **www.healthcareoptions.dhcs.ca.gov**.

Yog xav paub ntau tshaj qhov no, hu xov tooj mus rau lub chaw Medi-Cal HCO Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-430-2022 (TTY: 1-800-430-7077).

9. Kuv puas muab tau npe mus siv Program of All-Inclusive Care for the Elderly (PACE)?

Yog koj muaj hnuv nyoog 55 xyoo rov saum thiab yeej yuav tsum tau siv ib qhov kev saib xyuas uas nyob rau theem siab me ntsis es koj thiaj li yuav nyob tau hauv tsev, koj yeej muaj cai tsim nyog nkag mus siv tau qhov kev pab cuam PACE nyob hauv ib cheeb tsam ntawm koj nyob.

PACE yeej muaj ib cov neeg sib pab hauj lwm los mus saib xyuas koj uas yog muaj ib cov kws kho mob, kws tu neeg mob, kws pab neeg mob, kws tsav tsheb, kws tu neeg hauv tsev, kws pab pej xeeb, kws saib xyuas dej num, thiab kws qhia noj zaub mov. Lawv yuav saib xyuas txoj kev kho koj, txoj kev tu koj hauv tsev, txoj kev thauj koj mus los, thiab txoj kev saib xyuas tshwj xeeb zoo li kev kho hniav thiab khoom pab kom hnov lus.

Yog xaiv PACE, feem ntau ntawm cov kev pab/kev kho uas koj yuav siv tau yeej yog nyob ntawm PACE cov chaw. Koj los kuj tseem yuav mus siv tau lawv cov

kev pab cuam rau tib neeg thiab siv lawv cov chaw mus ua cov dej num uas yuav ua rau lub cev khov thiab muaj zog. Muaj tej lub sij hawm, cov neeg sib pab khiav hauj lwm los saib xyuas koj yeej muaj cov kev pab uas yuav tuaj saib xyuas koj nyob hauv tsev los sis yuav pab koj nyob saum huab cua.

Yog koj txiav txim tso npe mus siv ib qhov kev faj seeb rau kev kho mob PACE, peb yuav muab koj rho tawm ntawm koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC vim hais tias qhov kev faj seeb rau kev kho mob PACE yuav yog tus los npaj tag nrho cov kev kho hniav.

Kev tso npe mus siv PACE yeej yog ib qhov kev txiav txim ntawm tus kheej xwb. Koj yeej rho tau npe tawm txhua sij hawm. Nws yeej muaj ib txoj kev rau koj tso npe mus siv PACE. Qhov no yog yuav muaj ib qhov kev ntsuam xyuas kom paub hais tias saib cov kev kho twg yog cov uas PACE yuav tsum tau muaj rau koj siv. Qhov kev ntsuam xyuas ntawm no yuav siv lub sij hawm ntev li ntawm ob peb lim piam. Yog koj muaj Medi-Cal, nws yuav tsis muaj lwm cov nqi uas koj yuav tau them txhua zaug thaum mus kho hniav (co-pays) los sis lwm cov nqi uas koj yuav tau them ua ntej qhov kev faj seeb yuav them (deductible).

Cov kev pab/kev kho uas PACE muaj yog muaj, tiam sis tsis tag rau:

- Kev mus ntsib kws kho mob thiab kws kho mob uas muaj kev kawm tshwj xeeb
- Kev mus kho mob hauv tsev kho mob thiab kev phais mob
- Kev yuav tau mus kho mob tam sim thiab kev yuav tau mus kho mob sai
- Kev pab rau qhov muag thiab kaus hniav
- Cov tshuaj siv ntawv sau yuav
- Kev kho kom lub cev khov thiab muaj zog, kev kho kom siv tau tej tes taws, thiab kev kho kom hais tau lus
- Kev saib xyuas hauv tus neeg lub tsev
- Kev pab rau kev coj tus cwj pwm
- Khoom siv thiab khoom kho mob
- Kev thauj mus los ntawm PACE cov chaw thiab ntawm cov sij hawm mus ntsib cov kws kho mob sab nrauv
- Kev pab tswv yim rau kev noj cov khoom uas yuav zoo rau lub cev thiab kev npaj zaub mov noj
- Cov chaw muaj kws tu neeg mob los saib xyuas cov tib neeg

Yog xav paub hais tias saib puas muaj PACE nyob hauv koj lub nroog los sis yog xav paub ntxiv txog PACE, mus xyuas ntawm **www.CalPACE.org**. Los sis hu xov

tooj mus rau lub chaw Health Care Options Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-430-2022 (TTY: 1-800-430-7077).

