



Global Language and Messaging Snippets

[Flyer/Insert Snippet]

Hnamv nyei duqv Medi-Cal Tengx nyei mienh,

Yiem jienv naaiv COVID-19 public health emergency (PHE) nyei ziangh hoc, meih duqv jienv tengx nyei zorc baengv jauv mingh maiv gunv meih yiem-lamz nyei jauv maaiah haaix diuc tiuv. Mv baac, COVID-19 PHE nyei ziangh hoc jiex liuz, meih nyei county oix zuqc mangc gaax meih corc haih duqv maiv zuqc maaiz (free) fai zanc nyei (low-cost) Medi-Cal tengx nyei fai. Se gorngv meih fai biau zong mienh haaix dauh duqv fienv yiem county daaih naaic taux Medi-Cal tengx nyei jauv, tov meih oix zuqc mbuox ninh mbuo oc.

Biau zong nyei jauv tiuv

Biau zong maaiah haaix diuc tiuv nyei jauv tov meih oix zuqc mbuox meih nyei buonh deic county zoux gong dorngx. Naaiv se liemh duqv zinh nyaanh bieqc nyei jauv, waaic fangx nyei jauv, tiuv douc waac hoc, fai deic-zepv (fungx fienv dorngx). Meih yaac oix zuqc mbuox se gorngv biau zong mienh maaiah sin, maaiah mienh suiv bieqc daaih caux meih yiem, fai haaix nyungc dongh haih paanx taux meih haih duqv Medi-Cal tengx nyei jauv. Mbuox naaiv deix tiuv nyei jauv liuz meih haih duqv Medi-Cal tengx jienv mingh jiex liuz naaiv COVID-19 PHE nyei ziangh hoc.

Mbuox taux Jiu Tong nyei jauv

Naaiv se jienv nyei jauv doix zuqc maaiah haaix diuc tiuv oix zuqc mbuox liuz county cingx haih caux meih mbuo jiu tong. Jiu tong nyei jauv maaiah haaix diuc tiuv meih oix zuqc mbuox liuz cingx maiv haih piaetv Medi-Cal tengx meih nyei jauv. Jiu tong nyei jauv maaiah haaix diuc tiuv meih oix zuqc mbuox, se maaiah meih nyei douc waac hoc, email address, deic-zepv, online mbuox buonh deic county, heuc, email, fax fai mingh mbuox. Meih bieqc mingh lorz county zoux gong dorngx yiem <http://dhcs.ca.gov/COL>. Meih yaac haih longc online mbuox taux tiuv nyei jauv yiem CoveredCA.com or BenefitsCal.org.

Tov taux qiemx zuqc nyei jauv louc

Se gorngv meih fai biau zong hmuangv doic haaix dauh duqv fienv yiem county daaih naaic taux Medi-Cal tengx nyei jauv, tov meih bun ninh mbuo. Hnangv naaiv bun meih haih duqv jienv Medi-Cal tengx nyei jauv mingh.

Maaiah haaix diuc qiemx zuqc naaic?

Se gorngv meih maaiah haaix nyungc qiemx naaic, fai oix hiuv taux Medi-Cal tengx nyei jauv, fai se gorngv meih maiv duqv Medi-Cal tengx nyei jauv, tov meih heuc mingh lorz meih nyei buonh deic county zoux gong dorngx oc. Zanc-zanc qiemx zuqc naaic nyei jauv yiem [FAQ wuov pin].



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[Website Banner]

Jienv nyei jauv: Meih duqv faaux mbuox bieqc jienv Medi-Cal aqv? 2 hnyangx jiex daaih naaiv meih nyei jiu tong jauv maaiah haaix nyungc tiuv nyei? Maaiah haaix nyungc tiuv oix zuqc mbuox meih nyei county liuz meih cingx haih duqv faaux mbuo bieqc. Lorz meih nyei buonh deic county zoux gong dornx.

