

Tih mengh gorq-zeic waa-fienx mbuox bun hiuv (NOAI)
A'zuqc aapv hoic sieqv-dorn hou-saeng yiem goux mienh
neyi dorngx dorh mbuoz bieqc ndoqc norm heng-wangc
sou-gorn neyi nquenc zangc
Meih maaih leiz beu bun aengx caux nyaanh liouh suiv
tuix bieqc taux naaiv norm Medi-Cal heng-wangc sou-gorn

Naaiv deix nquenc zangc dungh maaih ndoqc norm heng-wangc neyi nquenc zangc se yiem njiec naaiv California Department of Health Care Services (DHCS) maaih zoux gong sou-gorn caux naaiv norm Managed Care Plan (MCP) duqv nqoi nzuih bun tengx liuc leiz njiec buoz zoux gong aengx caux dipc zinh nyaanh bun taux naaic norm nquenc a'fai buonh deic jien jaa tengx liuc leiz zoux gong. Sieqv-dorn hou-saeng yiem goux mienh neyi dorngx lorqc zuqc ndoqc norm sou-gorn neyi nquenc zangc a'zuqc aapv heuc dorh mbuoz bieqc naaiv norm Medi-Cal heng-wangc sou-gorn bun jiex gorn yiem naaiv **Zih hlaax saengh 1, 2025**. Beiv hnangv lo-hnoi naaic laanh fu'jueiv duqv yiem jiex a'fai ih zanc yiem njiec goux mienh neyi dorngx aengx caux dorh yiem lorqc zuqc Fee-for-Service (FFS) Medi-Cal (Ziux lox zong baan Medi-Cal), a'zuqc heuc meih dorh mbuoz bieqc naaiv norm Medi-Cal heng-wangc sou-gorn aqv oc. Beiv hnangv ih zanc meih duqv dorh mbuoz bieqc naaiv norm Medi-Cal heng-wangc sou-gorn mi'aqc aengx caux corc oix yiem naaic norm heng-wangc sou-gorn ndaangc, meih yaac mv zuqc dorngx sin liuc leiz zoux haaix nyungc oc. Naaiv baan tiuv yienc taux Medi-Cal heng-wangc sou-gorn yaac maaih dorngx ging-dongx nyauv taux meih neyi Medi-Cal horpc bouc pui-juang a'fai nyaanh. Doqc mangc ga'ndiev deix waac dau waac-ormv bun meih muangx taux tiuv yienc neyi jau-louc.

Maaih waac naaic taux tiuv yienc neyi jau-louc neyi

1. Yie corc haih mingh lorz lo-ndie-sai duqv neyi fai se gorngv ninh mbuo mv juangc norm gorn zangc yiem siang Medi-Cal heng-wangc sou-gorn (doic)?

Se gorngv meih duqv mingh lorz Medi-Cal ndie-sai yiem njiec 12 hlaax nyieqc jiex daaih dungh naaic laanh ndie-sai mv juangc norm gorn zangc caux meih neyi Medi-Cal heng-wangc sou-gorn neyi buonc, nzunc baav meih corc haih mingh lorz lo-ndie-sai duqv neyi beiv hnangv meih duqv tov taux Medi-Cal heng-wangc sou-gorn liouh bun "nzipc jienv ziux goux zorc baengc mingh" (continuity of care).

Duqv nzipc jienv ziux goux zorc baengc se zeiz bun meih nzipc lorz lox Medi-Cal ndie-sai tengx zorc baengc ndaangc dungh meih duqv mingh lorz jiex naaic

laanh ndie-sai hiuv doic longx wuov, liouh bun longc lauh ndaaux taux 12 hlaax nyieqc yiem meih dorh mbuoz bieqc siang Medi-Cal heng-gorn sou-gorn funx daaih. Naaiv se lemh jienv daauh laanh ndie-sai (PCP), liouc siouv ndie-sai, zorc bei sin baengc aengx caux zorc baengc zangc, aengx caux ziez diuc jaa.

Nzunc baav meih corc doi-dongh laengz juangc caux siang Medi-Cal heng-wangc sou-gorn. Maaih nzunc baav yaac zuqc tor bouc dauh ziangh hoc lauh ndaaux taux 12 hlaax nyieqc faaux mingh. Beiv hnangv meih qiemx zuqc heuc tengx nzipc jienv zorc baengc mingh ndaangc, haaix zanc meih dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz douc waac lorz taux Medi-Cal heng-wangc sou-gorn duqv oc. Beiv hnangv meih nyei ndie-sai mv laengz juangc gong caux meih nyei siang Medi-Cal heng-wangc sou-gorn, ninh mbuo Medi-Cal heng-wangc sou-gorn yaac zuqc tengx meih zaah lorz ganh laanh siang-ndie-sai bun meih.