10. Leej twg thiaj li yog ib tus neeg uas yuav tsis tag muab npe mus siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC?

Yog koj nyob hauv Nroog Sacramento, koj yeej tsis tag yuav muab npe mus siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC li yog hais tias koj:

- Yeej yog ib tus neeg Yog ib tus neeg American Indian/Alaska Native
- Yeej yog ib tus tswv cuab uas tau kev pab los ntawm foster care, qhov kev pab cuam Adoption Assistance Program los sis Child Protective Services, los sis
- Tau kev zam rau kev them nqi kho mob (kho hniav) (medical (dental) exemption) ntawm qhov yuav tsum kom mus tso npe siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC.

Yog xav paub ntau ntxiv txog cov kev zam ntawm kev muab npe mus siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC, hu xov tooj mus rau lub chaw Health Care Options, Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-430-2022 (TTY: 1-800-430-7077).

11. Kuv puas yuav tau ib qhov kev zam rau kev them nqi kho mob (kho hniav) ntawm txoj kev yuav muab npe mus siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC?

Yog koj nyob hauv **Nroog Sacramento**, uas neeg yuav tsum tau muaj kev faj seeb rau kev kho hniav, tej zaum koj yuav tau kev zam rau kev them nqi kho mob (kho hniav) ntawm qhov kev faj seeb rau kev kho hniav Medi-Cal DMC. Koj yuav tau ib qhov kev zam rau kev kho mob yog hais tias:

- Koj yeej muaj ib tus mob uas muaj ntau yam los cuam tshuam rau, thiab
- **Medi-Cal** tus kws kho hniav uas koj siv yeej yog ib tus kws kho hniav Medi-Cal Dental Fee-For-Service (FFS) uas tsis muaj ntawv cog lus nrog ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC nyob hauv Nroog Sacramento.

Yog koj yeej xav nyob twb ywm rau hauv Medi-Cal Dental FFS, mus thov ib qhov kev zam rau kev kho hniav kom sai li sai tau. Ntau zaum, koj yeej tsis tsim nyog tau ib qhov kev zam rau kev muab npe mus siv ib qhov kev faj seeb rau kev kho hniav Medi-Cal tom qab koj twb muaj ib qhov kev faj seeb rau kev kho hniav Medi-Cal DMC tau ntev li **90 hnuv** lawm.

Koj tus kws kho hniav los sis ib tus neeg pab tib neeg yeej pab tau koj los muab

tsab ntawv teev npe thov sau kom tiav. Tsab ntawv teev npe thov los yeej tseem muaj ib cov chaw uas koj tus kws kho hniav yuav tsum tau sau lus rau thiab. Muab tsab ntawv teev npe thov uas twb muab sau tiav tag lawm xa rov qab mus rau lub chaw Medi-Cal Health Care Options (HCO).

Nws muaj ob txoj kev rau koj siv coj los thov ib qhov kev zam rau kev kho mob (kho hniav):

1. Hu xov tooj mus rau lub chaw Medi-Cal HCO Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-430-2022 (TTY: 1-800-430-7077).
2. Mus xyuas hauv Medi-Cal HCO nyob ntawm **www.healthcareoptions.dhcs.ca.gov**.

Yog lub chaw Medi-Cal HCO muab lus pom zoo rau koj tsab ntawv thov kev zam, koj yeej nyob tau twb ywm hauv Medi-Cal Dental FFS thiab yeej siv tau koj tus kws kho hniav mus txog thaum hnuv uas qhov kev zam rau kev kho mob (kho hniav) xaus.

Yog lub chaw Medi-Cal HCO tsis muab lus pom zoo rau koj tsab ntawv thov kev zam, tej zaum koj yeej tseem yuav siv tau koj tus kws kho mob yog koj hais rau koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC hais tias koj xav kom muaj kev siv tau mus ntxiv.

Yog xav paub ntau tshaj qhov no ntxiv txog cov kev zam rau kev kho mob thiab qhov hais tias yuav mus thov ib qhov kev zam li cas, mus xyuas hauv Medi-Cal HCO lub vas sab (website) nyob ntawm **www.healthcareoptions.dhcs.ca.gov**.

