

Cov lus nug nquag nug txog (FAQ) Hais txog koj tej kev kho mob uas nthuav dav hauv Medi-Cal

1. Medi-Cal puas tseem pov hwm kuv?

Yog. Koj tseem muaj Medi-Cal. Pib lub **1 Hlis 2024**, koj yuav tau txais ntau txoj kev pab kho mob uas los ntawm qhov koj muaj ntawv pov hwm Medi-Cal. Koj yuav tau tej kev pab cuam no tsuav koj muaj npe tau Medi-Cal txuas mus ntxiv xwb.

2. Vim li cas kuv ho yuav tau txais tej kev pab cuam ntau ntxiv los ntawm Medi-Cal?

Pib lub **1 Hlis tim 1, 2024**, yuav muaj ib txoj cai tshiab nyob rau hauv California uas yuav muab txhua nrho tej kev pab cuam full Medi-Cal rau cov muaj hnuv nyoog 26 txog 49 xyoos uas muaj npe tau Medi-Cal. Tsis zoo li yav tag los, ib tug neeg twg li ntaub ntawv nyob tebchaws no yuav tsis muaj feem. Txoj kev cai tshiab no txhais tau tias txhua tus pej xeem nyob hauv California uas muaj npe tau Medi-Cal yeej tsim nyog tau txais tej kev pab cuam uas yog los ntawm full Medi-Cal.

3. Puas yog kuv yuav tsum tau ua ib yam twg tam sim no?

Tsis tas ua dabtsi. Yog tias koj tsim nyog muaj npe, yuav cia li muab koj tso npe tau txais tej kev pab cuam uas yog los ntawm full Medi-Cal nyob rau lub **1 Hlis tim 1, 2024**. Tsis tas koj yuav ua dabtsi kom thiaj tau txais kev pab cuam ntxiv. Yog tias koj tau txais cov ntaub ntawv kom rov tso npe dua rau Medi-Cal, koj yuav tsum muab ua kom tiav thiab muab xa rov qab tuaj hauv kev xa ntawv, hauv xov tooj, tim ntsej tim muag, lossis hauv online. Koj hu tau mus rau lub chaw ua haujlwm xoom qhaub hauv koj zos yog xav tau kev pab.

4. Tej kev kho mob uas kuv muaj los ntawm full Medi-Cal yog dabtsi?

Koj tau:

Cov kev pab tiv thaiv mob

Tej no muaj xws li kev kho mob, kev kho hniav, kev kuaj qhov muag, kev kuaj qhov hnov lus, kho siab ntsws, thiab kev thum yeeb tshuaj dej cawv. Txhua txoj kev pab tiv thaiv kab mob thiab kev kuaj mob yog dawb xwb. Yog xav paub ntxiv, tiv tauj qhov chaw pab cov tswv cuab Medi-Cal Managed Care Plan lossis tus kws kho mob uas txais yuav Fee-for-Service (regular) Medi-Cal.

Kev kho hniav

Koj yuav tau txais kev pab kho hniav los ntawm Medi-Cal. Koj li kev kho hniav yuav tsis hloov hlo li thaum koj muaj npe nyob rau ib qho Medi-Cal Managed Care Plan.

Phab 1 ntawm 10



- **Nyob rau cov nras feem ntau**, koj tau Medi-Cal los pab them nqi kho hniav los ntawm qhov **Medi-Cal Fee-for-Service (regular) Program**. Koj yuav tsum mus rau ib tug kws kho hniav uas txais yuav Medi-Cal. Yog xav nrhiav ib tug kws kho hniav uas txais yuav qhov ntawv pov hwm no, hu mus rau Medi-Cal Dental Member Telephone Service Center ntawm **1-800-322-6384** (TTY: 1-800-735-2922). Hu tuaj dawb xwb.

Koj kuj mus nrhiav tau ib tug kws kho hniav thiab ntau yam ntxiv txog Medi-Cal txoj kev them nqi kho hniav nyob rau ntawm “Smile, California” lub vej xaij ntawm smilecalifornia.org.