Se gorngv oix hoqc hiuv tipv taux bun ginv bieqc Medi-Cal heng-wangc sou-gorn aengx caux haaix laanh ndie-sai juangc gong caux Medi-Cal heng-wangc sou-gorn wuov, bieqc lorz mangc yiem naaiv www.healthcareoptions.dhcs.ca.gov.

2. A'zuqc fungc zoux beiv hnangv ninh mbuo dingc ziangh hoc bun yie mingh lorz buangh ndie-sai yiem zih hlaax saengh 1, 2025 a'fai jiex mingh wuov ndaangc?

Meih goux longx naaic norm hnoi-nyieqc mingh lorz hnangv lox wuov. Naaic taux ninh mbuo Medi-Cal heng-wangc sou-gorn hiuv taux ih zanc a'zuqc mingh lorz buangh nyei ndie-sai muangx gaax. Nzunc baav ndie-sai a'zuqc naaic taux meih nyei Medi-Cal heng-wangc sou-gorn nqoi nzuih bun ndaangc liuz cingx haih lorz buangh siang-ndie-sai a'fai tengx zorc baengc.

3. Yie corc haih goux longx dingc ziangx ziangh hoc liouh yie buangh caux lox Medi-Cal liouc siouv ndie-sai nyei?

Beiv hnangv meih duqv dingc ziangx ziangh hoc liouh lorz Medi-Cal liouc siouv ndie-sai ndaangc meih dorh mbuoz bieqc naaiv norm Medi-Cal heng-wangc sou-gorn, meih corc haih goux longx naaic norm ziangh hoc mingh lorz hnangv lox.

Haaix zanc meih duqv dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, douc waac lorz taux your Medi-Cal heng-wangc sou-gorn liouh naaic gaax meih goux longx dingc ziangx ziangh hoc wuov duqv nyei fai. Nzunc baav ninh mbuo liouc siouv ndie-sai duqv maaih mbuoz juangc gong caux Medi-Cal heng-wangc sou-gorn mi'aqc, a'fai se gorngv mv gaengh maaih, nzunc baav ninh mbuo laengz juangc gong caux Medi-Cal heng-wangc sou-gorn mingh wuov hingv. Beiv hnangv meih nyei ndie-sai mv laengz juangc gong caux meih nyei siang Medi-Cal heng-wangc sou-gorn, ninh mbuo Medi-Cal heng-wangc sou-gorn yaac zuqc tengx meih zaah lorz ganh laanh siang-ndie-sai bun meih.

Se gorngv oix hoqc hiuv tipv taux bun ginv bieqc Medi-Cal heng-wangc sou-gorn aengx caux haaix laanh ndie-sai juangc gong caux Medi-Cal heng-wangc sou-gorn wuov, bieqc lorz mangc yiem naaiv www.healthcareoptions.dhcs.ca.gov.

4. Naaiv norm California Children's Services (CCS) gong-bou jau-louc maaih dornngx tiuv yienc nyei fai?

Mv, ninh mbuo CCS gong-bou jau-louc mv maaih dornngx tiuv yienc. Ninh mbuo corc hnangv lox wuov. Meih corc haih mingh lorz taux CCS gong-mienh hnangv lox.

5. Bun ndie aengx caux ndie-poux maaih dornngx tiuv yienc nyei?

Mv. Haaix zanc meih duqv dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, meih nyei ndie aengx caux ndie-poux **mv** zuqc tiuv yienc siang oc. Beiv hnangv meih maaih siang PCP nor, horpc zuqc mbuox ninh mbuo hiuv gorngv ih zanc zipv ndie mi'aqc. Beiv hnangv meih qiemx zuqc tim bieqc nor mbuox ninh mbuo hiuv oc.

6. Beiv hnangv yie maaih zorc baengc wuonv sic jaa-dornngx longc duqv lauh ndaav (DME), yie corc haih dorh longc mingh nyei fai beiv hnangv yie duqv bieqc siang Medi-Cal heng-wangc sou-gorn liuz?

Meih corc haih gaav DME bun longc ndaangc aengx caux zorc baengc jaa-dornngx yiem caux DME ndie-sai longc taux 180 hnoi aengx caux zuov taux meih nyei Medi-Cal heng-wangc sou-gorn tengx liuc leiz ganh gouv funx ndorqc mangc ndaangc. Haaix zanc meih duqv bieqc Medi-Cal heng-wangc sou-gorn liuz, douc waac lorz taux ninh mbuo ziux goux baengc mienh nyei gorn zangc, aengx caux mbuox ninh mbuo hiuv taux gorngv meih siou duqv maaih zorc baengc wuonv sic jaa-dornngx nyei.

7. Beiv hnangv Medi-Cal tengx cuotv nyaanh cingv cie tor faaux njiec, yie corc longc dunx ziangx lo-ziangh hoc tengx tor hnangv lox nyei?

