

## **Tih gorqv-zeic waac-fienx tim daaih mbuox taux meih maaih leiz beu aengx caux fu'loqc nyaanh**

### **1. Naaiv norm Medi-Cal Dental Managed Care (DMC) beu heng-wangc sou-gorn se zeiz haaix nyungc ga'naaiv?**

Naaiv norm Medi-Cal DMC beu heng-wangc sou-gorn duqv domh nzoih borqv doic caux nyaah zangc tengx ziux goux zorc nyaah yiem njiec meih nyei deic jei liouh zoux gong ziux goux zorc nyaah bun meih dugh Medi-Cal beu weih nyei buonc gong. Baengc mienh dugh duqv bieqc Medi-Cal DMC beu heng-wangc sou-gorn liuz a'zuqc lorx longc nyaah zangc yiem njiec ninh mbuo nyei Medi-Cal DMC beu heng-wangc sou-gorn juangc gorn zangc nyei zoux gong mienh.

Beiv hngangv meih yiem lorqc njiec **Sacramento Nquenc**, meih a'zuqc dorh mbuoz bieqc naaiv norm Medi-Cal DMC beu heng-wangc sou-gorn, bun cih cuotv yi buo diuc jauv-louc hngangv.

Beiv hngangv meih yiem lorqc njiec **Los Angeles Nquenc**, meih corc haih giniv dorh mbuoz bieqc naaiv norm Medi-Cal DMC beu heng-wangc sou-gorn a'fai giniv bieqc Medi-Cal Dental Fee-For-Service (FFS).

### **2. Se gorngv ninh mbuo nyaah zangc mv zeiz juangc siang Medi-Cal DMC beu heng-wangc sou-gorn gorn zangc yie corc haih mingh lorx lox-nyaah zangc duqv nyei?**

Se gorngv meih duqv mingh lorx naaiv norm Medi-Cal nyaah zangc yiem njiec 12 hlaax nyieqc jiex daaih nyei bouc dauh dugh ninh mv maaih mbuoz yiem caux siang Medi-Cal DMC beu heng-wangc sou-gorn nyei gorn zangc, nzunc baav meih corc haih duqv longc dangh baav ziangh hoc yiem naaic laanh lox-nyaah zangc duqv nyei se gorngv meih duqv maaih waac tov taux meih nyei siang-beu heng-wangc sou-gorn ndaangc liouh bun "borqv nzipc ziux goux zorc baengc mingh" (continuity of care).

Borqv nzipc ziux goux zorc baengc se nqoi nzuih bun meih duqv borqv nzipc lorx Medi-Cal lox-nyaah zangc duqv lauh ndaaux taux 12 hlaax nyieqc yiem haaix zanc meih dorh mbuoz bieqc siang Medi-Cal DMC beu heng-gorn sou-gorn funx mingh.

Nzunc baav meih nyei nyaah zanc corc zuqc doix-dongh laengz juangc gong caux meih nyei siang Medi-Cal DMC beu heng-wangc sou-gorn nyei oc. Mv baac haih dorg ziangh hoc yiem 12 hlaax nyieqc bouc dauh. Haaix zanc meih duqv dorh mbuoz bieqc siang Medi-Cal DMC beu heng-wangc sou-gorn liuz, se gorngv meih corc qiemx zuqc heuc tengx borqv nzipc ziux goux zorc baengc

mingh nor, douc waac lorx taux siang Medi-Cal DMC beu heng-wangc sou-gorn yiem ziux goux baengc mienh nyei gorn zangc. Beiv hnangv meih nyei nyaah zangc **mv** laengz juangc gong caux meih nyei siang Medi-Cal DMC heng-wangc sou-gorn, ninh mbuo heng-wangc sou-gorn yaac zuqc tengx zaah lorx ganh laanh nyaah zangc bun meih.