- Yog tias koj nyob hauv **Los Angeles County**, koj yuav txais kev kho hniav los ntawm **Medi-Cal Dental Program** nrog kev kho hniav Fee-For-Service (regular) dental **lossis** ib phau **Medi-Cal Dental Managed Care Plan**. Yog xav paub ntxiv txog yuav nyob rau phau pov hwm twg, hu rau Health Care Options ntawm **1-800-430-4263** (TTY: 1-800-430-7077). Yuav kom xaiv tau ib phau Medi-Cal Dental Managed Care Plan, tso npe rau daim ntawv xaiv koj tus kws kho hniav uas nyob hauv cov ntaub ntawv *My Medi-Cal Choice* lossis hu rau Health Care Options ntawm **1-800-430-4263** (TTY: 1-800-430-7077). Yog tias koj tsis xaiv ib tug kws kho hniav nyob hauv Medi-Cal Dental Managed Care Plan, yuav muab koj xaiv tso rau phau Medi-Cal Dental Fee-for-Service (regular).
- Yog tias koj nyob rau ib phau phiaj xwm dental managed care (DMC) hauv nroog Sacramento lossis Los Angeles, koj hu tau rau koj phau pov hwm yog xav tau kev kho hniav.

Phau phiaj xwm DMC	Sacramento	Los Angeles
Access Dental Plan, Inc www.premierlife.com	(877) 821-3234 (CSL) (800) 735-2929 (TTY/TDD)	(888) 414-4110 (CSL) (800) 735-2929 (TTY/TTD)
Health Net of California, Inc www.healthnet.com	(877) 550-3868 (TTY/TTD)	(800) 977-7307 (TTY/TTD)
Liberty Dental of California, Inc www.libertydentalplan.com	(877) 550-3875 (CSL) (877) 855-8039 (TTY)	(800) 703-6999 (CSL) (877) 855-8039 (TTY)

- Yog tias koj nyob hauv **San Mateo County**, koj yuav tau kev kho hniav los ntawm Health Plan of San Mateo (HPSM) lossis FFS.
 - Yog tias koj muaj npe nyob hauv HPSM, koj yuav tau kev kho hniav los ntawm HPSM. Yog xav paub ntxiv txog kev kho hniav uas los ntawm Health Plan of San Mateo, hu mus rau lawv ntawm **1-800-750-4776** lossis **650-616-2133** (TTY: 1-800-735-2929 lossis 711).

- Yog tias koj muaj npe nyob hauv Kaiser, koj yuav tau kev kho hniav los ntawm FFS. Yog xav nrhiav ib tug kws kho hniav, koj hu tau Medi-Cal Dental's Customer Service Center ntawm **1-800-322-6384** (TTY: 1-800-735-2922), Hnub 1 txog Hnub 5, 8 teev sawv ntxov txog 5 teev tsaus ntuj.

Kev kho siab ntsws hlwb kev xav

Yog koj xav tau kev kho siab ntsws hlwb kev xav, tham nrog tus saib xyuas cov tswv cuab hauv Medi-Cal Managed Care Plan lossis koj tus kws kho mob xub thawj. Tej zaum koj kuj yuav txais tau kev pab kho siab ntsws hlwb kev xav los ntawm cov kws kho mob uas nyob hauv koj phau Medi-Cal Managed Care Plan tshiab. Tej zaum koj kuj yuav muaj npe txais kev kho siab ntsws tshwj xeeb thiab. Koj lub chaw haujlwm kho siab ntsws hauv zos yuav muaj tej kev pab tshwj xeeb no. Koj phau Medi-Cal Managed Care Plan yuav tsum pab koj xaiv tej kev kho siab ntsws hlwb kev xav thiab nrhiav tus kws kho mob uas haum koj. Phau ntawv teev cov npe tiv tauj rau County Mental Health Plan Contact List rau tej kev kho mob siab ntsws tshwj xeeb nyob rau ntawm bit.ly/mhp-contact-list.

Kev thum yeeb tshuaj dej cawv

Yog tias koj xav tau kev pab thum dej cawv lossis lwm yam yeeb tshuaj, koj mus thov kom lawv pab kuaj kom tau los ntawm koj phau Medi-Cal Managed Care Plan. Koj kuj hu tau rau koj lub nras qhov chaw Drug Medi-Cal Program rau kev pab thum yeeb tshuaj dej cawv. Lossis hu rau qhov chaw pab cov tswv cuab Medi-Cal Managed Care Plan rau ntawm bit.ly/mhp-contact-list.