Beiv hnangv meih qiemx zuqc longc Non-Emergency Medical Transportation (NEMT) a'fai Non-Medical Transportation (NMT) liouh tor mingh lorz taux Medi-Cal beu bun nyei buonc gong, ninh mbuo Medi-Cal heng-wangc sou-gorn corc haih bun tengx nzoih naaic deix gong-bou jau-louc nyei oc. Haaix zanc meih duqv bieqc Medi-Cal heng-wangc sou-gorn liuz, douc waac lorz taux ninh mbuo ziux goux baengc mienh nyei gorn zangc. Meih corc haih naaic ninh mbuo aengx caux zaah lorz taux NEMT a'fai NMT nyei mienh duqv juangc gong caux meih nyei Medi-Cal heng-wangc sou-gorn nyei fai aengx caux corc tengx tor ziux dunx ziangx lo-ziangh hoc wuov fai.

8. Haaix zanc yie dorh mbuoz bieqc siang Medi-Cal heng-wangc sou-gorn liuz, yie zuqc heuc ganh tov nqoi nzuih siang liouh zipv Medi-Cal tengx zorc baengc ziux ih zanc zipv nyei buonc fai?

Mv. Beiv hnangv meih duqv zipv nqoi nzuih waac bun lorz ih zanc nyei ndie-sai tengx zoux Medi-Cal baengc mienh liuz, meih corc haih longc naaic zeiv nqoi nzuih sou mingh. Beiv hnangv haaix zanc meih duqv dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz meih duqv zipv nqoi nzuih sou-gorn mv gaengh jiex ndaangc luoqc hlaax 30, 2025, douc waac lorz taux Medi-Cal

heng-wangc sou-gorn ziux goux baengc mienh gorn zangc duqv oc. Nzunc baav meih a'zuqc mingh lorz taux ndie-sai aengx caux tov tengx benc benx siang zorc baengc sou-gorn tengx zorc baengc yiem naaiv luoqc hlaax 30, 2025 mingh wuov ndaangc.

Beiv hnanv meih duqv Medi-Cal tengx ziux goux a'fai zorc baengc mv zuqc tov taux Medi-Cal heng-wangc sou-gorn nqoi nzuih bun ndaangc, haaix zanc meih dorh mbuoz bieqc liuz Medi-Cal meih corc haih longc naaic deix gong mingh a'fai zorc baengc jau-louc mingh. Beiv hnanv meih qiemx zuqc longc tengx naaic deix gong a'fai nzipc zorc baengc jiex liuz naaiv luoqc hlaax 30, 2025, haaix zanc meih dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz douc waac lorz taux Medi-Cal heng-wangc sou-gorn duqv oc. Naaic ninh mbuo ndaangc gorngv meih zuqc longc nqoi nzuih sou liouh nzipc zipv naaiv deix gong a'fai zorc baengc jau-louc.

9. Oix zuqc fungc zoux beiv hnanv yie duqv zipv zaeqv-daan?

Beiv hnanv meih ninh mbuo ndie-sai fungx zaeqv-daan bun meih nor, douc waac lorz taux Medi-Cal heng-wangc sou-gorn a'fai Medi-Cal Fee-for-Service (FFS) yiem lei-baai-yietv – lei-baai-hmz, yiem 8 diemv ziangh hoc lungh ndorm taux 5 diemv ziangh hoc lungh hmuangx yiem njiec naaiv 1-800-541-5555. Ninh mbuo a'zuqc mbuox meih duqv hiuv gorngv meih a'zuqc cuotv nyaanh jaaub zaeqv-daan nyei fai.

Beiv hnanv meih mv duqv zipv nqoi nzuih sou yiem Medi-Cal heng-wangc sou-gorn liouh bun mv zeiz jiu doic zoux gong nyei ndie-sai tengx zorc baengc, nzunc baav meih oix zuqc cuotv nyaanh jaaub naaic deix zaeqv-daan.

Maaih waac guaih cai naaic taux jau-louc ginv bieqc Medi-Cal heng-wangc sou-gorn

10. Naaiv nyungc Fee-For-Service caux (Ziux zong baan) Medi-Cal aengx caux naaiv norm Medi-Cal Managed Care heng-wangc sou-gorn hnanv haaix piouz doic?

Fee-For-Service (FFS) Medi-Cal corc maaih norm mbuoz heuc “Ziux zong baan” Medi-Cal.

Beiv hnanv meih maaih FFS Medi-Cal sou-gorn liuz, meih mingh lorz taux haaix norm Medi-Cal ndie-sai yaac duqv dungh laengz zipv longc FFS nyei buonc dorngx, yietc gau yaac mv zuqc borqv lorz doic caux Medi-Cal tengx nyaanh.