Se gorngv oix hoqc hiuv waac-fienx tipv taux hnangv haaix ginv bieqc meih nyei Medi-Cal DMC beu heng-wangc sou-gorn, bieqc lorx mangc yiem **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

**3. Beiv hnangv yie duqv dunx ziangx ziangh hoc liouh buangx nyaah zangc yiem naaiv norm hnoi a'fai jiex mingh XX/XX/XXXX a'zuqc fungc zoux?**

Nzipc jienv gong caux ih zanc lox-nyaah zangc liouh dungx ziangh hoc lorx buangh siang Medi-Cal DMC beu heng-wangc sou-gorn ndaangc. Naaiv laanh nyaah zangc a'zuqc naaic ninh mbuo siang-heng-wangc sou-gorn liouh tov nqoi nzuih waac ndaangc liuz cingx dunx ziangh hoc bun ganh siang-buangh a'fai tengx ziux goux zorc baengc.

**4. Yie corc haih dingc ziangh hoc buangh caux lox Medi-Cal liouc siouv zangc nyei?**

Beiv hnangv meih duqv dunx ziangx ziangh hoc liouh lorx buangh siang-Medi-Cal liouc siouv zangc ndaangc dungx meih duqv dorh mbuoz bieqc siang Medi-Cal DMC beu heng-wangc sou-gorn nor, meih corc haih mingh lorx ei gan dunx ziangx ziangh hoc nyei dorngx hnangv lox.

Haaix zanc meih duqv dorh mbuoz bieqc sian beu heng-wangc sou-gorn liuz, douc waac lorx taux siang Medi-Cal DMC beu heng-wangc sou-gorn yiem ziux goux baengc mienh nyei gorn zangc. Naaic taux meih nyei Medi-Cal DMC heng-wangc sou-gorn ndaangc gorngv meih corc haih longc duqv lox-dunx waac nyei ziangh hoc nyei fai. Nzunc baav naaiv laanh liouc siouv zangc yaac maaih mbuoz juangc yiem meih nyei siang Medi-Cal DMC sou-gorn nyei gorn zangc mi'aqc, a'fai lorqc doih laengz dorh mbuoz bieqc.

**5. Haaix zanc yie duqv tuix mbuoz bieqc naaiv norm Medi-Cal DMC sou-gorn liuz yie corc a'zuqc tov ganh nqoi nzuih siang waac nyei?**

Beiv hnangv meih duqv zipv Medi-Cal tengx ziux goux a'fai zorc baengc dungx mv zuqc jaa-nziouv tov nqoi nzuih waac ndaangc (nqoi nzuih bun) nyei buonc gong, meih nzipc jienv zipv tengx ziux goux zorc baengc mingh duqv aqv. Se gorngv meih qiemx zuqc borqv nzipc jienv ziux goux zorc baengc lauh jiex ndaangc naaiv norm hnoi-nyieqc XX/XX/XXXX, haaix zanc meih duqv dorh mbuoz bieqc liuz, douc waac lorx taux Medi-Cal Dental Managed Care sou-gorn nyei ziux goux baengc nyei dorngx.

Beiv hnangv ih zanc meih corc maaih nqoi nzuih sou yiem caux minc zinh nyei nyaah zanc liouh bun Medi-Cal tengx ziux goux zorc jienv baengc yiem, meih corc haih longc jienv naaic zeiv nqoi nzuih sou mingh.

Beiv hñangv meih nyei Medi-Cal nyaah zangc mv zeiz juangc norm siang Medi-Cal DMC heng-wangc gorn nyei gorn zangc, meih a'zuqc mingh lorx ganh laanh siang-nyaah zangc tengx ziux goux zorc baengc yiem naaiv norm hnoi-nyieqc a'fai jiex liuz naaiv norm hnoi-nyieqc XX/XX/XXXX. Se gorngv oix zaah mangc gorngv naaic laanh nyaah zanc se maiah mbuoz juangc yiem siang Medi-Cal DMC heng-wangc sou-gorn nyei gorn zangc nyei fai, douc waac lorx naaic taux heng-wangc sou-gorn oc. Beiv hñangv meih nyei nyaah zangc mv maaih mbuoz juangc yiem naaic norm siang-heng-wangc sou-gorn, meih yaac haih tov heuc tengx nzipc jienv ziux goux zorc baengc mingh ei bouc dauh waac porv cing yiem da'2 ginc sou wuov.

