

1234567AB-A8B-XX/XX/XXXX
XXX123456789_ABCD0-00-0-000000



XX/XX/XXXX



JOHN SAMPLE
1234 SAMPLE STREET
Line 2
ANYTOWN CA 90000

Tso cov xov xwm txog koj li Medi-Cal coverage

Nyob zoo [Member Name],

Lub kaum ib hlis, peb tau xa ib tsab ntawv rau koj. Uas qhia koj txog qhov hloov npauv kev pab them qis kho mob ntawm koj Medi-Cal Tam si no Koj raug **txwv kev kho mob** Medi-Cal thiab kev pab cuam lawm. Koj li Medi-Cal kev pab them nqi kho mob yuav raug hloov pauv mus rau **them tag nrho** Medi-Cal pib **lub ib hlis 1, 2024**. Koj yuav tau txais cov kev pab cuam ntau dua qub. Koj yuav tau txais koj li Medi-Cal cov kev pab cuam through a Medi-Cal Managed Care Daim Phiaj Kho Mob.

Qhov *My Medi-Cal Choice* pob ntawv ua koj tau txais nws qhia koj tias yuav xaiv li cas ntawm cov Medi-Cal Managed Care Daim Phiaj Kho Mob.

Yog tias koj tsis xaiv ib txog hauv kev kho mob raws li cov hnuv uas lawv tau sau tseg nyob hauv koj li *My Medi-Cal Choice* pob ntawv, koj yuav tau xaiv sau npe rau qhov ntawm no Medi-Cal Managed Care Daim Phiaj Kho Mob thiab Daim Phiaj Kho Hniav:

Kev kho mob

<Insert MCP>

Kev kho hniav

<Insert Dental Program>

Pib hnuv

XX/XX/2024

Txog ntawm Medi-Cal Managed Care Plans

Txoj Phiaj Xwm Medi-Cal Managed Care yog lub phiaj xwm saib xyuas kev noj qab haus huv. Nws ua hau lwm nrog cov kws kho mob, cov tsev kho mob, cov tsev muag tshuaj, thiab lwm cov tub saib xyuas kev kho mob nkeeg yuav muab kev kho mob tsim nyog tshaj plaws rau koj Medi-Cal cov kev kho mob uas koj xav tau. Koj txoj hauv kev yuav:

- Pab tuav tswj koj li Medi-Cal cov txiaj ntsig thiab cov kev pab cuam
- Pab koj nrhiav kws kho mob thiab cov kws tshaj li uas nyob pab pawg

- Muaj ib tug line uas lawv muaj peev xwm qhia rau koj hauv xov tooj 24 xuj moos uas koj hu tau rau txhua lub sij hawm
- Muaj ib tug xov tooj hu dawb xwb nws mam pab teb koj cov lus nug
- Pab koj koj mus rau tom tsev kho mob thiab koj koj rov qab los tsev
- Pab koj kom tau txais kev pab cuam uas tsis tau nyob hauv koj koj daim kev pab
- Pab koj txhais lus, txhais lus rau koj cov ntawv, los yog cov ntawv hauv Braille, luam tawm ua tus ntawv loj, los sis ua suab los sis cov ntaub ntawv CD

Yuav qhia xaiv li cas Medi-Cal Managed Care Plan

Koj Cov Kev Xaiv Txog Txoj Phiaj Xwm Medi-Cal Managed Care nyob txij ntawm lub teb chaws koj nyob. Health Care Options (HCO) tau xa rau koj *My Medi-Cal Choice* pob ntawv. Nws yuav qhia koj txog Medi-Cal Managed Care cov phiaj kho mob nyob ntawm cov kev xaiv kho mob thiab kev yuav xaiv sau npe li cas.