Yiem caux Medi-Cal Managed Care nyei buonc, meih nyei heng-wangc sou-gorn duqv **borqv lorz doic** caux meih nyei Medi-Cal nyaanh aengx caux duqv juangc caux Medi-Cal gorn zangc ndie-sai. Corc zoix maaih naaiv Medi-Cal heng-wangc sou-gorn duqv tengx taux gong-bou jau-louc maaih mbuoz heuc Tengx bouc bun horngc zangc mienh (Community Supports) dungh mv duqv zipv FFS Medi-Cal tengx taux nyei buonc mienh. Se gorngv oix hoqc hiuv

waa-fienx tipv, bieqc lorx mangc yiem naaiv **Community Supports Fact Sheet** yiem njiec DHCS website.

11. Medi-Cal heng-wangc sou-gorn se zeiz haaix nyungc?

Medi-Cal heng-wangc sou-gorn se benx yietc norm heng-wangc sou-gorn dungh:

- Juangc gong zoux caux ndie-sai, zorc baengc zaamc, aengx caux da'nyeic deix beu heng-wangc sou-gorn nyei ndie-sai tengx ziux goux zorc baengc.
- Tengx meih zorc jienv sic nyei baengc dungh qiemx Medi-Cal tengx meih.
- Caux meih juangc gong zoux aengx caux ndie-sai juangc jienv tengx zorc baengc aengx caux gunv goux meih nyei baengc.

Haaix zanc meih maaih mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, nzunc baav meih corc haih duqv zipv tengx nyungc baav gong yiem njiec Fee-For-Service (FFS) Medi-Cal div jiex yiem njiec Medi-Cal heng-wangc sou-gorn nyei gong. Yiem yietv zuangx nquenc zangc, naaiv se lemh nzoih:

- Tengx ziux goux yiem biauuv aengx caux ziux horngc zangc nyei gong
- Tengx zorqv ndie yiem Medi-Cal dorngx dauh
- Gorqv-zeic liouc siouv ndie-sai tengx zorc corngx zingh baengc
- Tengx zorc buov ga'naaiv congz waaic (SUD)
- Tengx ziux goux zorc nyaah

Beiv hnavg meih maaih Medicare liuz, Medi-Cal heng-wangc sou-gorn corc haih tengx nyaanh bun meih tipv bieqc dungh Medicare mv beu bun nyei buonc beiv taux maaih:

- Tengx cie tor lorx ndie-sai zorc baengc
- Wuonv sic zorc baengc jaa-dorngx
- Zorc baengc jaa-sic
- Tengx bouc nzie yiem horngc zangc

Se gorngv oix hiuv waac-fienx tipv taux Medi-Cal sou-gorn beu Weih Heng-Wangc Nyaanh Nor, bieqc lorx mangc yiem **www.healthcareoptions.dhcs.ca.gov**.

12. Medi-Cal Health Care Options se zeiz haaix nyungc?

Medi-Cal Health Care Options (HCO) se benx yietc nyungc bong-bou bun zipv fuqv mienh liouh hoqc hiuv taux Medi-Cal heng-wangc sou-gorn. Ninh corc tengx nzie zipv fuqv nyei mienh duqv sienv zuqc ziangx jau-louc benx Medi-Cal. Naaiv norm Medi-Cal HCO website se benx **www.healthcareoptions.dhcs.ca.gov**.

Se gorngv oix hoqc hiuv tipv, douc waac lorz taux Medi-Cal HCO yiem lei-baai-yietv – lei-baai-hmz, yiem 8 diemv ziangh hoc lungh ndorm taux 6 diemv ziangh hoc lungh hmuangx yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077).

13. Yie corc maaih jau-louc sienv bieqc yiem Medi-Cal heng-wangc sou-gorn nyei?

Se gorngv meih maaih jiex ndaangc yietc norm heng-wangc sou-gorn liouh bun sienv bieqc yiem njiec nquenc zangc nor, bieqc lorz mangc yiem www.healthcareoptions.dhcs.ca.gov.

14. Beiv hnavgv yie suiv mingh yiem ganh norm nquenc, yie a'zuqc dorh mbuoz bieqc naaiv norm Medi-Cal heng-wangc sou-gorn nyei?

Beiv hnavgv meih yiem lorqc njiec naaiv norm nquenc non-County Organized Health Systems (COHS) a'fai mv zeiz ndoqc norm heng-wangc sou-gorn nyei nquenc, meih mv zuqc bieqc naaiv norm Medi-Cal heng-wangc sou-gorn oc.

Se gorngv oix zaah lorz mangc taux gorngv a'zuqc aapv heuc meih dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn nyei fai beiv hnavgv meih duqv suiv mingh yiem ganh norm nquenc wuov, douc waac lorz taux Medi-Cal HCO yiem lei-baai-yietv – lei-baai-hmz, yiem 8 diemv ziangh hoc lungh ndorm taux 6 diemv ziangh hoc lungh hmuangx yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077).