**6. Oix zuqc fungc zoux beiv hñangv yie duqv zipv benx siou zaeqv-daan?**

Beiv hñangv meih duqv zipv zaeqv-daan yiem nyaah zangc bun daaih siou zaeqv a'fai yiem ih zanc minc zinh Medi-Cal DMC heng-wangc sou-gorn siou zaeqv, douc waac lorx naaic taux ih zanc minh zinh nyei Medi-Cal DMC heng-wangc sou-gorn. Ninh mbuo a'zuqc mbuox meih duqv hiuv gorngv meih a'zuqc cuotv nyaanh tipv naaic zeiv zaeqv-daan nyei fai. Beiv hñangv meih mv duqv zipv tengx ziux goux zorc baengc ndaangc dungh Medi-Cal DMC heng-wangc sou-gorn mv duqv nqoi nzuih yiem njiec mv zeiz juangc norm gorn zangc nyei nyaah zangc, nzunc baav meih a'zuqc cuotv nyaanh jaauv naaic norm zaeqv-daan.

Beiv hñangv meih duqv zipv siou zaeqv-daan nyaanh yiem njiec meih nyei **siang** Medi-Cal DMC heng-wangc sou-gorn tengx ziux goux zorc baengc nyei buonc gong, douc waac lorx naaic taux siang-heng-wangc sou-gorn liouh zaah mangx gorngv meih horpc zuqc jaauv naaic norm zaeqv-daan nyei fai.

**7. Yie hñangv haaix ginv longc naaiv norm Medi-Cal DMC heng-wangc sou-gorn?**

Meih maaih jauv-louc bun ginv bieqc ei dungh meih yiem lorqc zuqc haaix norm nquenc.

Beiv hñangv meih yiem lorqc njiec **Sacramento Nquenc**, meih a'zuqc ginv longc naaiv norm Medi-Cal DMC beu heng-wangc sou-gorn. Beiv hñangv meih yiem lorqc zuqc Sacramento nquenc aengx caux mv duqv ginv bieqc naaiv norm Medi-Cal DMC heng-wangc sou-gorn, ninh mbuo Department of Health Care Services (DHCS) yaac zuqc tengx ginv naaiv norm Medi-Cal DMC sou-gorn bun meih.

Beiv hñangv meih yiem lorqc njiec **Los Angeles Nquenc**, meih corc haih duqv ginv longc naaiv norm Medi-Cal DMC sou-gorn. A'fai meih corc duqv ginv longc naaiv norm Medi-Cal Dental Fee-For-Service (FFS).

Beiv hñangv meih yiem lorqc njiec **San Mateo Nquenc**, meih yaac duqv zipv tengx ziux goux zorc nyaah yiem njiec Health Plan of San Mateo (HPSM) a'fai Medi-Cal Dental FFS.

- Beiv hñangv meih duqv dorh mbuoz bieqc yiem HPSM, meih a'zuqc duqv zipv tengx ziux goux zorc nyaah jauv-louc yiem njiec HPSM. Se gorngv oix hoqc hiuv camv faaux taux HPSM gong-bou jauv-louc nor, douc waac lorx

ziux goux baengc mienh nyei dorngx yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 6 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-800-750-4776 (TTY: 1-800-735-2929).

- Beiv hnangv meih duqv dorh mbuoz bieqc yiem Kaiser, meih a’zuqc duqv zipv tengx ziux goux zorc nyaah jauv-louc yiem njiec Medi-Cal Dental FFS. Se gorngv oix zaah lorx zoux gong zorc nyaah nyei mienh, meih corc haih douc waac lorx Medi-Cal zorc nyaah dinc zangc ziux goux baengc mienh nyei dorngx yiem njiec naaiv 1-800-322-6384 (TTY: 1-800-735-2922), yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 5 diemv ziangh hoc lungh hmuangx.

