



JOHN OR JANE SAMPLE
1234 SAMPLE STREET
ANYTOWN CA 90000

Koj Cov Kev Pab Los Ntawm Medi-Cal Yuav Hloov

Hawm txog [Member Name]:

Tsab ntawv no yog hais txog koj cov kev pab kho mob. Muaj ib qho hloov hauv koj txoj kev pab them nqi kho mob. Tam sim no koj yuav tau koj cov kev pab kho mob los ntawm

Medi-Cal txoj kev pab them nqi kho mob:

Npe:	Kev Pab Them Nqi Kho Mob:	Kev Pab Them Nqi Kho Hniav:	Hnub Tim Pib:
<Insert Bene's Namexxxx>	<Insert MCPxxxxxxxxxxxxxxxx>	Medi-Cal Dental	2/1/2020

Dab tsi hloov?

Koj txoj kev pab them nqi kho mob tau hloov mus rau Medi-Cal cov kev pab **txhua yam**. Tam sim no koj muaj ntau cov kev pab ntxiv lawm. Koj yuav tau kev pab kho mob los ntawm Medi-Cal ib txoj kev pab them nqi kho mob.

Nrog rau Medi-Cal cov kev pab txhua yam, koj yuav tau kev pab kho mob mus txog ib lub hlis los ntawm tus kws kho mob twg los tau uas txais Medi-Cal Fee-For-Service (Medi-Cal li niaj zaus). Thaum koj rau npe koom rau hauv Medi-Cal ib txoj kev pab them nqi kho mob lawm, koj yuav tau cov kev pab kho mob uas tsim nyog yuav tau kho los ntawm txoj kev pab them nqi kho mob ntawd.

Medi-Cal txoj kev pab them nqi kho mob yog dab tsi?

Medi-Cal ib txoj kev pab them nqi kho mob muab cov kev pab kho mob uas tsim nyog yuav tau kho rau koj los ntawm ib "pab pawg" (pawg) kws kho mob. Lawv yuav muab thawj cov kev pab kho mob thiab kev pab soj ntsuam kom tsis txhob muaj mob. Thaum koj koom rau hauv Medi-Cal ib txoj kev pab them nqi kho mob, txoj kev pab no yuav:

- Pab tswj koj txoj kev kho mob
- Pab koj nrhiav cov kws kho mob thiab kws kho mob tshwj xeeb
- Muaj ib tug xov tooj teb 24 teev uas muab tswv yim los ntawm kws ntsuam mob

- Kom qhov chaw muab kev pab tus tswv cuab los pab koj
- Pab koj nrhiav tsheb thauj mus rau cov sij hawm uas teem mus kho mob
- Pab kom koj tau cov kev pab uas koj xav tau uas txoj kev pab them nqi tsis kam them

Kuv yuav tau cov kev pab kho hniav li cas?

Koj yuav tau cov kev pab kho hniav los ntawm Medi-Cal Ib Txoj Kev Pab Them Nqi Kho Hniav. Yog xav paub ntxiv txog cov kev pab kho hniav, nyeem nplooj ntawv "Cov Lus Nquag Nug (FAQ)" uas los nrog tsab ntawv no. Koj yuav tau mus cuag ib tug kws kho hniav ua txais Medi-Cal Ib Txoj Kev Pab Them Nqi Kho Hniav. Yog xav nrhiav ib tug kws kho hniav uas nyob ze ntawm koj, hu rau Medi-Cal Ib Txoj Kev Pab Them Nqi Kho Hniav Tus Neeg Muab Kev Pab ntawm **1-800-322-6384** (TTY: 1-800-735-2922).

Nplooj ntawv uas muaj Cov Lus Nquag Nug uas los nrog tsab ntawv no muaj cov lus qhia ntxiv txog lwm cov kev pab uas muaj los ntawm Medi-Cal. Cov no muaj xws li cov kev pab txog kev nyuab siab, kev pab txog kev quav dej caw thiab yeeb tshuaj, kev pab rau qhov muag, thiab lwm cov kev pab uas tsim nyog yuav tau kho.

Kuv yuav hu tau rau kuv qhov Medi-Cal txoj kev pab them nqi kho mob li cas?

Yog xav hu: <Insert COHS Plan Name>

Hu rau cov kev pab tus tswv cuab ntawm: <Member Services number and TTY here>

Los sis mus xyuas lawv saum huab cua ntawm: <insert web address>

Thaum koj koom rau hauv Medi-Cal ib txoj kev pab them nqi kho mob saud, lawv yuav xa ib pob ntawv tos txais tuaj rau koj. Koj yuav xaiv tau ib tug kws kho mob hauv Medi-Cal ib txoj kev pab them nqi kho mob nyob rau hnuv tim pib los sis tom qab hnuv tim pib. Hu rau tus xov tooj muab cov kev pab tus tswv cuab los xaiv koj tus kws kho mob thiab kawm ntxiv txog cov kev pab thiab cov kev pab cuam.

Yog tias koj xav tau kev pab ntxiv, hu rau Department of Health Care Services Ombudsman ntawm 1-888-452-8609, Monday txog Friday, 8 teev sawv ntxov txog 5 teev tsaus ntuj. Qhov kev hu no yog hu dawb xwb.

Yuav ua li cas yog tias kuv muaj lus nug ntxiv?

Cov Kev Pab Txog Kev Siv Yeeb Tshuaj

Rau kev pab nrog tawm tswv yim thaum muaj xwm ceev, cov kev pab txiav yeeb tshuaj, thiab cov kev pab hauv tsev los sis hauv ib qho chaw kho mus ntev, hu rau koj txoj kev pab cuam hauv zos uas muaj nyob rau ntawm Lub Nras Phau Ntawv Teev Cov Kev Pab Cuam Txog Dej Caw thiab Lwm Yam Yeeb Tshuaj (Alcohol and Other Drugs Program County Directory) lub vas sab ntawm: www.dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx

Cov Kev Pab Txog Kev Nyuab Siab

Rau cov lus nug uas tsis yog thaum muaj xwm ceev, cov kev pab los sis cov lus qhia dav dav, hu rau koj qhov chaw muab kev pab txog kev nyuab siab hauv zos uas muaj nyob rau ntawm Lub Nras Daim Ntawv Teev Cov Neeg Yuav Hu Tau Rau Hauv Txoj Kev Pab Txog Kev Nyuab Siab (County Mental Health Plan Contact List) lub vas sab ntawm:

www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx

Tom qab muab koj rau npe koom rau hauv Medi-Cal ib txoj kev pab them nqi kho mob saud, koj tseem yuav hu tau rau txoj kev pab them nqi tus xov tooj muab kev pab tus tswv cuab kom muab kev pab txog kev nyuab siab.

Medi-Cal Txoj Kev Pab Them Nqi Kho Hniav Chaw Pab Neeg

Yog xav tau kev pab nrhiav Medi-Cal ib tus kws kho hniav, cov lus qhia txog kev teem sij hawm mus soj ntsuam hauv chaw kho mob, los sis cov lus nug dav dav txog Medi-Cal Ib Txoj Kev Pab Them Nqi Kho Hniav:

Hu rau: **1-800-322-6384** (TTY: 1-800-735-2922), Monday txog Friday, 8 teev sawv ntxov txog 5 teev tsaus ntuj. Los sis mus rau ntawm: **www.denti-cal.ca.gov/Beneficiaries/Denti-Cal**