15. Yie corc haih dorh mbuoz bieqc yiem Kaiser Permanente?

Weic ih zanc a'fai zinh ndaangc yiem jiex wuix sieqv-dorn hou-saeng dorngx, meih corc zuqc bieqc Kaiser Permanente beiv hnavgv meih yiem lorqc njiec nquenc zangc dungh maaih Kaiser Permanente benx jau-louc sienv bieqc Medi-Cal heng-wangc sou-gorn.

Se gorngv oix zaah lorz mangc gaax meih maaih jiex ndaangc yietc norm heng-wangc sou-gorn liouh sienv bieqc yiem naaic norm nquenc zangc nor, bieqc lorz mangc yiem www.healthcareoptions.dhcs.ca.gov.

Liouh hoqc hiuv tipv gorngv hnavgv haaix dorh mbuoz bieqc Kaiser Permanente, douc waac lorx Medi-Cal HCO yiem lei-baai-yietv – lei-baai-hmz, yiem 8 diemv ziangh hoc lungh ndorm taux 6 diemv ziangh hoc lungh hmuangx yiem njiec naaiv 1-833-528-2340 (TTY: 1-800-430-7077).

16. A'zuqc fungc zoux beiv hnavgv yie lorqc zuqc American Indian/Alaska Native mienh?

Beiv hnavgv meih benx American Indian a'fai Alaska Native mienh dungh duqv maaih mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, meih corc haih duqv ginu zipv tengx ziux goux yiem njiec Indian Health Care ndie-sai. Beiv hnavgv meih maaih waac qiemx zuqc naaic taux nyaanh nyei jauv, douc waac lorz taux Medi-Cal heng-wangc sou-gorn oc. Liouh tov gorngv caux ninh mbuo nanv sic goux taux fiuv fingx mienh. Meih corc haih douc waac lorz taux Medi-Cal Ombudsman yiem njiec naaiv 1-888-452-8609 liouh tov ninh mbuo tengx nzie bun.

17. Yie haih duqv zipv tengx simv nqenx cuotv yiem zorc baengc nyei ziangh hoc mv zuqc bieqc Medi-Cal heng-wangc sou-gorn nyei?

Haaix deix mienh yiem lorqc njieqc nquenc zangc mbenc maaih ndoqc norm heng-wangc sou-gorn nyei buonc mv maaih horpc bouc gaux tengx simv nqenx cuotv zorc baengc nyei ziangh hoc.

18. Corc maaih da'nyeic diuc gong-bou jau-louc yie haih duqv zipv yiem Medi-Cal nyei?

California Children's Services (CCS) kou-gong gorn

CCS se benx saengv zangc nyei kou-gong gorn. Ninh mbuo duqv juangc gong zoux caux nquenc zangc ziux goux domh zuangx heng-wangc nyei dinc zangc caux California Department of Health Care Services. CCS kou-gong gorn tengx zaah dimv baengc aengx caux zorc baengc, gunv goux taux zorc baengc sou-gorn, aengx caux zorc beih sin baengc aengx caux nanv sin zorc baengc bun taux fu'jueiv dugh hnyiang-jeiv mv zaaic 21 hnyiangx nyei buonc dugh maaih horpc boux gaux bieqc naaiv norm CCS zorc baengc zaamc wuov. CCS kou-gong gorn a'zuqc tengx borqv daux lorz caux ndie-sai bun fu'jueiv a'fai sieqv-dorn hou-saeng aengx caux hoqc ziux goux zorc baengc hiuv taux CCS nyei baengc zingh wuov.

Fu'jueiv a'fai sieqv-dorn hou-saeng-mienh corc maaih horpc bouc gaux bieqc CCS kou-gong gorn beiv hnavv ninh mbuo:

- Hnyiang-jeiv mv zaaic 21 hnyiangx,
- Maaih **CCS-eligible medical condition**,
- Yiem lorqc njiec California, aengx caux
- Huov jaa zornc nyaanh mv zaaic \$40,000

Se gorngv oix hoqc hiuv tipv, bieqc mangc yiem **www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx**.

Tengx ziux goux zorc nyaah

Meih corc haih zipv tengx zorc nyaah yiem njiec Medi-Cal. Haaix zanc meih bieqc Medi-Cal heng-wangc sou-gorn liuz meih nyei zorc nyaah nyaanh mv tiuv yienc siang.