Kev pab tswj qhov muaj menyuam thiab kev saib xyuas thaum cev xeeb menyuam

Koj txais tau kev pab tswj qhov muaj menyuam los ntawm cov kws kho mob tus twg los tau uas nyob hauv Medi-Cal twg los tau, tab txawm lawv tsis nyob rau hauv koj phau Medi-Cal Managed Care Plan pab pawg koom tes. Tsis tas koj yuav kom leejtwg xa koj mus cuag lossis tau kev tso cai ua ntej (kev pom zoo ua ntej). Tsis muaj qhov tau them ntxiv (co-payment). Yog xav paub ntxiv, tiv tauj qhov chaw pab cov tswv cuab Medi-Cal Managed Care Plan lossis tus kws kho mob uas txais yuav Fee-for-Service (regular) Medi-Cal. Tej nqi kho mob uas pab them muaj xws li:

- Kev tuaj ntsib rau pab tswj qhov muaj menyuam
- Kev pab taw qhia tswj qhov muaj menyuam rau thaum kev tuaj ntsib ib txwm
- Tej kev pab tswj kom txhob muaj menyuam, xws li cov twj ntsaws mus rau lub cev
- Khi txoj hlab zuas qe menyuam
- Kev hlais txivneej txoj hlab phev
- Tshuaj noj lossis twj ntsaws mus rau lub cev kom txhob muaj menyuam
- Kev rho menyuam
- Kev kho rau cov teeb meem uas los ntawm qhov kev tswj kom txhob muaj menyuam yav tag los
- Kev kuaj mob, kev thaj xoo, thiab tshuaj ntsig txog kev pab kom txhob muaj menyuam

Cov kev pab cuam hauv khw muag tshuaj

Medi-Cal Rx them cov nqi tshuaj uas koj tus kws kho mob sau rau kom koj mus nqa tom khw muag tshuaj. Koj phau Medi-Cal Managed Care Plan thiab Fee-for-Service (regular) Medi-Cal them tus nqi tshuaj uas koj tus kws kho mob muab rau kom tim ntsej tim muag, xws li tom nws lub tsev kho mob lossis kuaj mob.

Yog xav paub ntiv txog Medi-Cal Rx yuav them nqi tshuaj li cas thiab lub khw muag tshuaj twg txais yuav Medi-Cal, mus rau medi-calrx.dhcs.ca.gov. Lossis hu rau Medi-Cal Rx Customer Service Center ntawm 1-800-977-2273 (TTY: State Relay ntawm 711). Muaj koj daim npav Medi-Cal Benefits Identification Card (BIC) nyob ntawm koj tes thaum hu tuaj.

Yog koj muaj lus nug tom qab twb tso koj npe rau Medi-Cal Managed Care Plan tag lawm, hu rau qhov chaw pab cov tswv cuab tus xov tooj.

Kev thauj mus los

Yog tias koj tsis muaj tus pab thauj koj mus ntsib tej kev kho mob uas Medi-Cal pab them lossis mus nqa tshuaj tom khw muag tshuaj, tej zaum kuj yuav muab txoj kev pab thauj uas yog Non-Medical Transportation (tsis yog thauj mus rau kev kho mob) rau koj. Tej zaum kuj yuav siv lub tsheb, tsheb ntiav, npav, lossis lwm txoj kev thauj neeg rau pej xeem lossis tsheb ntiav. Tsis tas koj yuav tau daim ntawv los ntawm koj tus kws kho mob sau rau koj caij tsheb ua ntej yog koj xav siv txoj kev pab thauj uas yog Non-Medical Transportation.

Yog tias koj caij tsis tau ib lub tsheb, npav, tsheb ntiav, lossis lwm txoj kev thauj neeg rau pej xeem lossis tsheb ntiav mus rau koj qhov kev teem caij vim koj yam mob nkeeg, tej zaum koj kuj muaj npe txais tau kev pab Non-Emergency Medical Transportation. Qhov no yuav yog los ntawm lub tsheb thauj neeg mob, tsheb tub thauj cov caij laub, lossis tsheb tub uas muab hloov kom thauj tau cov neeg pw txaj. Yog rau cov neeg uas caij tsis tau tej tsheb npav lossis tsheb ntiav.

Koj yuav tsum muaj daim ntawv los ntawm koj tus kws kho mob muaj ntawv tso cai sau rau koj caij tsheb ua ntej yog koj xav siv txoj kev pab thauj uas yog Non-Emergency Medical Transportation. Koj tus kws kho mob xub thawj, kws kho hniav, kws kho ko taw, kws kho siab ntsws lossis kws pab thum yeeb tshuaj dej cawv sau tau daim ntawv Non-Emergency Medical Transportation rau koj. Muaj qhov Non-Emergency Medical Transportation rau cov sijhawm koj nav maim mus ntsib kws kho mob uas koj phau pov hwm pab them rau nrog rau kev thauj mus nqa tshuaj sau noj.