Yuav tau saib xyuas kom ntau txog ntawm koj li txoj kev kho mob thiab kev xaiv kho mob, hu rau tus xov tooj HCO Zwj Hli (Monday) - Zwj Kuab (Friday) 8:00 teev sawv ntxov txog rau 6:00 teev tsaus ntuj **1-800-430-2022** (TTY: 1-800-430-7077). Tus xov tooj no hu dawb xwb. Los yog, nkag mus lub vev xaib no www.healthcareoptions.dhcs.ca.gov.

Kuj tsis yuam tias koj nkag mus koom Medi-Cal Managed Care Daim Phiaj Kho Mob lawm es

Koj yuav tsum tau nkag mus koom ib qho Medi-Cal Managed Care Daim Phiaj Kho Mob yog tias koj:

- Yog ib tug neeg American Indian/Alaska Native,
- Kev Pab Saib Xyuas Me Nyuam (Foster Care), Khoos Kas Muab Kev Pab Rau Cov Coj Lwm Tus Li Me Nyuam Los Tu (Adoption Assistance Program), Cov Kev Pab Cuam Tiv Thaiv Me Nyuam Yaus (Child Protective Services)
- Nyob hauv California qub tub rog lub tsev
- Muaj kev zam los ntawm kev thov xav nkag mus koom Medi-Cal Managed Care Daim Phiaj Kho Mob, los yog
- Tau txais kev zam kho mob los ntawm kev thov tsis nkag mus koom ib qho Medi-Cal Managed Care Daim Phiaj Kho Mob

Kev zam kho mob los ntawm kev nkag mus koom ib qho Medi-Cal Managed Care Daim Phiaj Kho Mob

Yog tias koj muaj kev tsuam tshuam ntxhov nyho txog kev kho mob, xws li cev xeeb tub, thiab koj li Medi-Cal tus kws kho mob los sis lub chaw kuaj mob yog ib qho Fee-for-Service (FFS) (tsis tu ncu) Medi-Cal tus kws muab kev pab kho mob tus uas tsis nyob hau ib qho Medi-Cal Managed Care Daim Phiaj Kho Mob hauv network hauv koj lub teb chaws, koj yuav tsum tau txais kev zam mus txog 12 lub hlis.

Yog tias koj xav nkag mus nyob hau qhov FFS Medi-Cal, koj yuav tsau thov kev zam nkag mus koom cov kev kho mob sai li sai tau. Feem tau, koj tsis tshua tau txais kev thov zam tsis nkag mus koom qhov kev saib xyuas kho mob nkeeg tom qab koj tau nkaj mus koom nyob hauv ib qho Medi-Cal Managed Care yuav tau siv sij hawm 90 hnuv.

Nws muaj peb txoj hauv kev rau koj thov kev zam tsis nkag mus koom kev kho mob:

- **Tus xov tooj:** hu rau HCO Zwj Hli (Monday) - Zwj Kuab (Friday), 8:00 teev sawv ntxov txog rau 6:00 teev tsaus ntuj at **1-800-430-2022** (TTY: 1-800-430-7077).
- **Chaw xa ntawv:** sau rau hauv and xav rau kev thov zam tsis nkag mus koom kho mob hau koj li *My Medi-Cal Choice* packet. Koj tus kws kho mob, qhov chaw kho mob los yog tus neeg pab txhawb mam pab koj sau cov ntawv rau koj. Koj tus kws kho mob yuav tsum tau koom sau ib qho ntawv nyob hau koj tsab ntawv. Thaum sau tiav lawm yuav tsum xa rau HCO.
- **Hauv online:** Mus rau HCO lub vev xaib ntawm **www.healthcareoptions.dhcs.ca.gov**.

Yog tias lawv pom zoo raws li koj txoj kev thov zam ntawv, koj ,uaj peev xwm nkag mus nyob hau qhov FFS Medi-Cal thiab cia koj tus kws kho mob mus txog thaum koj txoj kev thov zam tas lub sij hawm lawm.