Meih corc haih douc waac yangh fonh daaih liouh dorh mbuoz bieqc yiem naaiv norm Medi-Cal DMC sou-gorn duqv nyei oc. Douc waac lorx taux Medi-Cal Health Care Options (HCO) yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 6 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-833-528-2340 (1-800-430-7077). Afai dorh mbuoz bieqc yangh online yiem njiec naaiv **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Maaiah leiz beu bun meih tiuv yienc meih nyei Medi-Cal DMC heng-wanc sou-gorn haaix zanc yaac duqv oc. Douc waac lorx Medi-Cal HCO yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 6 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077). Afai bieqc lorx taux **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

## **8. Medi-Cal Health Care Options se benx haaix nyungc ga’naaiv?**

Medi-Cal Care Options (HCO) se benx yietc nyungc gong-bou jauv-louc liouh tengx nzie zipv fuqv mienh liouh hoqc hiuv taux Medi-Cal heng-wangc sou-gorn. Naaiv norm Department of Health Care Services tengx zoux gong ziux goux bun baengc mienh duqv ginv zuqc horpc bouc jauv-louc yiem njiec ninh mbuo nyei Medi-Cal beu heng-wangc sou-gorn.

Naaiv norm Medi-Cal HCO website se yiem njiec naaiv **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Se gorngv oix hiuv camv faaux nor, douc waac lorx Medi-Cal HCO yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 6 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077).

## **9. Yie corc haih dorh mbuoz bieqc naaiv norm Program of All-Inclusive Care for the Elderly (PACE) nyei?**

Se gorngv meih maaiah hnyiangx-jeiv duqv 55 hnyiangx faaux mingh aengx caux qiemx zuqc longc tengx ziux goux camv-nyungc liouh yiem biau v zong ga’nyuoz, meih corc maaiah horpc bouc gaux bun bieqc PACE sou-gorn yiem njiec meih nyei deic jei.

PACE bun yietc guanh domh ndie-sai, njiec buoz njioux baengc ndie-sai, nanv zorc sin ndie-sai, niouv cie mienh, ziux goux mangc yiem biauuv nyei gong-mienh, goux zuangx mienh nyei gong-mienh, daaih juangc gong zoux gong, aengx caux wuix nyanc hopv nyei gong-mienh daaih juangc tengx ziux goux ndoqc laanh baengc mienh. Ninh mbuo borqv lorx doic caux ninh mbuo ziux goux zorc baengc nyei gong-mienh, ziux goux yiem biauuv, cie tor faaux njiec, aengx caux ca'lengc liouc siouv ndie-sai tengx zorc baengc beiv taux tengx zorc nyaah aengx caux tengx zorc m'norm ndung nyei jaa-dorngx.

Yiem caux PACE, meih haih zipv juangc zunv yietc zungv qiemx zorc baengc jauv-louc yiem njiec naaiv PACE domh gorn mi'aqc. Meih corc haih bieqc juangc yiem naaiv deix zuangx mienh nyei kou-gong aengx caux bun mienh goz nyienx corngz qaqv dorngx. Maaih nzunc baav ninh mbuo zorc baengc nyei mienh corc haih daaih tengx ziux goux zorc baengc yiem biauuv a'fai yangh go nyei jauv-bouc yaac duqv.

Beiv hhangv meih ginv bieqc naaiv norm PACE beu heng-wangc sou-gorn nor, meih a'zuqc tiu meih nyei mbuoz cuotv Medi-Cal DMC beu heng-wangc sou-gorn ndaangc wueic laaix benx zuqc yietc zungv zorc nyaah gong-bou jauv-louc yaac juangc norm PACE beu heng-wangc sou-gorn tengx daaih.