- Yiem njiec **Ndoqc norm heng-wangc sou-gorn nyei nquenc**, meih duqv zipv FFS Medi-Cal tengx ziux goux zorc nyaah yiem njiec **Medi-Cal Dental**. Meih a'zuqc mingh lorz zorc nyaah mienh dugh laengx zipv Medi-Cal Dental. Se gorngv oix zaah lorz ziux goux zorc nyaah zangc, meih corc haih douc waac lorz Medi-Cal Dental ziux goux baengc mienh nyei gorn zangc yiem njiec naaiv 1-800-322-6384 (TTY: 1-800-735-2922), yiem lei-baai-yietv – lei-baai-hmz, yiem 8 diemv ziangh hoc lungh ndorm taux 5 diemv ziangh hoc

lungh hmuangx. Meih corc haih zaah lorx ziux goux zorc nyaah zangc aengx caux muangx waac-fienx tipv taux Medi-Cal zorc nyaah zangc yiem “Smile, California” website yiem njiec naaiv www.smilecalifornia.org.

In-Home Supportive Services (IHSS) Kou-gong gorn

IHSS kou-gong gorn tengx nyaanh liouh cingv ziux goux nyei jau-louc duqv maaih orn-lorqc yiem meih ganh nyei biau. IHSS benx nyungc jau-louc bun sienv ziux goux mangc yiem ga'hlen maengx beiv taux benx mienh goz biau a'fai dingh nyei dorngx aengx caux zorc baengc nyei dorngx. IHSS nqoi nzuih bun zoux naaiv deix gong-bou jau-louc:

- Fioux biau
- Mbenc lai hnaangx
- Nzoz ga'naaiv
- Maaiz ga'naaiv
- Ziux goux buonh sin, beiv taux dorh bieqc bungx yiez-nqaiv-dorngx, nzaaux sin, muiz m'nqorngv, aengx caux tengx zorc baengc
- Dorh mingh zorc baengc
- Tengx ziux goux longx liouh mbungh ndorpc zong m'nqorng-famv waaic

Se gorngv oix zoux sou mingh tov longc IHSS, lorx taux nquenc zangc tengx ziux goux zuangx mienh yiem-laamx dinc zangc. Liouh zaah lorx nquenc zangc gorn yiem buonh deic, lorx mangc yiem www.cdss.ca.gov. Nquenc zangc nanv sic mienh ziux goux zuangx mienh a'zuqc mingh buangh meih yiem biau caangh laangh tengx zaah ndorqc mangc gorngv maaih horpc bouc leiz gaux aengx caux qiemx zuqc bieqc IHSS nyei fai. Ninh mbuo nquenc zangc nanv sic gong-mienh oix zuqc zaah ndorqc mangc gorngv meih haix ziux goux zoux duqv haaix nyungc gong-bou jauv-louc aengx caux qiemx zuqc tengx haaix diuc ndaangc, ei naaiv deix gouv-funx waac liuz nquenc zangc cingx nqoi nzuih bun tengx naaiv deix gong hnav.

Se gorngv ninh mbuo duqv nqoi nzuih bun bieqc IHSS yiem yietc zuangx nquenc liuz, meih oix zuqc cingv mienh (ziux goux ndoqc laanh baengc nyei gong-mienh) liouh tengx zoux naaiv deix gong. Meih nyei nquenc zangc IHSS Public Authority haih tengx borqv bieqc lorx IHSS ziux goux baengc nyei gong-mienh.

Tengx ziux goux zorc corngx zingh baengc

Se gorngv meih qiemx longc mienh tengx ziux goux zorc corngx zingh baengc, lorx ca'laangh caux siang Medi-Cal heng-wangc sou-gorn tengx ziux goux baengc mienh nyei gorn zangc. A'fai caangh laangh caux meih nyei PCP a'fai nquenc zangc beu corngx zingh baengc sou-gorn. Nzunc baav meih corc duqv zipv tengx zorc corngx zingh baengc yiem njiec Medicare a'fai Medi-Cal

heng-wangc sou-gorn nyei gorng zangc doic. Nzunc baav meih corc maaih horpc bouc gaux bun liouc siouv ndie-sai zorc corngh zingh baengc yiem njiec quenc zangc beu weih corngh zingh baengc nyei sou-gorn.

Meih nyei Medi-Cal heng-wangc sou-gorn aengx caux nquenc zangc beu weih corngh zingh baengc nyei sou-gorn **oix zuqc** tengx nzie meih zaah funx qiemx zuqc ziux goux zorc corngh zingh baengc. Ninh mbuo zuqc tengx meih lorx ziux goux baengc nyei gong-mienh. Liouh benx waa-fienx lorz nquenc zangc ziux goux corngh zingh baengc, lorz mangc yiem **www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx**. Mv gunv gorngv meih lorx taux haaix dauh oc, meih horpc zuqc duqv zipv tengx ziux goux siepv minc zinh aqv. Meih maiv zuqc zaah dimv baengc ndaangc liouh tengx zorc baengc.