12. Qhov kev Zam Rau Kev Them Nqi Kho Hniav (Beneficiary Dental Exception, BDE) yog lis li cas tsi?

Yog koj nyob hauv **Nroog Sacramento**, uas neeg yuav tsum tau muaj kev faj seeb rau kev kho hniav, tej zaum koj yuav tau kev zam rau kev them nqi kho mob (kho hniav) yog koj qhov kev faj seeb rau kev kho hniav Dental Managed Care (DMC) tsis kam them rau koj mus siv:

- Yog ib qhov kev teem sij hawm mus kho “ib qhov mob uas yuav tau kho tam sim” (mob, o, thiab/los sis los ntshav) nyob hauv 24 teev,
- Yog ib qhov kev teem sij hawm “mus ntsib kws kho mob uas niaj hnuv muaj” (tsis yog ib qhov uas yuav tau kho tam sim) nyob hauv plaub (4) lim piam, los sis
- Yog ib qhov kev teem sij hawm mus ntsib “ib tus kws kho hniav uas muaj kev kawm tshwj xeeb” nyob hauv 30 hnuv ntawm hnuv tau thov.

Yog koj muaj teeb meem mus teem ib lub sij hawm, zoo li tau hais los nyob saum no, koj yeej sau tau ntawv mus thov ib qhov kev zam rau kev them nqi kho hniav. Nws muaj ob txoj kev rau koj siv coj los thov ib qhov kev zam rau kev kho hniav:

1. Hu xov tooj mus rau lub chaw Beneficiary Dental Exception tus xov tooj, Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 5 teev tsaus ntuj, ntawm 1-855-347-3310.
2. Mus xyuas ntawm lub chaw Beneficiary Dental Exception phab ntawv vas sab nyob ntawm **dental.dhcs.ca.gov/Members/Dental_Managed_Care/Beneficiary_Dental_Exception**.

Yog koj tau lus pom zoo rau koj qhov kev zam, koj yeej pauv tau mus siv Medi-Cal Dental FFS.

13. Medi-Cal lwm cov kev pab uas kuv yuav siv tau yog cov twg?

Kev Thauj Mus Los

Yog koj yeej tsis muaj ib txoj kev yuav mus ntsib tau kws kho mob, yuav mus tau rau ntawm lub chaw kuaj mob, mus ntsib kws kho hniav, yuav mus tau rau ntawm lub chaw kho neeg txoj kev xav, los sis lub chaw kho neeg quav yeeb quav tshuaj, los sis yuav mus nqa tau tshuaj los sis yuav mus siv tau cov kev pab uas Medi-Cal yeej ib txwm them, koj yeej tsim nyog mus siv tau cov kev thauj mus los dawb. Koj yeej siv tau tsheb, tsheb ntiav, tsheb npav, los sis lwm yam kev thauj pej xeem mus los, los sis ib tus neeg lub tsheb coj los thauj koj mus los rau cov kev pab uas muaj npe hu ua Non-Medical Transportation (NMT) (Kev Thauj Mus Los Rau Ib Yam Uas Tsis Yog Mob Nkeeg). Neeg yeej siv tau NMT rau cov sij hawm teem mus kho mob uas yog cov kev kho Medi-Cal yeej ib txwm them tiam sis tsis yog cov kev kho uas qhov kev faj seeb rau kev kho mob Medi-Cal muaj. Cov kev peb/kev kho ntawm no yog suav kev kho neeg quav yeeb quav tshuaj.

Yog koj siv tsis tau ib lub tsheb, tsheb npav, tsheb ntiav, los sis lwm yam kev thauj pej xeem mus los, los sis ib tus neeg lub tsheb vim ib cov mob uas koj muaj, koj yeej siv tau qhov kev thauj neeg mus los uas muaj npe hu ua Non-Emergency Medical Transportation (NEMT) (Kev Thauj Mus Los Rau Ib Yam Uas Tsis Yog Kev Kho Mob Tam Sim) rau koj mus rau ntawm cov sij hawm koj tau teem mus ntsib kws kho mob/kho hniav. Qhov no yog kev siv lub tsheb thauj neeg mob, kev siv lub tsheb van uas thauj cov neeg siv rooj zaum muaj log, los sis kev siv lub tsheb van uas muab kho kom thauj tau cov neeg muaj mob. Koj yuav tsum tau muaj ib daim ntawv siv los ntawm ib tus kws kho mob es koj thiaj li yuav mus thov tau qhov kev thauj mus los NEMT. NEMT yog ib qhov kev thauj mus los rau cov tib neeg uas lawv yeej siv tsis tau ib yam kev thauj pej xeem mus los, los sis qhov kev thauj mus los uas yog muaj ib tus neeg thauj. Koj tus thawj kws kho mob, kws kho hniav, kws kho ko taw, kws kho neeg txoj kev xav, los sis kws kho neeg quav yeeb quav tshuaj yeej sau tau daim ntawv siv rau koj.