Dorh mbuoz bieqc PACE se sueih ziux hnyouv nyunc oc. Meih tiu mbuoz cuotv haaix zanc yaac duqv. Ninh mbuo maaih yietv nyei zoux sou jauv-louc liouh tov bieqc PACE. Naaiv se lemh jienv tengx dimv hlaau mangc baengc liouh dorh mingh hoqc hiuv taux hhangv haaix ziux goux buonh sin baengc zingh Naaic diuc gong-bou jauv-louc zuqc tor ziangh hoc benx yi buo norm leiz baaix. Beiv hhangv meih maaih sou-gorn yiem Medi-Cal liuz, ninh yaac mv zuqc juangc cuotv da'nyeic nyungc nyaanh a'fai maeqv cuotv nyei buonc nyaanh liouh bieqc PACE aqv.

PACE tengx ziux goux ziux nyungc gong-bou jauv-louc, gorngv mv zienz aqv:

- Lorx buangh domh ndie-sai aengx caux liouc siouv ndie-sai tengx zorc baengc
- Bieqc bueix zorc baengc zaamc aengx caux paaiz zorc baengc
- Njioux jiepv zaih baengc aengx caux njioux zaih baengc
- Tengx ziux goux zorc m'zingh aengx caux nyaah
- Bun ndie zorc baengc
- Zorc beih zangc baengc, zorc baengc, aengx caux zorc nzuih
- Tengx ziux goux zorc baengc yiem biauuv
- Tengx ziux goux zorc zoux ciouv nyei baengc
- Jaa-dorngx aengx caux zorc baengc jaa-sic

- Tengx cie tor mingh caux tor nzuonx liouh lorx PACE domh gorn zangc aengx caux lorx buangh ga'hlen maengx ndie-sai tengx zorc baengc
- Tengx njiaaux nyanc lai hnaangx-kuv aengx caux mbenc lai hnaangx
- Ziux goux mangc yiem mienh goz biau

Se gorngv oix zaah lorx mangc gorngv liepc duqv maaih PACE yiem nyei nquenc a'fai bieqc hoqc hiuv tipv taux PACE, lorx mangc yiem **www.CalPACE.org**. A'fai douc waac lorx taux Health Care Options yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungn ndorm mingh taux 6 diemv ziangh hoc lungn hmuangx, yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077).

#### **10. Cih njiec haaix deix mienh mv zuqc heuc bieqc naaiv norm Medi-Cal DMC beu heng-wangc sou-gorn?**

Beiv hnavg meih yiem lorqc njiec Sacramento Nquenc, nzunc baav mv zuqc heuc meih bieqc naaiv norm Medi-Cal DMC beu heng-wangc sou-gorn se gorngv meih:

- Lox-hnoi benx American Indian/Alaska Native,
- Naaic laanh mienh duqv zipv tengx yiem njiec naaiv foster care, caux naaiv norm Adoption Assistance Program, a'fai Child Protective Services, a'fai
- Naaiv laanh mienh duqv zipv bunchi nqenx cuotv (exemption) zorc baengc (medical) (zorc nyaah (dental)) mv zuqc aapv heuc dorh mbuoz bieqc Medi-Cal DMC beu heng-wangc sou-gorn.

Se gorngv oix hoqc hiuv camv faaux gorngv taux hnavg haaix cih cuotv mv zuqc dorh mbuoz bieqc Medi-Cal DMC beu heng-wangc sou-gorn, douc waac lorx taux Health Care Options yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungn ndorm mingh taux 6 diemv ziangh hoc lungn hmuangx, yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077).

#### **11. Yie corc haih duqv zipv tengx cih cuotv yiem zorc baengc caux (zorc nyaah) mv zuqc aapv heuc dorh mbuoz bieqc Medi-Cal DMC beu heng-wangc sou-gorn nyei?**

Beiv hnavg meih yiem lorqc zuqc **Sacramento nquenc**, dugh qiemx zuqc heuc tengx ziux goux zorc nyaah nyei gong, nzunc baav ninh mbuo haih tengx cih cuotv yiem zorc baengc (zorc nyaah) nyei ziangh hoc yiem njiec Medi-Cal DMC beu heng-wangc sou-gorn duqv nyei oc. Se gorngv meih maaih leiz bun cih cuotv yiem zorc baengc nyei ziangh hoc nyei beiv hnavg benx zuqc:

- Meih maaih butv baengc kuv, aengx caux
- Meih nyei **Medi-Cal** nyaah zangc lorqc benx zuqc naaiv norm Medi-Cal Dental Fee-For-Service (FFS) dugh mv maaih mbuoz juangc yiem Medi-Cal DMC sou-gorn nyei gorn zangc yiem lorqc njiec Sacramento Nquenc.