Yog tias Medi-Cal yeej pab them hom kev teem sij hawm ntsib no tiamsis koj phau pov hwm tsis pab them, tiamsis lawv yuav pab tau koj teem lub tsheb tuaj tos koj nrog Medi-Cal. Yog tias koj tau Medi-Cal los ntawm ib phau Medi-Cal Dental Managed Care Plan, koj hu tau rau qhov chaw pab cuam rau cov tswv cuab los thov lawv tuaj tos koj. Yog tias koj tau Medi-Cal los ntawm Fee-for-Service (regular) Medi-Cal, koj tiv tauj tau DHCS los pab koj. Cov tswv cuab nyob hauv Medi-Cal lossis cov neeg uas lawv xaiv los ua ib txoj haujlwm yuav sau email tuaj rau DHCSNMT@dhcs.ca.gov los thov kev

pab yog tias lawv tus kws kho mob tsis muaj cuab kav thov tau tsheb Non-Emergency Transportation tuaj tos lawv.

Home and community-based services (HCBS)

Tej no muaj xws li:

- In-Home Supportive Services (IHSS) uas yog ib tug neeg tuaj tu xyuas koj hauv koj tsev
- Home and Community-Based Alternatives Waiver muaj tej kev pab xws li kev tu xyuas hauv tsev, kev hloov kho tej yam hauv tsev, thiab kev tu xyuas uas yog koj ntiag tug
- Community-Based Adult Services rau ntawm ib lub koom haum
- Lwm cov kev pab cuam

Yog xav kawm paub ntxiv txog tej kev pab no, mus rau bit.ly/IHSSProgram.

5. Yuav ua cas yog tias kuv twb muaj Medi-Cal pab rau thaum cev xeeb menyuam rau tam sim no lawm?

Yog tias koj muaj Medi-Cal los pab rau thaum cev xeeb menyuam, ces koj twb muaj tagnrho tej kev kho mob tsim nyog uas Medi-Cal yeej pab them lawm. Yog xav kawm paub ntxiv txog tej kev pab cuam full Medi-Cal no, mus rau bit.ly/medi-cal-ehb-benefits.

6. Kuv puas yuav muaj qhov tau them ntxiv (co-payment)?

Tsis muaj. Yuav tsis muaj qhov tau them ntxiv rau txoj kev kho mob. Phau Medi-Cal Managed Care Plan yuav pab them tagnrho tej nuj nqis kho mob uas tsim nyog.

7. Kuv puas yuav tau pab them ntxiv uas yog Share of Cost (SOC)?

Ib txhia neeg uas muaj Medi-Cal yuav tau them qhov nqi share of cost (SOC). SOC yog tus nqi koj tau them ua ntej koj li ntawv pov hwm Medi-Cal pib roos koj rau lub hli ntawd. Yog tias koj muaj Medi-Cal nrog qhov SOC thiab them koj qhov SOC tag rau lub hli ntawd lawm ces, Medi-Cal mam li pab them tagnrho koj tej nuj nqis kho mob uas seem nyob rau lub hli ntawd. Koj tsuas tau them tus nqi SOC ib zaug rau lub hli uas koj siv Medi-Cal xwb.

8. Kuv yuav siv kuv qhov full Medi-Cal tshiab li cas?

Yog tias koj tsis muaj qhov SOC, koj yuav tau tso npe nyob rau hauv phau Medi-Cal Managed Care Plan thaum koj muaj full Medi-Cal lawm. Ces koj mam li mus ntsib tau cov kws kho mob uas txais yuav phau pov hwm ntawd uas nyob rau lawv cheeb tsam muab kev kho mob. Koj mus kuaj tau mob, mus ntsib tej kws kho mob tshwj xeeb, mus saib xyuas yam mob nkeeg uas tsis tu qab xws li ntshav qab zib, lossis mus phais mob. Koj phau Medi-Cal Managed Care Plan yuav pab them tag nrho tej nuj nqis kho mob uas tsim nyog uas roos los ntawm Medi-Cal.

Yog tias koj nyob rau ib lub nroog uas muaj Medi-Cal los ntawm lub County Organized Health System (COHS) lossis qhov Single Plan, yuav muab koj tso npe rau phau COHS Plan, Single Plan, lossis Kaiser Permanente. Tsis tas koj yuav tau ua dabtsi. Yog tias koj lub nroog muaj ntau tshaj ib phau Medi-Cal Managed Care Plan, mam li xa tej ntaub ntawv tuaj qhia koj paub seb yuav xaiv phau pov hwm twg.

Yog xav paub seb koj nyob rau thaj tsam COHS lossis Single Plan, mus rau bit.ly/county-info.