Yog tias koj muaj mob tseem ceeb thiab xav khaws koj li Medi-Cal tus kws muab kev pab kho mob kom ntau dua 12 lub hlis, koj yuav tsum tau thov kev zam kho mob txuas ntxiv. Koj yuav tau tos kom txog yam tsawg kawg yog 11 lub hlis suav kias hnuv pib uas koj tau txais kev zam kho mob. HCO yua qhia koj thaum tau 45 hnuv ua ntej koj li kev zam kh mob ntawv yuav tas lub sij hawm. Lawv mam qhia koj txog qhov thov zam kho mob txuas ntxiv dua.

Tam sin no yuav ua dab tsi

- Yog tias koj xav nkag mus koom nyob hauv Medi-Cal Managed Care Daim Phiaj Kho Mob xws li cov npe los saum toj no, koj tsis tas yuav ua dab tsi li lawm
- Yog tias koj xav koom kev kho mob li qub Medi-Cal kws kho mob los yog chaw kho mob, ces nug lawv xwb yoh tia lawv tseem ua hau lawm nrog cov Medi-Cal Managed Care Daim Phiaj Kho Mob hauv koj lub teb chaws. Yog tias lawv tseem ua, koj yuav tau xaiv txoj kev kho mob ntawv.
- Yog tias koj xav xaiv lwm cov Medi-Cal Managed Care Daim Phiaj Kho Mob, tiv tauj HCO:
 - **Xov tooj:** hu rau HCO Zwj Hli (Monday) - Zwj Kuab (Friday) ,8:00 teev sawv ntxov txog rau 6:00 teev tsaus ntuj at **1-800-430-2022** (TTY: 1-800-430-7077).
 - **Chaw xav ntawv:** sau ntawv thiab xa cov ntawv uas koj xaiv ntawv rau koj li *My Medi-Cal Choice* pob ntawv.
 - **Hauv online:** sau npe tau hauv no **www.healthcareoptions.dhcs.ca.gov**.

Koj li Medi-Cal Managed Care Daim Phiaj Kho Mob mam xa cov pob ntawv zoo rau koj. Nws mam qhia koj txog kev xaiv ib tug kws kho mob. Nws kuj mam qhia koj txog ntawm cov txiaj ntsig.

Yog Muaj lus nug?

- Hu rau tus Medi-Cal Kev Pab Zwj Hli (Monday) - Zwj Kuab (Friday), 8:00 teev sawv ntxov txog rau 5:00 teev tsaus ntuj at **1-800-541-5555**. Hu dawb xwb.
- Hu rau tus Medi-Cal Ombudsman Office Monday – Friday, 8:00 teev sawv ntxov txog rau 5:00 teev tsaus ntuj at **1-888-452-8609** (TTY: 711 rau California State Relay). Hu dawb xwb. Los yog, sau ntawv rau lawv hau no **MMCDombudsmanOffice@dhcs.ca.gov**. The Medi-Cal Ombudsman Office pab tib neeg nrog rau Medi-Cal siv lawv cov txiaj ntsig tau txais thiab paub txog lawv qhov cai thiab kev lav.
- Nyeem qhov Frequently Asked Questions (FAQ) hauv Medi-Cal lub vev xaib ntawm: **www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx**. Yog tias koj xav luam ib FAQ ces lawv mam sau ntawv rau, hu rau HCO, Zwj Hli (Monday) - Zwj Kuab (Friday), 8:00 teev sawv ntxov txog rau 6:00 teev tsaus ntuj at **1-800-430-2022** (TTY: 1-800-430-7077). Yog koj xav tau tsab ntawv ceeb toom no ces nkag mus saib hau. yog xav tau cov txhais ua lwm cov lus los yog cov qauv txawv no, xws lis luam ua tus ntawv loj, ua suab, los sis Braille, txhob ua siab deb hu rau HCO Zwj Hli (Monday) - Zwj Kuab (Friday), 8:00 teev sawv ntxov txog rau 6:00 teev tsaus ntuj at **1-800-430-2022** (TTY: 1-800-430-7077).

Ua Tsaug,

Medi-Cal

Department of Health Care Services