Beiv hñangv meih corc oix yiem njiec Medi-Cal FFS hñangv lox, meih a'zuqc gañv jien sin liuc leiz tov heuc ninh mbuo tengx cih nqenx cuotv bun zorc nyaah nyei ziangh hoc. Yietc zuangx jauv-louc nor, meih mv maaih leiz duqv zipv tengx cih nqenx cuotv yiem njiec dorh mbuoz bieqc Medi-Cal zorc nyaah nyei sou-gorn liuz yiem meih duqv dorh mbuoz bieqc Medi-Cal DMC beu heng-wangc sou-gorn duqv lauh ndaav tax **90 hnoi jiex daaih**.

Meih nyei nyaah zanc a'fai njiaaux nyei mienh haih tengx meih dinh naav zeiv sou-daan duqv oc. Meih nyei nyaah zangc yaac zuqc tengx dinh yietc buonc sou-daan bun. Dorh naav zeiv sou-daan dungh dinh nzoih wuov juix nzuonx bun tax Medi-Cal Health Care Options (HCO).

Ninh maaih yi nyungc jauv liouh meih tov heuc tengx cih nqenx cuotv liouh yiem zorc baengc bouc dauh:

1. Douc waac lorx Medi-Cal HCO yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh tax 6 diemv ziangh hoc lungh hmuangx, yiem njiec naav 1-833-528-2340 (TTY: 1-800-430-7077).
2. Lorx mangc Medi-Cal HCO yiem njiec naav **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Beiv hñangv ninh mbuo duqv nqoi nzuih bun dungh tov cih nqenx cuotv nyei waac, meih corc haih yiem njiec Medi-Cal Dental FFS aengx caux nzipc jienv lorx lox-nyaah zangc tengx zorc baengc (zorc nyaah) zuov tax tov cih nqenx cuotv dorg bouc dauh.

Se gorngv ninh mbuo ngaengc nzuih mv bun cih nqenx cuotv, nzunc baav meih corc haih nzipc lorx lox-ndie-sai hñangv lox wuov mingh ndaangc beiv hñangv meih tov tax Medi-Cal DMC heng-wangc sou-gorn liouh bun nzipc jienv ziux goux zorc baengc mingh.

Se gorngv oix hoqc hiuv tipv tax hñangv haaix tov heuc tengx cih nqenx cuotv yiem zorc baengc bouc dauh aengx caux hñangv haaix zoux sou mingh tov, bieqc lorx mangc yiem naav Medi-Cal HCO website yiem njiec naav **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

## **12. Baengc mienh tov tengx cih nqenx cuotv zorc nyaah nyei bouc dauh (BDE) se maaih haaix nyungc jauv-louc ndongc haaix?**

Beiv hñangv meih yiem lorqc zuqc **Sacramento Nquenc**, haaix zanc qiemx zuqc heuc tengx zorc nyaah nyei ziangh hoc, meih a'zuqc maaih horpc bouc gaux liouh tov tengx cih nqenx cuotv zorc nyaah yiem caux zorc nyaah nyei beu heng-wangc sou-gorn ndaangc beiv hñangv meih mv duqv zipv tengx yiem njiec Dental Managed Care (DMC) beu heng-wangc sou-gorn:

- Se gorngv “jiepv sih baengc” (lemh zaih mun, omz camv, caux/fai camv liouc cuotv) a'zuqc gañv jien sin dunx ziangh hoc lorx yiem njiec 24 norm ziangh hoc oc,

- Ei “lox-bouc dauh” (mv zeiz jiepv sih baengc) a’zuqc jaa-ndaangc dunx buangh yiem njiec biei (4) norm leiz baaix bouc dauh, a’fai
- Naaiv laanh “liouc siouv zangc” a’zuqc jaa-ndaangc dunx ziangh hoc yiem njiec 30 hnoi bouc dauh yiem hnoi-nyieqc duqv nqoi nzuih bun meih tov daaih nyei waac.

