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XX/XX/XXXX



JOHN SAMPLE
1234 SAMPLE STREET
Line 2
ANYTOWN CA 90000

Doc jienv waac-fienx bun hiuv taux meih neyi Medi-Cal sou-gorn beu weih heng-wangc

Zorqv yieqv bun taux [\[Member Name\]](#),

Yiem ziepc yietv hlaax, yie mbuo duqv juix fienx mingh bun meih. Naaic zeiv fiex duqv gorngv taux tiuv meih neyi Medi-Cal sou-gorn beu weih heng-wangc. Ih zanc meih maaih **beu benx jaax-jamv bouc dauh** Medi-Cal sou-gorn tengx ziux goux neyi gong. Meih neyi sou-gorn beu weih heng-wangc duqv tiuv benx **beu junh bouc dauh** Medi-Cal bun jiex gorn longc yiem **Zih hlaax saengh 1, 2024**. Meih haih duqv zipv ziux goux camv-nyungc gong-bou jauv-louc camv faaux. Meih a'zuqc duqv zipv benx Medi-Cal ziux goux neyi gong-bou jauv-louc yiem njiec naaiv norm Medi-Cal Managed Care Sou-gorn.

Ninh mbuo a'zuqc dorh meih neyi mbuoz bieqc naaiv norm Medi-Cal Managed Care sou-gorn aengx caux beu nyaah neyi sou-gorn aqv:

Heng-wangc sou-gorn

<Insert MCP>

Beu nyaah sou-gorn

<Insert Dental Program>

Jiex gorn hnoi

01/01/2024

Gorngv taux Medi-Cal Managed Care Sou-gorn

Naaiv norm Medi-Cal Managed Care sou-gorn se benx yietc norm beu weih heng-wangc sou-gorn. Juangc gong caux zuangx ndie-sai, zorc baengc dorngx, bun ndie neyi poux, aengx caux da'nyeic deix zorc baengc neyi gong-mienh tengx meih zorc baengc yiem Medi-Cal ziux goux zorc baengc dugh qiemx longc neyi ziangh hoc. Meih neyi sou-gorn beu weih heng-wangc a'zuqc:

- Tengx gunv goux meih neyi Medi-Cal nyaanh aengx caux gong-bou jauv-louc

- Tengx meih zaah lorx ndie-sai aengx caux liouc siouv ndie-sai yiem caux juangc sou-gorn nyei gorn zangc (zoux gong doic)
- Mbenc duqv maaih njioux baengc ndie-sai zuov 24-norm ziangh hoc zuov meih haih douc waac daaih lorx duqv
- Mbenc maaih wangv henh heuc nyei fonh nam mber liouh dau meih nyei waac-ormv
- Tengx cie bun geh mingh nzuonx lorx ndie-sai a'fai zorc baengc dorngx
- Tengx meih lorx dorngx ziux goux zorc baengc dugh sou-gorn beu weih heng-wangc mv duqv beu nyei buonc gong wuov
- Tengx nzie weih faan waac bun muangx beiv taux meih qiemx zuqc longc mienh tengx faan waac; dorh sou mingh faan benx meih nyei waac; a'fai dorh sou zoux benx Braille, aamx bieqc domh sou, a'fai muangx waac-qiez a'fai waac-gorn yiem CD

Hnangv haaix lorx taux meih nyei Medi-Cal Managed Care Sou-gorn

Sou-gorn mbuoz name: [<Insert COHS/Single Plan Name>](#)

Ziux goux baengc mienh: [<Insert Member Services number here and TTY>](#)

Website: [<Insert web address>](#)

Meih nyei Medi-Cal Managed Care sou-gorn a'zuqc juix naaiv beu sou-gorn zipv meih. Ninh mbuo hiuv gorngv hnangv haaix ginv ha'laanh ndie-sai. Ninh corc duqv mbuox meih hiuv taux maaih ha'nyungc nyaanh daaih tengx.

Maaih waac naaic nyei fai?

- Douc waac lorx taux Medi-Cal tengx nzie mienh nyei finx-gorn yiem leiz baaix yietv – leiz baaix hmz, 8 diemv lunggh ndorm mingh taux 5 diemv lunggh hmuangx yiem njiec naaiv **1-800-541-5555**. Naaiv se wangv henh heuc.
- Douc waac lorx taux Medi-Cal Ombudsman Office yiem leiz baaix yietv – leiz baaix hmz, 8 diemv lunggh ndorm mingh taux 5 diemv lunggh hmuangx yiem njiec naaiv **1-888-452-8609** (TTY: 711 yiem California State Relay). Naaiv se wangv henh heuc. A'fai juix email bun ninh mbuo yiem njiec naaiv **MMCDOmbudsmanOffice@dhcs.ca.gov**. Naaiv norm Medi-Cal Ombudsman Office tengx nzie zuangx mienh yiem caux Medi-Cal hnangv haaix longc nyaanh aengx caux bieqc hnyouv taux maaih leix-fingx beu bun aengx caux ndaam-dorng gong-bou.
- Doqc mangc naaiv zeiv sou Frequently Asked Questions (FAQ) yiem Medi-Cal website yiem njiec naaiv: **www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Adult-Expansion.aspx**. Se gorngv meih qiemx zuqc longc naaiv zeiv sou FAQ juix mingh bun meih, douc waac lorx taux HCO, yiem leiz baaix yietv – Leiz baaix hmz, 8 diemv lunggh norm mingh taux 6 diemv lunggh hmuangx yiem njiec naaiv **1-800-430-4263** (TTY: 1-800-430-7077). Beiv hnangv meih oix heuc dorh naaiv zeiv fienx faan benx da'nyeic nyungc waac a'fai fiev bieqc ganh nyungc

sou-guv, aamx bieqc domh sou-guv, muangx waac-qiex, a'fai zoux benx Braille,
daaix luic douc waac lorx taux HCO Yiem leiz baaix yietv – Leiz baaix hmz, 8
diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv
1-800-430-4263 (TTY: 1-800-430-7077).

Laengz zingh oc,

Medi-Cal

Department of Health Care Services