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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 Medi-Cal sou-gorn beu weih heng-wangc a'zuqc 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.

Naaiv norm *My Medi-Cal Choice* beu bun neyi sou dung h meih duqv zipv siou taux buoz wuov duqv mbuox meih hiuv gorngv hngangv haaix ginv longc Medi-Cal Managed Care Sou-gorn.

**Beiv hngangv taux hnoi-nyieqc corc mv buatac meih ginv bieqc dung h mbiuv yiem *My Medi-Cal Choice* beu bun neyi sou-gorn nor**, 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**

XX/XX/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 dung h qiemx longc neyi ziangh hoc.

Meih nyei sou-gorn beu weih heng-wangc a'zuqc:

- Tengx gunv goux meih nyei 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 qiex 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 ginv naaiv norm Medi-Cal Managed Care Sou-gorn**

Ginv yiem meih nyei Medi-Cal Managed Care sou-gorn se a'zuqc ei meih yiem lorqc zuqc haaix norm nquenc. Health Care Options (HCO) duqv fungx naaiv norm *My Medi-Cal Choice* beu maaih ha'nyungc sou-gorn bun meih mangc mi'aqc. Ninh duqv mbuox meih hiuv taux Medi-Cal Managed Care sou-gorn yiem njiec meih nyei deic jei aengx caux hnangv haaix faaux mbuoz bieqc.

Se gorngv oix hiuv waac-fienx tipv meih nyei sou-gorn beu weih heng-wangc aengx caux ginv ndie-sai nyei jauv-louc, douc waac lorx taux HCO Yiem leiz baaix yietv – Leiz baaix hmz yiem 8 diemv lunggh norm mingh taux 6 diemv lunggh hmuangx yiem njiec naaiv **1-800-430-4263** (TTY: 1-800-430-7077). Naaiv finx-gorn se wangv henh heuc. A'fai lorx taux **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

### **Guangc simv cuotv mv zuqc bieqc yiem Medi-Cal Managed Care Sou-gorn**

Nzunc baav meih mv zuqc bieqc yiem Medi-Cal Managed Care Sou-gorn beiv hnangv meih:

- Lox-hnoi benx American Indian/Alaska Native,
- Se gorngv meih benx zipv fuqv mienh dugh duqv zipv tengx nzie weih yiem njiec tengx goux mangc mienh (Foster Care), naaiv kou-gong gorn tengx zipv goux mangc (Adoption Assistance Program), a'fai tengx ziux goux mangc fu'jueiv (Child Protective Services),
- Yiem njiec naaiv California lox baeng-maanh nyei biau,
- Duqv zipv nqoi nzuih sou liouh nqenx cuotv zorc baengc jauv-louc mv zuqc dorh mbuoz bieqc Medi-Cal Managed Care sou-gorn; a'fai
- Duqv zipv nqenx cuotv jauv-louc bun zorc baengc mv zuqc bieqc Medi-Cal Managed Care sou-gorn

## **Guangc nqenx cuotv zorc baengc jauv-louc mv zuqc bieqc yiem Medi-Cal Managed Care Sou-gorn**

Beiv hngangv meih butv camv-nyungc baengc zorpc lemh jienv maaih gu'nguaax yiem sin, aengx caux meih nyei Medi-Cal ndie-sai a'fai njioux baengc dorngx benx ninh mbuo Fee-for-Service (FFS) (yietc gau lox) Medi-Cal ziux goux baengc ndie-sai dung h mv juangc gorn zangc caux Medi-Cal Managed Care sou-gorn yiem njiec meih nyei nquenc zangc, nzunc baav haih duqv zipv nqenx cuotv zorc baengc jauv-louc liouh nzipc jienv ih zanc tengx ziux goux baengc ndie-sai mingh lauh taux 12 hlaax nyieqc bouc dauh.

Beiv hngangv meih corc oix yiem njiec FFS Medi-Cal, horpc zuqc gaanv jien sin tov heuc tengx guangc nqenx cuotv siepv. Yietc zuangx jauv-louc nor, meih mv haih duqv zipv nquenc cuotv yiem njiec dorh mbuoz bieqc ziux goux baengc nyei gorn dung h meih duqv bieqc Medi-Cal Managed Care sou-gorn benx 90 hnoi bouc dauh.