Beiv hnavgv meih mv haih lorx dunx ziangh hoc, mbiuv yiem ga’nguaaic wuov, meih corc haih tov heuc tengx cih nqenx cuotv liouh bun zorc nyaah nyei bouc dauh. Ninh maaih yi nyungc jauv liouh meih tov heuc tengx cih nqenx cuotv liouh bun baengc mienh zorc baengc bouc dauh:

1. Douc waac lorx taux tengx cih nqenx cuotv bun baengc mienh zorc nyaah nyei finx-gorn yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 5 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-855-347-3310.
2. Bieqc lorx mangc yiem tengx cih nqenx cuotv bun baengc mienh zorc nyaah nyei bouc dauh nyei webpage yiem njiec naaiv **[dental.dhcs.ca.gov/Members/Dental\\_Managed\\_Care/Beneficiary\\_Dental\\_Exception](https://www.dental.dhcs.ca.gov/Members/Dental_Managed_Care/Beneficiary_Dental_Exception)**.

Beiv hnavgv ninh mbuo duqv nqoi nzuih cih nqenx cuotv liuz, meih se duqv suiv mbuoz bieqc naaiv norm Medi-Cal Dental FFS.

### **13. Corc maaih da’nyeic diuc haaix nyungc gong-bou jauv-louc dugh yie haih duqv zipv yiem njiec Medi Cal?**

#### **Cie tor faaux njiec**

Se gorngv meih mv maaih jauv mingh lorx duqv zaaic domh ndie-sai, njioux baengc dorngx, zorc nyaah zangc, zorc corngz zingh baengc a’fai ziux goux zorc butv inv baengc a’fai mingh zorqv ndie a’fai mingh da’nyeic-norm zorc baengc dorngx dugh Medi-Cal beu sou-gorn nyei gong, nzunc baav meih maaih leiz gaux duqv zipv wangv henh bun tengx cie tor njiec lorx naaic norm dorngx. Meih haih duqv zipv tengx zoux naaiv gong-bou jauv-louc benx Non-Medical Transportation (NMT) yangh cie-dorn, cie-cingv, cie-ndaauv a’fai da’nyeic diuc saeng-eiz cie a’fai gorqv-zeic cie. NMT se duqv mbenc ziangx liouh tor baengc mienh dugh maaih Medi-Cal nyei mienh mv baac mv zeiz yiem njiec Medi-Cal beu heng-wangc sou-gorn. Lemh nzoih zorc buov inv nyei baengc.

Beiv hnavgv meih butv baengc kouv bieqc zueix mv duqv cie, cie-ndaauv, cie-cingv, a’fai a’nyeic diuc saeng-eiz cie wueic zuqc baengc kouv hoic meih, ninh mbuo yaac zuqc lorx tor baengc mienh nyei cie Non-Emergency Medical Transportation (NEMT) tengx tor mingh zorc baengc. Lemh jienv tor baengc mienh nyei cie, maaih eiv-ping nyei cie, cie maaih cauz-nzipv tor baengc mienh. Meih a’zuqc bun maaih sou-gorn nyei ndie-sai tengx paaiv ndie bun nyanc cingx haih duqv zipv NEMT tengx tor. NEMT se kungx bun ninh mbuo haaix dauh mienh maiv haih bieqc mv duqv saeng-eiz cie a’fai si’jeiv cie hnavgv oc.

Meih nyei daauh laanh ndie-sai, zorc nyaah zangc, zorc zaux ndie-sai, corngh zingh baengc nyei ndie-sai, a'fai zorc butv inv baengc nyei ndie-sai paaiv ndie bun.