Tengx ziux goux zorc buov inv aengx caux hopv diuv baengc

Beiv hnavgv meih qiemx zuqc longc mienh tengx ziux goux zorc hopv diuv baengc a'fai butv inv baengc (SUD), meih oix zuqc bun Medi-Cal heng-wangc sou-gorn gouv funx mangc ndaangc. Meih corc douc waac lorz taux nquenc zangc liouh tov tengx zorc SUD nyei baengc. Liouh zaah lorz nquenc zangc SUD kou-gong gorn lorz mangc yiem **www.dhcs.ca.gov/provgovpart/Pages/sud-directories.aspx**. A'fai douc waac lorz Medi-Cal heng-wangc sou-gorn nyei gorn zangc tengx zorc SUD.

Tengx nzie zorqv ndie yiem ndie-pouz

Medi-Cal Rx beu sou goux taux naaiv deix ndie dungh ninh mbuo ziux goux baengc nyei ndie-sai paaiv bun meih mingh zorqv yiem ndie-poux wuov. Meih nyei Medi-Cal heng-wangc sou-gorn beu weih nzoih naaiv deix ndie dungh ndie-sai bun naaic laanh mienh nyanc wuov, yiem njiec ndie-sai nyei dinc zangc ze'weic a'fai njioux baengc dorngx bun daaih wuov.

Se gorngv oix hoqc hiuv tipv taux Medi-Cal Rx beu sou bun ndie aengx caux ndie-poux dungh laengx zipv Medi-Cal, lorz mangc yiem **www.medi-calrx.dhcs.ca.gov**. A'fai douc waac lorz Medi-Cal Rx ziux goux baengc mienh dinc zangc gorn yiem njiec naaiv 1-800-977-2273 (TTY: State Relay yiem njiec naaiv 711). Haaix zanc meih oix douc waac lorz mbenc ziangx meih nyei Medi-Cal Zipv nyaanh hmien-mueic fangx (Benefits Identification Card, BIC) nam mber ndaangc. Haaix zanc meih dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, beiv hnavgv meih maaih waac naaic qiemx naaic douc waac lorz taux Medi-Cal heng-wangc sou-gorn yiem goux baengc mienh nyei nam mber wuov.

Beiv hnavgv meih maaih horpc bouc puix-juang gaux bun Medicare, Medicare Part D duqv tengx beu junh ndie bun. Meih a'zuqc juangc cuotv nyaanh maaiz. Medi-Cal kungx cuotv nyaanh tengx maaiz nyungc baav ndie dungh mv yiem meih nyei Part D beu bun nyei buonc hnavgv.

Cie tor faaux njiec

Se gorngv meih mv maaih jauv mingh lorx duqv zaaic ndie-sai, njioux baengc

dorngx, zorc nyaah zangc, zorc corngh zingh baengc a'fai ziux goux zorc butv inv baengc a'fai mingh zorqv ndie a'fai buangh ei dingc ziangh hoc zoux da'nyeic diuc Medi-Cal beu sou-gorn nyei gong-bou wuov, nzunc baav meih maaih horpc bouc gaux duqv zipv wangv henh bun tengx cie tor njiec zipv naaic deix gong. Meih haih duqv zipv tengx nzie weih ziux goux naaiv gong-bou, maaih mbuoz heuc Non-Medical Transportation (NMT) yangh cie-dorn, cie-taxi, cie-ndaauv a'fai da'nyeic diuc saeng-eiz cie a'fai si'jeiv cie. NMT duqv liepc mbenc nzoih liouh tor Medi-Cal beu weih heng-wangc sou-gorn mingh zorc baengc caux Medi-Cal beu weih bun benx da'nyeic nyungc jauv-louc dugh mv yiem njiec Medi-Cal heng-wangc sou-gorn, beiv taux tengx ziux goux zorc butv inv baengc.

Beiv hnavg meih butv baengc kouv bieqc mv duqv cie, cie-ndaauv, taxi cie, a'fai a'nyeic diuc saeng-eiz cie a'fai si'jeiv cie mingh buang ndie-sai zorc baengc, meih corc duqv zipv Non-Emergency Medical Transportation (NEMT) tor mingh zorc baengc yangh tor baengc mienh cie, cie-ndaauv dorn dugh maaih eiv fongv, a'fai zitv tuix faaux njiec nyei cie. NEMT longc tor baengc mienh nyei cie tor meih mingh lorz zorc baengc yangh dugh maaih eiv fongv, a'fai zitv tuix faaux njiec nyei cie. Se gorngv qiemx zuqc longc NEMT, meih a'zuqc duqv zipv ninh mbuo maaih sou-gorn benx ndie-sai nyei mienh paaiv heuc gorngv qiemx zuqc longc naaiv nyungc cie tor. NEMT kungx bun ninh mbuo haaix deix meih dugh maiv haih bieqc mv duqv saeng-eiz cie a'fai si'jeiv cie hnavg oc. Meih nyei daauh laanh ndie-sai, nyaah zangc, zorc zaux ndie-sai, zorc corngh zingh baengc nyei ndie-sai, a'fai zorc buov ga'naaiv congz waaic nyei baengc ndie-sai paaiv waac bun NEMT.