Jienv nyei jauv Meih faaux mbuox bieqc Medi-Cal mi'aqv fai? 2 hnyangx jiex daaih naaiv meih maaiah haaix nyungc tiuv nyei fai? Maaiah haaix nyungc tiuv oix zuqc mbuox buonh deic zoux gong dornx meih haih duqv faaux jmbuox bieqc jienv mingh. **Lorz meih nyei buonh deic county zoux gong dornx.**

CA.GOV

ZORC BAENG NYEI GORN ZAANGC
(DEPARTMENT OF HEALTH CARE SERVICES)

Biauv caux Laang Zong zorn-gmbenc taux Tengx nyei jauv (Home and Community-Based Services Spending Plan)

Yiem Cietv hlaax 12, Department of Health Care Services duqv fungx California nyei \$4.6 billion [Medicaid Home and Community-Based Services Spending Plan](#) mingh bun Centers for Medicare & Medicaid Services (CMS). Naaiv norm za'elx se oix capv daaih tengx nyei jauv yaangh Medi-Cal gom mingh tengx taux California saengv nyei ga'naanh mienh fai mau nyei mienh dongh qiemx zuqc tengx wuov deic. Naaiv nor za'elx se oix zoux bun [California Comeback Plan](#) daux nqaang daaih maaiah baanh zelic haih liepc duqv cuotv caux maaiah safety net program, fai tengx jienv bun saeng'elx aengx wangc siangx longx faaux daaih caux bun mienh camv bieqc cuotv nyei jauv hnangv loz wuov nor.

California oix Zoux bun Medi-Cal Longx faaux mingh wuov ndaangc (California Advancing and Innovating Medi-Cal)

CalAIM berx yietc norm DHCS jiez gom zorc bun Medi-Cal tengx nyei jauv liuz, zoux bun, duqv Medi-Cal tengx nyei mienh nyei maengc wangc siangx gauh longx faaux. Yie mbuo oix jiez gom se mangc ziox nyungc, tengx nyei jauv caux zorc bun nyaanh nyei jauv yiem naaiv Medi-Cal tengx nyei jauv gu'nyuoz, liepc ziox nyungc tengx nyei jauv faaux daaih zoux gom setx mangc duqv ziox nyungc longx nyei jauv cuotv.

- ▶ [CalAIM 1115 Demonstration & 1915\(b\) Waiver Updates nyei jauv louc](#)

HOC CAMV FAUX
(LEARN MORE)

Mbuox taux COVID-19 nyei jauv

- ▶ [APL 21-010: Medi-Cal COVID-19 Vaccination Incentive Program Baqv Ndie nyei jauv louc](#)
 - [APL 21-010: Vaccination Incentive Program - Health Plan Outcome Metrics Tengx nyei jauv louc](#)
- ▶ [Yiem naaiv 21-046 - nyei Leiz bun taux Behavioral Health Programs on Covid-19 Public Health Emergency Buvx fong nyei jauv louc](#)
- ▶ [IN 21-06: Siang nyei COVID-19 Baqv Ndie caux Wuic Buangh Doic nyei Leiz HCBS, LTC caux PACE](#)
- ▶ [Medi-Cal COVID-19 nyei Baqv ndie Jauv](#)

MBUOX CAMV FAUX
(MORE UPDATES)

[Website Text for County zoux gong dornx wuov Pin]

Yiem naaiv COVID-19 public health emergency (PHE) nyei ziangh hoc, Medi-Cal tengx jienv dongh haih duqv tengx nyei mienh mingh. Se gorngv meih nyei jiu tong jauv fai biauv zong maaiah haaix diuc tiuv, ih hnoi meih oix zuqc heuc mingh mbuox buonh deic county zoux gong dornx yiem: [douc waac hoc, SAWS portal, caux county link nyei directory]. Hnangv naaiv jiex liuz COVID-19 PHE nyei ziangh hoc meih corc haih duqv Medi-Cal tengx jienv mingh.



[Social Media]

Meih nyei Medi-Cal county goux sou gorn mienh nziex haih heuc daaih lorz meih bun cing hiuv duqv diuc-diuc se zuqc nyei fai. Se gorngv maiv zuqc, jienv nyei maaiah haaix diuc tiuv oix zuqc mbuox county liuz meih haih duqv jienv Medi-Cal tengx nyei jauv mingh:

<http://dhcs.ca.gov/COL>. [buonh deic county nyei jiu tong jauv louc dapv bieqc naaiv]

Medi-Cal tengx nyei mienh

Meih nyei jiu tong jauv maaiah haaix nyungc tiuv (douc waac hoc, deic-zepv, fai email) meih nyei Medi-Cal tengx nyei zorc baengc jauv oix zuqc maaiah.