Meih nyei Medi-Cal Dental Managed Care beu heng-wangc sou-gorn a'fai beu heng-wangc sou-gorn wuov bung corc haih tengx liuc leiz dingc cie bun meih. Douc waac lorx taux meih nyei Medi-Cal beu heng-wangc sou-gorn yiem ziux goux baengc mienh nyei gorn zangc liouh tengx liuc leiz lorx cie tor mingh.

Haaix zanc dungh tov lorx cie tengx tor nyei ziangh hoc, meih zuqc jaa-nziouv gaanv jien sin lorx taux Medi-Cal heng-wangc sou-gorn ndaangc taux ziangh hoc buangh ndie-sai. Beiv hnavg meih duqv dinx ziangx camv-nyunc jauv liouh buangh ninh mbuo, meih corc haih tov ninh mbuo bun cie tengx cie lorx nzoih gong.

#### **14. Yie se haih lorx hoqc hiuv taux naaiv deix jauv-louc jaa yiem haaix fai haih lorx heuc mienh tengx yiem haaix?**

Se gorngv maaih waac naaic taux ginv sou-gorn bieqc Medi-Cal DMC:

- Douc waac lorx taux Medi-Cal Health Care Options (HCO) yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 6 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077). Lorx mangc Medi-Cal HCO yiem njiec naaiv **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Liouh haaix deix mienh maaih waac naaic taux Medi-Cal Dental kou-gong:

- Douc waac lorx Medi-Cal tengx zorc nyaah nyei dinc zangc domh gorn finx-gorn yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 5 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-800-322-6384 (TTY: 1-800-735-2922 fai 711). A'fai bieqc lorx taux **[www.dental.dhcs.ca.gov](http://www.dental.dhcs.ca.gov)**.

Se gorngv maaih waac-ormv qiemx zuqc naaic taux Medi-Cal:

- Douc waac lorx Medi-Cal tengx jiepv sih douc waac finx-gorn yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 5 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-800-541-5555. Naaiv benx wangv henh heuc aengx caux mbenc ziangx bun bieqc longc TTY.

Liouh maaih waac cai naaic taux weic laaix haaix diuc cingx tiuv meih nyei Medi-Cal DMC beu heng-wangc sou-gorn:

- Douc waac lorx Medi-Cal Ombudsman dinc zangc gorn yiem leiz-baaix yietv – leiz-baaix hmz, yiem 8 diemv ziangh hoc lungh ndorm mingh taux 5 diemv ziangh hoc lungh hmuangx, yiem njiec naaiv 1-888-452-8609 (TTY: 711 liouh tengx California State Relay). Naaiv se wangv henh heuc. A'fai juix email bun ninh mbuo yiem njiec naaiv **[MMCDombudsmanOffice@dhcs.ca.gov](mailto:MMCDombudsmanOffice@dhcs.ca.gov)**. Ninh mbuo tengx nzie bun zuangx mienh dungh maaih Medi-Cal duqv longc nyaanh aengx caux bieqc hnyouv taux ninh mbuo maaih leix-fingx beu bun aengx caux ndaam-dorng gong-bou.

**15. A'zuqc fungc zoux haaix nyungc beiv hhangv yie benx meiv American Indian a'fai Alaska Native mienh?**

Beiv hhangv meih lox-hnoi benx American Indian/Alaska Native (AI/AN) mienh maaih mbuoz bieqc yiem naaiv norm Dental Managed Care sou-gorn, nzunc baav meih corc haih duqv ginv nzipc zoux goux zorc baengc yiem caux Indian Health Care ndie-sai zoux hnyiouv nyunc. Beiv hhangv meih corc maaih waac qiemx zuqc naaic taux tengx nyaanh jauv-louc, daaix luic lorz taux Dental Managed Care sou-gorn a'fai naaiv norm Medi-Cal Dental kou-gong gorn nyei zoux goux baengc mienh nyei domh gorn zoux yiem njiec naaiv 1-800-322-6384.