

Tim gorqv-zeic fienx bun hiuv taux (NOAI) maaih leiz beu bun meih aengx caux nyaanh yiem njiec California Children's Services (CCS) kou-gong

1. Hnangv haaix yienx naaiv norm kou-gong?

Yiem naaiv California a'zuqc yienx siang-doz-leiz tengx tiuv jau-louc bun meih nyei fu'jueiv zipv tengx gong-bou jau-louc yiem California Children's Services (CCS) ku-gong. Yiem **Zih hlaax saengh 1, 2025** jiex gorn mingh, ninh mbuo Medi-Cal a'zuqc tengx capv cuotv WCM kou-gong jiex ndaangc 12 norm nquenc zangc yiem California. Yiem njiec naaiv deix 12 nquenc, ninh mbuo Medi-Cal beu heng-wangc sou-gorn a'zuqc tengx domh goux mangc nzoih gong-bou jau-louc, gunv goux sou-gorn, aengx caux da'nyeic deix California Children's Services (CCS) liouh bun fu'jueiv dugh maaih horpc bouc gaux zipv CCS nyei buonc. Ih zanc meih nyei fu'jueiv a'zuqc duqv zipv CCS yiem njiec ninh mbuo nyei beu zorc baengc sou-gorn yiem njiec nquenc zangc tengx daaih. Aengx maaih norm mbuoz huec Whole Child Model (WCM) kou-gong.

Ndaangc taux ziangh hoc longc naaiv bienh siang-doz-leiz, haaix deix fu'jueiv maaih horpc bouc gaux bieqc CCS nyei buonc yaac duqv zipv tengx ziox goux zorc baengc yiem yi bung siu-gorn dugh maaih bung yiem nquenc zangc CCS kou-gong **aengx caux** maaih bung yiem Medi-Cal beu heng-wangc sou-gorn yiem nquenc zangc dugh haaix norm nquenc mv maaih WCM kou-gong wuov. Ih zanc maaih WCM kou-gong nyei buonc, Medi-Cal a'zuqc borqv nzoih doih tengx ziox goux nzoih yietc zungv gong-bou jau-louc yiem njiec fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn.

Ih zanc yiem njiec naaiv deix 33 norm nquenc se mbenc ziangx WCM kou-gong mi'ac: Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Marin, Mariposa, Mendocino, Merced, Modoc, Monterey, Napa, Nevada, Orange, Placer, Plumas, San Benito, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Sutter, Tehama, Trinity, Yolo, aengx caux Yuba.

2. Naaiv norm WCM kou-gong se zeiz haaix nyungc?

WCM kou-gong tengx nzie bun fu'jueiv maaih horpc bouc zipv Medi-Cal yiem CCS nyei gorn zangc, aengx caux ninh mbuo nyei horpc jaa duqv zipv tengx liuc leiz goux zorc baengc yaac faaux, bieqc lorz zorc baengc, aengx caux goux heng-wangc.

3. Ninh mbuo Medi-Cal beu heng-wangc sou-gorn hnangv haaix juangc gong zoux caux WCM kou-gong?

Yiem njiec nquenc zangc maaih WCM nyei buonc, Medi-Cal beu heng-wangc sou-gorn aengx caux nqoi nzuih bun baengc mienh duqv zipv ziux goux zorc baengc bun maaih leiz zipv CCS nyei jau-louc wuov. Domh ndie-sai aengx caux liouc siouv ndie-sai dungh juangc gong zoux caux Medi-Cal beu heng-wangc sou-gorn nyei gong-mienh a'zuqc tengx zoux CCS nyei gong. Naaiv deix domh ndie-sai aengx caux liouc siouv ndie-sai se benx CCS kou-gong nyei mienh tengx juangc zoux gong caux CCS bun baengc mienh. Beiv hnangv baengc mienh qiemx zuqc longc zorc haaix nyungc baengc dungh mv duqv yiem Medi-Cal beu heng-wangc sou-gorn nyei gorn zangc doic wuov, ninh mbuo Medi-Cal beu heng-wangc sou-gorn a'zuqc tengx liuc leiz lorz CCS bun zorc baengc bun baengc mienh ei qiemx zuqc nyei baengc.

4. Yie nyei fu'jueiv corc haih juangc longc dongh dau CCS ndie-sai nyei fai?

Meih nyei fu'jueiv corc haih nzipc jienv lorz ninh mbuo lox nyei CCS ndie-sai ndaangc mv gunv gorngv naaic laanh ndie-sai mv juangc gong caux Medi-Cal beu heng-wangc sou-gorn nyei gorn zangc yaac longx. Naaic taux fu'jueiv nyei CCS ndie-sai gorngv ninh mbuo duqv juangc gong caux fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn nyei fai. Beiv hnangv CCS nyei ndie-sai duqv juangc gorn zangc gong nyei, meih nyei fu'jueiv yaac nzipc jienv lorz lox ndie-sai mingh hnangv lox. Beiv hnangv mv juangc, meih nyei fu'jueiv corc haih nzipc longc naaic laanh CCS ndie-sai hnangv lox mingh taux 12 hlaax nyieqc a'fai gauh ndaauv mingh. Naaiv diuc gong maaih mbuoz heuc, "nzipc jienv ziux goux zorc baengc" (continuity of care). Meih corc haih naaic taux fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn liouh muangx waa-fienx tipv. Meih nyei fu'jueiv corc haih nzipc jienv lorz ninh mbuo lox nyei CCS ndie-sai ndaangc mv gunv gorngv naaic laanh ndie-sai mv juangc gorn zangc (OON). Meih douc waac lorz taux fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn aengx caux tov heuc tengx borqv nzipc jienv longc fu'jueiv nyei CCS ndie-sai hnangv lox lauh ndaauv ndongc haaix yaac longx dungh CCS aengx caux fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn juangc gong zoux wuov.