Koj qhov kev faj seeb rau kev kho hniav Medi-Cal Dental Managed Care Plan los sis qhov kev faj seeb rau kev kho mob yeej pab teem tau sij hawm rau tsheb

tuaj thauj koj. Hu xov tooj mus rau koj qhov kev faj seeb rau kev kho mob Medi-Cal lub chaw pab tswv cuab mus thov ib qhov kev thauj mus los.

Thaum thov kev thauj mus los, koj yuav tsum tau hu xov tooj mus rau koj qhov kev faj seeb rau kev kho mob Medi-Cal ua ntej lub sij hawm koj teem yuav mus kho mob/kho hniav kom ntxov li ntxov tau. Yog koj teem tau ntau lub sij hawm, koj los yeej thov tau kev thauj mus los rau cov sij hawm ntawd tib si.

14. Kuv yuav mus nug qhov twg es kuv thiaj li yuav paub ntau tshaj qhov no los sis thiaj li yuav nrhiav tau kev pab?

Rau cov lus nug hais txog cov kev faj seeb rau kev kho hniav Medi-Cal DMC uas peb muaj rau neeg xaiv:

- Hu xov tooj mus rau lub chaw Medi-Cal Health Care Options (HCO) Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 6 teev tsaus ntuj, ntawm 1-800-430-2022 (TTY: 1-800-430-7077). Los sis mus xyuas hauv Medi-Cal HCO lub vas sab nyob ntawm **www.healthcareoptions.dhcs.ca.gov**.

Rau cov lus nug hais txog Medi-Cal Dental Program:

- Hu xov tooj mus rau lub chaw pab tib neeg hauv xov tooj Medi-Cal Dental Lub Chaw Pab Cuam Txais Xov Tooj Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 5 teev tsaus ntuj, ntawm 1-800-322-6384 (TTY: 1-800-735-2922 los sis 711). Los sis mus xyuas ntawm **www.dental.dhcs.ca.gov**.

Rau cov lus nug hais txog Medi-Cal:

- Hu xov tooj mus rau tus xov tooj Medi-Cal Helpline Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 5 tsaus ntuj, ntawm 1-800-541-5555. Tsab xov tooj no yeej yog ib tsab xov tooj uas hu dawb xwb thiab neeg yeej siv tau tus xov tooj TTY.

Rau cov lus nug hais txog qhov hais tias yog vim li cas es koj qhov kev faj seeb rau kev kho hniav Medi-Cal DMC thiaj li pauv:

- Hu xov tooj mus rau lub chaw Medi-Cal Lub Chaw Ua Hauj Lwm Saib Xyuas (Ombudsman Office) Zwj Hli (Monday) - Zwj Kuab (Friday), thaum 8 teev sawv ntxov mus txog 5 teev tsaus ntuj, ntawm 1-888-452-8609 (TTY: 711 qhov kev hu xov tooj California State Relay). Tsab xov tooj no yog ib tsab uas hu dawb xwb. Los sis sau email mus rau lawv ntawm tus email **MMCDombudsmanOffice@dhcs.ca.gov**. Lub chaw Medi-Cal Ombudsman yuav pab kom cov tib neeg uas muaj Medi-Cal mus siv tau lawv cov kev kho mob (kho hniav)/cov nyiaj them nqi kho mob/kho hniav thiab kom lawv paub cov cai thiab cov dej num uas lawv muaj.

15. Yuav ua li cas yog tias kuv yog ib Tus Tswv Cuab Neeg American Indian los sis Alaska Native?

Yog tias koj yog ib tus tswv cuab neeg American Indian/Alaska Native (AI/AN) uas sau npe rau hauv Txoj Phiaj Xwm Dental Managed Care, tej zaum koj yuav tuaj yeem tau txais kev pab cuam ntxiv los ntawm ib Tus Kws Muab Kev Pab Cuam Indian Health Care ntawm koj qhov kev xaiv. Yog tias koj muaj lus nug txog koj cov txiaj ntsig nyiaj pab, thov tiv tauj rau koj Txoj Phiaj Xwm Dental Managed Care los sis Lub Khoos Kas Medi-Cal Dental Lub Chaw Muab Kev Pab Cuam Tus Xov Tooj ntawm 1-800-322-6384.