Meih nyei Medi-Cal heng-wangc sou-gorn haih tengx dingc ziangx hoc bun cie tor meih mingh. Douc waac lorz Medi-Cal heng-wangc sou-gorn nyei gorn zangc liouh tov heuc tengx lorz cie bun geh.

Haaix zanc dugh tov lorz cie tengx tor nyei ziangh hoc, meih zuqc jaa-nziouv gaanv jien sin lormbuox Medi-Cal heng-wangc sou-gorn ndaangc taux ziangh hoc mingh lorz buangh ndie-sai. Beiv hnavg meih zuqc lorz buangh ndie-sai camv-nzunc, meih corc haih tov ninh mbuo tengx cie tor nzoih naaic deix jauv.

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

Maaih waac-ormv qiemx zuqc naaic taux Medi-Cal:

Medi-Cal Nquenc zangc nyei dinc zangc

Dorh ga'ganh buonh sin si-jeiv waa-fienx zorc puix siang.

- Lorz taux Medi-Cal buonh deic nyei nquenc zangc dinc a'fai bieqc mangc yiem Zorc puix yie nyei Update My Information yiem sou yiem njiec naaiv **<https://www.dhcs.ca.gov/keep-your-Medi-Cal/Pages/Update-my-information.aspx>** beiv hnavg meih qiemx zuqc zorc puix ga'ganh waa-fienx siang a'fai maaih dorngx tiuv yienc siang liouh douc waac mbuox bun hiuv, lemh nzoih deic zepv, fonh nam mber a'fai zipv email dorngx.

- Meih corc haih zaah lorx naaiv zeiv mbuoz-daan yiem nquenc zangc nyei dinc yiem njiec naaiv **www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx**.
- Ninh mbuo Medi-Cal yiem buonh deic nquenc zangc nyei dinc a'zuqc liuc leiz tengx nzie zoux Medi-Cal, beu heng-wangc sou-gorn aengx caux da'nyeic diuc fu-loqc nyaanh bun.

DHCS Medi-Cal Jiepv sih douc waac fin-gorn

Se gorngv oix hoqc hiuv taux Medi-Cal aengx caux haaix horng h gong-bou jau-louc dungh meih haih duqv zipv tengx yiem njiec Medi-Cal wuov.

- **Fonh:** 1-800-541-5555. Wangv henh heuc nyei fin-gorn.
- **Ziangh hoc:** Yiem lei-baai-yietv – lei-baai-hmz yiem 8 diemv ziangh hoc lungh ndorm taux 5 diemv ziangh hoc lungh hmuangx.
- **Website:** **www.dhcs.ca.gov**

Se gorngv maaiv waac-ormv qiemx zuqc naaic taux weic laaix haaix diuc tiuv yient meih nyei Medi-Cal:

Medi-Cal Ombudsman nyei dinc zangc

Ninh mbuo corc maaih Medi-Cal tengx nyaanh aengx caux bieqc hnyiou v taux maaih leiz beu bun aengx caux a'zuqc laengz zoux ndaam-dorng gong.

- **Fonh:** 1-888-452-8609 (TTY: California State Relay yiem njiec naaiv 711). Wangv henh heuc nyei fin-gorn.
- **Ziangh hoc:** Yiem lei-baai-yietv – lei-baai-hmz yiem 8 diemv ziangh hoc lungh ndorm taux 5 diemv ziangh hoc lungh hmuangx.
- **Email:** **MMCDombudsmanOffice@dhcs.ca.gov**

Medicare Medi-Cal Ombudsman Kou-gong gorn

Ninh mbuo tengx nzie zuangx mienh dungh maaih waac guaix taux aengx caux maaih sic yiem caux Medicare aengx caux Medi-Cal nyei mienh.

- **Fonh:** 1-855-501-3077. Wangv henh heuc nyei fin-gorn.

Liouh bun hoqc hiuv taux heng-wangc sou-gorn aengx caux tengx ziux goux baengc nyei mienh (ndie-sai, njioux baengc dorngx) jauv-louc:

Medi-Cal HCO

- **Fonh:** 1-833-528-2340 (TTY: 1-800-430-7077). Wangv henh heuc nyei fin-gorn.
- **Ziangh hoc:** Yiem lei-baai-yietv – lei-baai-hmz yiem 8 diemv ziangh hoc lungh ndorm taux 6 diemv ziangh hoc lungh hmuangx.
- **Website:** **www.healthcareoptions.dhcs.ca.gov**