Yog tias koj muaj qhov SOC thiab nyob rau Long-term Care Facility (nyob rau tsev tu cov laus), tej zaum koj yuav tau tso npe nyob rau phau Medi-Cal Managed Plan.

9. Medi-Cal Managed Care Plan yog dabtsi?

Medi-Cal Managed Care Plan yog ib phau pov hwm kev kho mob uas:

- Koom tes nrog tej kws kho mob, tsev kho mob loj, thiab lwm cov neeg muab kev pab cuam kho mob uas nyob rau koj cheeb tsam los muab kev pab kho mob rau koj
- Muaj yam kev kho mob uas koj xav tau uas Medi-Cal pab roos
- Koom tes nrog koj thiab koj tus kws kho mob los npaj thiab saib xyuas koj

Thaum koj nyob hauv ib phau Medi-Cal Managed Care Plan, tej zaum koj tseem yuav txais tej kev kho mob uas yog Fee-For-Service (regular) Medi-Cal uas tsis yog nyob hauv koj phau Medi-Cal Managed Care Plan. Nyob rau cov nroog feem ntau, tej no muaj xws li:

- Qee cov kev pab cuam nyob rau hauv tsev thiab hauv zej zog
- Feem ntau tej kev pab cuam hauv khw muag tshuaj uas Medi-Cal yuav pov hwm
- Substance use disorder (SUD) uas pab thum yeeb tshuaj dej cawv
- Kev kho hniav

Yog tias koj tau In-Home Supportive Services (IHSS), koj yuav txais yam kev pab cuam no nyob hauv Fee-For-Service (regular) Medi-Cal uas zoo li koj tau tam sim no.

Yog xav kawm paub ntxiv txog cov kev pab uas muab los ntawm Medi-Cal Managed Care Plans, mus rau healthcareoptions.dhcs.ca.gov.

10. Kuv yuav xaiv ib phau Medi-Cal Managed Care Plan li cas?

Koj cov kev xaiv Medi-Cal Managed Care Plan yog nyob ntawm lub nroog uas koj nyob.

Yog xav paub seb koj nyob rau thaj tsam COHS lossis Single Plan, mus rau bit.ly/county-info.

Yog tias koj nyob rau ib lub nras uas **tsis muaj** lub County Organized Health System (COHS) lossis qhov Single Plan, Health Care Options mam li xa phau ntawv *My Medi-Cal Choice* tuaj rau koj. Yuav teev cov ntawv pov hwm Medi-Cal Managed Care Plans uas muaj nyob hauv koj lub nras. Yuav qhia koj paub seb yuav tso npe li cas.

Yog tias koj twb muaj ib tug kws kho mob lossis tsev kuaj mob uas koj niaj zaus mus lawm nyob hauv koj zos, nug seb lawv puas koom tes nrog Medi-Cal Managed Care Plan. Yog tias koj xav tau tus kws kho mob lossis nyob rau lub tsev kuaj mob ntawd,

koj xaiv tau phau Medi-Cal Managed Care Plan uas koj tus kws kho mob lossis tsev kuaj mob txais yuav.

Yog tias koj tus kws kho mob lossis tsev kuaj mob uas koj niaj zaus mus ntsib **tsis** koom tes nrog Medi-Cal Managed Care Plan hauv koj zos, tej zaum koj tuav tau koj li Fee-for-Service (regular) Medi-Cal. Cov neeg uas muaj tej yam mob hanyav xws li HIV/AIDS, kev muaj menyuum nyob hauv plab rau cov hli yuav txog caij yug, kev kho mob khees xaws, kev lim ntshav, thiab ntau yam ntxiv kuj muaj npe siv lawv li Fee-for-Service (regular) Medi-Cal tau. Yog tias koj xav tias qhov no muaj feem rau koj, ces tso npe thiab xa daim ntawv “Medical Exemption Request” (Daim ntawv thov kev zam vim koj yam mob nkeeg) uas muaj nyob nrog cov ntaub ntawv *My Medi-Cal Choice*.

Yog tias koj tsis xaiv ib qho Medi-Cal Managed Care Plan, Medi-Cal mam li xaiv ib qho Medi-Cal Managed Care Plan uas nyob hauv koj lub nroog rau koj. Koj muaj cai los thov kom hloov koj qhov Medi-Cal Managed Care Plan thaum twg los tau. Hu rau Health Care Options ntawm **1-800-430-4263** (TTY: 1-800-430-7077) lossis mus rau healthcareoptions.dhcs.ca.gov.