Ih hnoi caux meih nyei Medi-Cal county goux sou gorn mienh jiu tong.



Medi-Cal tengx nyei mienh

2 hnyangx jiex daaih naaiv meih maaiah haaix nyungc tiuv nyei fai?

Ih hnoi caux meih nyei Medi-Cal county goux sou gorn mienh jiu tong.



Meih suiv mi'aqv fai? Mbuox meih nyei Medi-Cal county goux sou gorn mienh oc. Naaiv se jienv nyei maaiah haaix diuc tiuv oix zuqc mbuox meih cingx haih duqv Medi-Cal tengx jienv mingh, zoux tiuv nyei sou, mbuox taux tengx nyei jauv nyei fienv, fai mbuox taux dieh diuc jauv:

<http://dhcs.ca.gov/COL> [buonh deic county nyei jiu tong jauv louc dapv bieqc naaiv]

Medi-Cal tengx nyei mienh

Meih suiv dornx mi'aqv fai?

Maiv duqv bungx ndortv oix zuqc duqv zipv jienv nyei fienv. Bun meih nyei siang deic-zepv meih nyei

Medi-Cal goux sou gorn mienh.





Medi-Cal tengx nyei mienh

Meih nyei douc waac hoc tiuv mi'aqv?

Maiv duqv bungx ndortv oix zuqc duqv zipv jienv nyei fienx. Bun meih nyei siang douc waac hoc meih nyei Medi-Cal goux sou gorn mienh.



Meih jiex gorn zoux siang-gong fai? Mbuox meih nyei Medi-Cal county goux sou gorn mienh oc. Naaiv se jienv haic nyei haaix zanc meih maaiah dornx duqv nyaanh bieqc nor oix zuqc mbuox county siepv Meih duqv Medi-Cal tengx jienv nyei yiem naaiv COVID-19 public health emergency nyei ziangh hoc: <http://dhcs.ca.gov/COL>.

Meih maaiah gu'nguaaz? Mbuox meih nyei Medi-Cal county goux sou gorn mienh oc. Naaiv se za'gengh jienv haic nyei se gorngv meih nyei biau zong maaiah haaix diuc tiuv oix zuqc mbuox siepv. Meih corc duqv Medi-Cal tengx jienv nyei yiem naaiv COVID-19 public health emergency nyei ziangh hoc: <http://dhcs.ca.gov/COL>.

Medi-Cal tengx nyei mienh

Meih jiex gorn zoux siang-gong fai?

Naaiv se jienv nyei oix zuqc mbuox meih nyei siang-gong-zinh siepv.

Ih hnoi meih oix zuqc mbuoxmeih nyei Medi-Cal county goux sou gorn mienh aqv.



Medi-Cal tengx nyei mienh

Meih maaiah gu'nguaaz fai?

Naaiv se jienv nyei biau zong maaiah haaix nyungc tiuv oix zuqc mbuox siepv.

Ih hnoi caux meih nyei Medi-Cal county goux sou gorn mienh jiu tong.





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Meih nyei biau zong maaiah haaix nyungc tiuv oix zuqc mbuox Medi-Cal county zoux gong dornx siepv. Maaiah haaix nyungc tiuv meih oix zuqc mingh mbuox, online, fai heuc mingh, email, fai fax mingh mbuox.

Meih corc duqv Medi-Cal tengx jienv nyei yiem naaiv COVID-19 public health emergency nyei ziangh hoc: <http://dhcs.ca.gov/COL>.

Medi-Cal tengx nyei mienh
Biau zong maaiah haaix nyungc tiuv?
 Biau zong mienh laanh tiuv, online, heuc mingh, email, fai fax mingh mbuox oc.
 Ih hnoi meih mbuox Medi-Cal buonh deic county zoux gong dornx oc.