5. Yie nyei fu'jueiv corc haih juangc longc dongh dau CCS nanv sic gunv goux sou-gorn mienh nyei?

Meih corc haih tov heuc tengx "borqv nzipc jienv ziux goux zorc baengc" nzipc longc fu'jueiv nyei lox CCS nanv sic gunv goux sou-gorn mienh a'fai hungh jaa ndie-sai hnangv lox. Beiv hnangv Medi-Cal beu heng-wangc sou-gorn aengx caux nquenc zangc mv haih doi-dongh nor, ninh mbuo a'zuqc fungx nanv sic gunv goux sou-gorn mienh yiem fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn.

6. Yie nyei fu'jueiv corc haih juangc longc dongh dau CCS nyaanh yiem njiec WCM kou-gong nyei?

Zeiz. Meih nyei fu'jueiv corc haih juangc longc dongh deix CCS nyaanh yiem njiec WCM kou-gong hnangv lox wuov. Meih nyei fu'jueiv yaac nzipc jienv zipv tengx gong-bou jau-louc yiem CCS dungh qiemx longc zorc jienv sic baengc wuov aengx caux dongh laanh ndie-sai paaiv ndie bun nyanc.

7. Yie hnangv haaix haih hiuv gorngv yie nyei fu'jueiv a'zuqc dorh mbuoz bieqc yiem WCM kou-gong?

Meih nyei fu'jueiv yaac maaiah mbuoz bieqc WCM kou-gong mi'aqc se gorngv ninh maaiah mbuoz bieqc yiem naaiv norm Medi-Cal beu heng-wangc sou-gorn yiem lorqc zuqc haaix norm naaiv deix 33 norm nquenc dungh faaux yiem waa-ormv #1 aengx caux maaiah horpc bouc gaux zipv CCS nyei gong.

8. Naaiv norm WCM kou-gong duqv yienc jau-louc liouh zipv CCS tengx ziux goux zorc baengc nyei?

Naaiv norm WCM kou-gong duqv borqv caux doic tengx ziux goux nzoih yietc zungv gong-bou jau-louc zorc baengc bun fu'jueiv aengx caux taan waa-fienx bun taux fu'jueiv nyei ndie-sai muangx. Ninh mbuo a'zuqc mbungh goux longx bun meih nyei fu'jueiv duqv zipv nzoih yietc zungv gong, lemh jienv CCS gong aengx caux nyungc horngx jaa-dorngx yiem caux fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn. Naaiv norm WCM kou-gong a'zuqc dorh meih nyei fu'jueiv duqv bieqc zipv yiem caux liouc siouv ndie-sai ziux ninh mbuo nyei horpc bouc jau-louc gaux zipv CCS. WCM a'zuqc bun meih nyei fu'jueiv duqv nzipc longc CCS ndie-sai mingh ndaangc.

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

- Beiv hnangv meih maaiah waac qiemx zuqc naaiv taux fu'jueiv nyei CCS gong aengx caux WCM kou-gong, douc waac lorz fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn oc. Fonh nam mber se duqv hietv yiem nqa'haav maengz fu'jueiv nyei Medi-Cal beu heng-wangc sou-gorn fang-daan. Naaiv se wangv henh heuc nyei fin-gorn.
- Meih corc haih douc waac lorz taux nquenc zangc nyei CCS dinc zangc liouh naaiv taux ninh mbuo. Se gorngv oix zaah lorz nquenc zangc nyei fonh nam mber, bieqc mangc yiem naaiv www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx.
- Se gorngv oix hoqc hiuv taux maaiah haaix nyungc jauv-louc bun sienv tipv liouh bieqc beu heng-wangc sou-gorn aengx caux zaah lorz zoux gong mienh (domh ndie-sai a'fai njioux baengc dorngx), douc waac lorz Medi-Cal Health Care Options (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). Naaiv se wangv henh heuc nyei fin-gorn. A'fai bieqc mangc yiem **www.healthcareoptions.dhcs.ca.gov**.

- Beiv hnangv meih maaih waac qiemx zuqc naaic taux Medi-Cal, douc waac lorz naaiv norm dinc zangc Department of Health Care Services (DHCS) Medi-Cal jiepv sih douc waac fin-gorn 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**. Naaiv se wangv henh heuc nyei fin-gorn.
- Beiv hnangv meih maaih waac oix guaixa'fai maaih sic caux Medi-Cal, douc waac lorz naaiv norm dinc zangc Medi-Cal Ombudsman dinc zangc yiem lei-baai-yietv – lei-baai-hmz, yiem 8 diemv ziangh hoc lungh ndorm taux 5 diemv ziangh hoc lungh hmuangx yiem njiec naaiv **1-888-452-8609** (TTY: 711 liouh tengx California State Relay). Naaiv se wangv henh heuc nyei fin-gorn. A'fai fungx email **MMCDOmbudsmanOffice@dhcs.ca.gov**. Ninh mbuo tengx nzie bun zuangx mienh maaih Medi-Cal duqv dorh ninh mbuo nyei nyaanh mingh longc aengx caux hiuv taux maaih lei beu bun ninh mbuo aengx caux ndaam-dorng gong-bou.