Yog tias koj hloov koj qhov Medi-Cal Managed Care Plan, koj yuav tsum tso npe rau lwm qhov Medi-Cal Managed Care Plan tshiab uas nyob hauv tib lub nroog uas koj nyob. Koj rov qab mus nyob rau qhov Fee-For-Service (regular) Medi-Cal tsis tau lawm yog tias koj tau tso npe rau hauv qhov Medi-Cal Managed Care Plan ntau tshaj 90 hnuv lawm.

11. Health Care Options yog dab tsi?

Health Care Options yog ib qho kev pab Medi-Cal uas siv los pab cov tswv cuab kawm paub txog cov Medi-Cal Managed Care Plans. Health Care Options pab tau cov tswv cuab xaiv tau tej yam zoo txog lawv li Medi-Cal.

Health Care Options lub vej xaij yog healthcareoptions.dhcs.ca.gov. Yog xav kawm paub ntxiv, hu rau Health Care Options ntawm 1-800-430-4263 (TTY: 1-800-430-7077).

Health Care Options muaj ntaub ntawv qhia txog cov nroog uas tsis muaj qhov COHS thiab Single Plan. Yog tias koj nyob rau ib lub nroog uas muaj COHS lossis Single Plan, tiv tauj lub tsev xoom qhaub nyob hauv koj nroog los mus kawm paub ntxiv.

12. Leej twg yuav yog kuv tus kws kho mob xub thawj yog tias kuv nyob hauv qhov Medi-Cal Managed Care Plan?

Thaum koj koom nrog ib qho Medi-Cal Managed Care Plan, koj yuav tau xaiv ib tug kws kho mob xub thawj uas koom tes nrog Medi-Cal Managed Care Plan. Yog tias koj tsis xaiv ib tug kws kho mob hauv **30 hnuv** txij li hnuv koj tso npe nyob rau hauv koj qhov Medi-Cal Managed Care Plan, Medi-Cal Managed Care Plan mam li xaiv ib tug rau koj.

Yog tias koj xav **tau** koj tus kws kho mob:

- Nug seb koj tus kws kho mob puas koom tes nrog Medi-Cal Managed Care Plan nyob hauv koj lub nroog.
- Xaiv qhov Medi-Cal Managed Care Plan uas koj tus kws kho mob koom nrog.

Yog tias koj xav tau tus kws kho mob **tshiab**:

- Mus nyeem daim ntawv teev cov npe kws kho mob uas koj qhov Medi-Cal Managed Care Plan muaj rau koj los xaiv nyob hauv online. Lossis hais kom lawv xa ib daim ntawv teev cov npe kws kho mob tuaj rau koj.
- Nug kom lawv hloov mus rau tus kws kho mob koom tes nrog koj qhov Medi-Cal Managed Care Plan lub nev vawj. Koj yuav thov kom hloov koj tus kws kho mob thaum twg los tau.
- Yog koj xav tau kev pab nrhiav ib tug kws kho mob lossis los hloov tus kws kho mob tshiab, hu rau tus xov tooj saib xyuas cov tswv cuab hauv Medi-Cal Managed Care Plan tom qab koj tso npe tag.

13. Kuv puas siv tau kuv tus kws kho mob Medi-Cal yog tias lawv tsis koom tes nrog Medi-Cal Managed Care Plan?

Continuity of care (kev saib xyuas txuas ntxiv) txhais tau tias koj mus ntsib tau koj tus kws kho mob lossis kws kho mob puas hlwb txuas mus ntxiv txog 12 lub hlis, lossis ntev dua rau qee kis, tom qab koj tso npe rau hauv Medi-Cal Managed Care Plan lawm. Qhov no suav nrog koj tej kws kho mob, kws kho mob tshwj xeeb, thiab kws kho mob puas hlwb uas nyob hauv Medi-Cal. Cov kws kho mob uas koj mus ntsib txuas ntxiv tau muaj xws li tus kws kho mob ib ce uas raug mob, tus pab kho kom rov siv tau lub cev dua los ua haujlwm, tus kws kho txoj kev ua pa, tus kws pab kho kev hais lus, thiab tus uas kho cwj pwm. Tus kws kho mob yuav tsum txaus siab koom tes nrog Medi-Cal Managed Care Plan.

Yog tias koj xav tau continuity of care, hu rau tus xov tooj saib xyuas cov tswv cuab hauv Medi-Cal Managed Care Plan tom qab koj tso npe koom nrog txoj kev npaj kho mob no. Yog tias koj muaj lus nug ntxiv txog continuity of care, mus rau bit.ly/DHCSCOC.