[Call Script Snippet]	
Zipv nyei mienh Heuc (Beneficiary Caller)	Div nyei mienh (Agent)
Maiah haaix nyungc tiuv yie oix zuqc mbuox liuz cingx haih duqv Medi-Cal tengx jienv mingh fai?	County/Managed Care Plan/Community Partners Response: Aeqc, zeiz nyei biau zong maaiah haaix nyungc tiuv meih oix zuqc mbuox, beiv hnangv duqv nyaanh bieqc, maaiah haaix dauh maaiah gu'nguaaz, duqv siang nyei hmuangv doic, caux tiuv deic-zepv meih oix zuqc mbuox buonh deic county zoux gong dornx. Naaiv se oix bun meih haih duqv Medi-Cal tengx jienv mingh jiex liuz federal COVID-19 public health emergency nyei ziangh hoc. [Dapv buonh deic county jiu tong nyei jauv louc]
Yie mbuo duqv sou daaih oix zuqc zoux ziangx fungx nzuonx mingh cingx aengx haih duqv tengx?	County/Managed Care Plans/Community Partners Response: Aeqc, zeiz nyei naaiv se jienv nyei duqv Medi-Cal tengx nyei mienh oix zuqc dau county lorz nyei nyungc horngh, liemh ganh zoux daaih tov tengx nyei sou. Naaiv se oix bun cing gorngv maaiah haaix diuc tiuv fai siang county oix zuqc maaiah jienv cingx haih aengx tov Medi-Cal tengx jienv mingh nyei jauv. Naaiv yaac haih bun county mangc gaax meih haih duqv maiv zuqc maaiz (no-cost) fai zanc nyei (lower cost) zorc baengc jauc tengx nyei fai.
Yie maiv duqv Medi-Cal tengx aqv fai se gorngv yiem naaiv COVID-19 public health	County/Managed Care Plans/Community Partners Response: Maiah haaix nyungc tiuv



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emergency nyei ziangh hoc yie nyei gong-zinh jaa camv faaux?	<p>tov meih mbuox buonh deic county zoux gong dornge oc. Se gorngv meih nyei gong-zinh camv faaux fai biau zong mienh laanh tiuv, COVID-19 public health emergency corc maiv jiex nor, meih duqv Medi-Cal tengx jienv mingh nyei.</p>
Yie suiv dornge mi' aqv. Yie mbuox haaix dauh se gorngv yie suiv dornge?	<p>Mbuox County Response: Yie mbuo haih tengx tiuv meih nyei deic-zepv nyei. Meih heuc, online, mail, fax, fai mingh mbuox.</p> <p>Managed Care Plan Response: Yie mbuo haih tengx managed care plan tiuv meih nyei deic-zepv nyei. Naaiv se jienv nyei yie mbuo caux county duqv taan meih nyei jauv liuz meih cingx haih hiuv taux meih duqv Medi-Cal tengx nyei jauv. Meih OK nyei fai? Se gorngv meih maiv oix bun yie mbuo mbuox meih nyei siang nyei deic-zepv buonh deic county zoux gong dornge, maaiah haaix nyungc tiuv meih ganh oix zuqc mbuox ninh mbuo. [dapv buonh deic county nyei jiu tong jauv louc]</p> <p>Community Partners Response: Tov meih mbuox meih nyei siang deic-zepv buonh deic county zoux gong dornge oc liuz meih cingx haih duqv Medi-Cal tengx jienv mingh. [dapv buonh deic county nyei jiu tong jauv louc]</p>

[IVR Call Script]
Se gorngv yiem naaiv 2 hnyangx gu'nyuoz meih suiv dornge, tov meih bun meih nyei siang deic-zepv buonh deic county Medi-Cal zoux gong dornge liuz cingx haih duqv zipv meih nyei Medi-Cal tengx nyei jauv.
Se gorngv biau zong maaiah haaix nyungc tiuv, eix leiz gong-zinh, hmuangv doic haaix dauh maaiah gu'nguaaz, duqv siang nyei hmuangv doic, fai deic-zepv, naaiv buoqv tiuv nyei jauv meih oix zuqc mbuox buonh deic county Medi-Cal zoux gong dornge siepv..
Se gorngv meih nyei jiu tong jauv louc (douc waac hoc, email, deic-zepv) tiuv, oix zuqc online fai heuc, email, fax fai mingh mbuox meih nyei buonh deic county Medi-Cal zoux gong dornge.