Ninh maaih buo nyungc jauv liouh tov heuc tengx nqenx cuotv zorc baengc jauv-louc:

- **Tov ganh fonh mingh:** Douc waac lorx taux HCO Yiem leiz baaix yietv – leiz baaix hmz, 8 diemv lung h ndorm mingh taux 6 diemv lung h hmuangx yiem njiec naaiv **1-800-430-4263** (TTY: 1-800-430-7077).
- **Juix fiengx jauv:** Dinh nzoih naaiv zeiv Medical Exemption Request aengx caux juix nzuonx bun *My Medi-Cal Choice* sou-gorn. Meih nyei ndie-sai, njioux baengc dorngx, a'fai njiaaux waac mienh se haih tengx meih dinh naaiv zeiv sou-daan duqv oc. Meih nyei ndie-sai yaac zuqc dinh naaiv zeiv sou-daan bun. Dorh naaiv zeiv sou-guv dinh nzoih liuz juix nzuonx bun taux HCO.
- **Online:** Bieqc lorx mangc HCO website yiem njiec naaiv **www.healthcareoptions.dhcs.ca.gov**.

Beiv hngangv ninh mbuo duqv nqoi nzuih bun nqenx guangc, meih corc haih yiem njiec FFS Medi-Cal aengx caux nzipc jienv lorx lox-ndie-sai tengx zorc baengc zuov taux ninh mbuo nqenx guangc zorc baengc bouc dauh dorng mueix.

Beiv hngangv meih maaih baengc aengx caux oix nzipc jienv longc Medi-Cal ziux goux baengc ndie-sai lauh ndaauv jiex 12 hlaax nyieqc, nzunc baav meih corc haih tov heuc tengx borqv ziangh hoc guangc nqenx cuotv zorc baengc ndaauv mingh. Meih a'zuqc zuov mv zoqc njiec 11 hlaax nyieqc bouc dauh yiem ih zanc jiex gorn hnoi-nyieqc dung h tov guangc nqenx cuotv wuov funx mingh. HCO a'zuqc mbuox meih hiuv ndaangc 45 hnoi gorngv ha'zanc taux tengx nqenx cuotv zorc baengc jauv-louc dorng ziangh hoc. Ninh mbuo oix zuqc mbuox gorngv hngangv haaix tov tengx borqv bouc dauh ziangh hoc ndaauv faaux.

## **Ih zanc a'zuqc zoux ha'nyungc**

- Beiv hngangv meih corc oix yiem njiec Medi-Cal Managed Care Sou-gorn maaih mbuoz yiem gu'nguaaic wuov, meih yaac mv zuqc zoux ha'nyungc oc.

- Beiv hnavgv meih qiemx zuqc lorx Medi-Cal lox ndie-sai a'fai njioux baengc doringx hnavgv lox wuov, naaic gaax ninh mbuo juangc gong caux Medi-Cal Managed Care sou-gorn yiem njiec meih nyei nquenc zangc nyei fai. Beiv hnavgv ninh mbuo juangc nyei, sienv longc naaic norm sou-gorn duqv.
- Beiv hnavgv meih ginv da'nyeic nyungc Medi-Cal Managed Care Sou-gorn, lorx taux HCO:
  - **Tov ganh fonh mingh:** Douc waac lorx taux HCO Yiem leiz baaix yietv – leiz baaix hnz, 8 diemv lungx ndorm mingh taux 6 diemv lungx hmuangx yiem njiec naaiv **1-800-430-4263** (TTY: 1-800-430-7077).
  - **Juix fienv javv:** Dinh nzoih sienv sou-gorn nyei guv aengx caux juix nzuonx *My Medi-Cal Choice* sou-gorn.
  - **Online:** Faux mbuoz yiem njiec naaiv **www.healthcareoptions.dhcs.ca.gov**.

Meih nyei Medi-Cal Managed Care sou-gorn a'zuqc juix naaiv beu sou-gorn zipv meih. Ninh mbuo hiuv gorngv hnavgv haax 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 hnz, 8 diemv lungx ndorm mingh taux 5 diemv lungx hmuangx yiem njiec naaiv **1-800-541-5555** Naaiv se wangv henx heuc.
- Douc waac lorx taux Medi-Cal Ombudsman Office yiem leiz baaix yietv – leiz baaix hnz, 8 diemv lungx ndorm mingh taux 5 diemv lungx hmuangx yiem njiec naaiv **1-888-452-8609** (TTY: 711 yiem California State Relay). Naaiv se wangv henx 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 hnavgv haax 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 hnz 8 diemv lungx norm mingh taux 6 diemv lungx hmuangx yiem njiec naaiv **1-800-430-4263** (TTY: 1-800-430-7077). Beiv hnavgv meih oix longc naaiv zeiv fienv faan benx da'nyeic nyungc waac a'fai fiev bieqc ganx nyungc sou-guv, aamx bieqc domh sou-guv, muangx waac-qieq, a'fai zoux benx Braille, daaix luic douc waac lorx taux HCO Yiem leiz baaix yietv – Leiz baaix hnz, 8 diemv lungx ndorm mingh taux 6 diemv lungx hmuangx yiem njiec naaiv **1-800-430-4263** (TTY: 1-800-430-7077).

Laengz zingh oc,

Medi-Cal

Department of Health Care Services