14. Leej twg thiaj li tsis tas yuav koom nrog qhov Medi-Cal Managed Care Plan los tau?

Yog tias koj nyob hauv ib lub nroog uas tsis muaj uas tsis muaj qhov COHS lossis Single Plan, koj tsis tas koom nrog ib qho Medi-Cal Managed Care Plan yog tias koj:

- Yog ib tug Neeg Khab Asmeskas Is Dias/Neeg Xeeb Txawm Nyob Alaska
- Yog ib tug neeg txais kev pab cuam los ntawm Foster Care, lub Adoption Assistance Program, lossis Child Protective Services
- Nyob hauv ib lub tsev saib xyuas cov qub tub rog California Veteran
- Twb tau daim ntawv zam kev vim koj yam mob nkeeg uas ua rau koj tsis tas tso npe nyob rau ib qgo Medi-Cal Managed Care Plan hlo li; lossis
- Tau daim ntawv zam kev vim koj yam mob nkeeg uas ua rau koj tsis tas tso npe nyob rau ib qho Medi-Cal Managed Care Plan

Yog tias koj yog ib tug tswv cuab uas tau kev pab los ntawm foster care, lub Adoption Assistance Program, lossis Child Protective Services, thiab koj nyob rau ib lub nroog uas muaj qhov Single Plan, koj muaj qhov kev xaiv los tso npe rau hauv ib qho Medi-Cal lossis FFS Medi-Cal.

Yog xav paub ntxiv txog kev zam txhob tau tso npe nyob rau ib qho Medi-Cal Managed Care Plan, hu rau Health Care Options ntawm 1-800-430-4263 (TTY: 1-800-430-7077).

Yog xav paub seb koj puas nyob rau hauv lub nroog uas muaj qhov COHS lossis Single Plan lossis tsis muaj qhov COHS, Single Plan, mus rau bit.ly/county-info.

15. Kuv puas txais tau daim ntawv zam kev rau kev tso npe rau hauv ib qho Medi-Cal Managed Care Plan?

Yog tias koj muaj ib yam mob nkeeg loj thiab koj tus kws kho mob lossis tsev kuaj mob Medi-Cal yog ib tug uas txais yuav qhov Fee-for-Service (regular) Medi-Cal uas tsis nyob hauv ib qho Medi-Cal Managed Care Plan lub nev vawj hauv koj lub nroog, tej zaum koj kuj yuav tau txais kev zam los txais tau kev kho mob los ntawm koj tus kws kho mob txuas mus ntxiv **txog 12 lub hlis**.

Yog tias koj nyob rau ib lub nroog uas **tsis** muaj qhov County Organized Health System (COHS) lossis qhov Single Plan thiab xav thov daim ntawv zam kev ib ntus, mus siv daim ntawv "Medical Exemption Request". Nyob rau cov ntaub ntawv *My Medi-Cal Choice* uas xa rau koj. Yog tias koj xav nyob rau hauv qhov Fee-for-Service (regular) Medi-Cal, mus thov kom tau daim ntawv zam kom sai li sai tau. Feem ntau, koj thov tsis tau kev zam qhov yuav tsum tso npe mus nyob rau ib qhov kev pov hwm tom qab koj twb nyob rau ib qho Medi-Cal Managed Care Plan tau tshaj li **90 hnuv** lawm. Koj tus kws kho mob, tsev kuaj mob, lossis tus pab tawm suab rau koj mam li pab koj ua kom tiav daim ntawv no. Koj tus kws kho mob yuav tsum sau nws feem hauv daim ntawv no kom tiav. Xa daim ntawv uas koj sau tiav no tuaj rau Health Care Options.

Muaj ob txoj hau kev rau koj los thov kev zam rau koj yam mob nkeeg:

- Hu rau Health Care Options ntawm 1-800-430-4263 (TTY: 1-800-430-7077)
- Mus rau hauv Health Care Options lub vej xaij ntawm healthcareoptions.dhcs.ca.gov.

Yog tias koj tau txais kev pom zoo rau koj daim ntawv thov kev zam, koj nyob tau rau hauv qhov Fee-for-Service (regular) Medi-Cal thiab mus ntsib koj tus kws kho mob kom txog thaum koj daim ntawv zam kev rau koj yam mob nkeeg tag sijhawm.

Yog tias koj muaj tej yam mob nkeeg thiab xav tau koj tus kws kho mob uas nyob hauv Medi-Cal **kom ntev tshaj 12 lub hlis**, tej zaum koj mus thov tau daim ntawv ncuu sijhawm qhov kev zam txuas mus ntxiv. Yog koj xav thov kom ncuu sijhawm, koj yuav tsum tos kom txog yam tsawg kawg li **11 lub hlis** txij li hnuv tim koj pib txais qhov kev zam tam sim no. Health Care Options mam li qhia koj paub li 45 hnuv ua ntej koj daim ntawv zam rau koj yam mob nkeeg yuav xaus. Lawv mam li qhia koj paub txog yuav mus thov kom ncuu sijhawm li cas.

Yog tias lawv tsis pom zoo rau koj daim ntawv thov kev zam, tej zaum koj yuav siv tau koj tus kws kho mob qub yog tias koj thov qhov Medi-Cal Managed Care Plan rau "continuity of care". Mus nyeem paub txog continuity of care nyob rau Nqe lus nug 11.

Yog tias koj nyob rau hauv lub nroog uas muaj COHS lossis Single Plan, tej zaum kuj yuav thov **tsis** tau ib qho kev zam rau koj yam mob nkeeg.

Yog xav paub ntiv txog kev zam thiab yuav mus thov tau li cas, mus xyuas nyob hauv Health Care Options lub vej xaij ntawm healthcareoptions.dhcs.ca.gov.

16. Yuav ua cas yog tias kuv muaj lus nug txog Medi-Cal thiab kuv li ntaub ntawv nkag teb chaws no?

Lub U.S. Department of Homeland Security thiab U.S. Citizenship and Immigration Services TSIS xam tias kev kho mob, zaub mov noj, thiab vaj tse nyob muaj feem rau ib tug neeg uas tso siab rau tsoom fwv los yug nws (public charge determination). Vim li ntawd, kev siv tej txiaj ntsig Medi-Cal (tsis suav cov tsev laus lossis tsev kho mob siab ntsws hlwb kev xav) yuav TSIS cuam tshuam ib tug neeg twg li ntaub ntawv nkag teb chaws no. Qhov hnuv nyoog 26 txog 49 Adult Expansion yog ib qho kev pab cuam uas tau peev nyiaj pab los ntawm lub xeev. Thaum koj ua ntawv thov rau tej kev pab cuam uas tau lub xeev peev nyiaj pab, tsuas siv koj li ntaub ntawv los txiav txim seb koj puas tsim nyog tau Medi-Cal xwb. Tej kev cai lij choj hauv xeev tiv thaiv koj tej ntaub ntawv kom tsis pub tawm rau sab nraud.

DHCS thiab tej tsev xoom qhaub teb tsis tau tej lus nug txog ntaub ntawv nkag teb chaws lossis txog ib tug neeg uas tso siab rau tsoom fwv los yug nws. Yog tias koj muaj lus nug txog koj li ntaub ntawv nkag teb chaws no thiab txog koj li ntawv pov hwm Medi-Cal, mus tham nrog ib tug kws lij choj fab neeg nkag teb chaws uas tsim nyog.

Lub California Department of Social Services pab peev nyiaj ua rau tej koom haum pab dawb mus pab cov neeg khiav teb chaws uas nyob hauv California. Muaj ib daim ntawv teev npe cov koom haum no nyob rau hauv no bit.ly/immigration-service-contractors.

Yog xav paub txog ntaub ntawv kev nkag teb chaws thiab chaw muab kev pab, mus rau California's Immigrant Guide ntawm immigrantguide.ca.gov.

Yog xav paub ntiv txog txoj kev cai hais txog cov neeg uas tso siab rau tsoom fwv los yug lawv, mus nyeem phau ntawv California Health and Human Services Agency Public Charge Guide ntawm chhs.ca.gov/public-charge-guide.

17. Kuv yuav mus kawm paub ntiv lossis thov kev pab tau qhov twg?

- Hu rau DHCS Medi-Cal Helpline ntawm **1-800-541-5555**. Hu tuaj dawb xwb.
- Hu rau DHCS Ombudsman Office ntawm **1-888-452-8609**. Hu tuaj dawb xwb. Lossis sau email rau lawv ntawm MMCDOmbudsmanOffice@dhcs.ca.gov. Lub chaw haujlwm Ombudsman Office pab cov neeg uas muaj Medi-Cal los siv lawv tej txiaj ntsig thiab nkag siab txog tej cai thiab luag haujlwm uas lawv muaj.
- Mus kawm paub ntiv txog Medi-Cal nyob rau hauv DHCS lub vej xaij ntawm bit.ly/MyMedi-Cal.
- Mus kawm paub ntiv txog DHCS Adult Expansion ntawm lawv lub vej xaij bit.ly/AdultExpansion.
- Email AdultExpansion@dhcs.ca.gov.