



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.**

Peb tau xa pob ntawv *My Medi-Cal Choice* tuaj rau koj thaum Lub Ib Hlis Ntuj pib no lawm. Pob ntawv no qhia koj seb yuav xaiv Medi-Cal txoj kev pab them nqi kho mob li cas. Yog tias koj tsis xaiv Medi-Cal ib txoj kev pab them nqi kho mob ua ntej **Lub Peb Hlis Ntuj Tim 1, 2020**, peb yuav muab koj rau npe koom rau cov kev pab them nqi no:

<b>Npe:</b>	<b>Kev Pab Them Nqi Kho Mob:</b>	<b>Kev Pab Them Nqi Kho Hniav:</b>	<b>Hnub Tim Pib:</b>
<Insert Bene's Name>>>>>	<Insert MCPxxxxxxxxxxxx>>>>>	Medi-Cal Dental	3/1/2020

### 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 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 ob 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 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

### **Yuav muaj dab tsi txuas ntxiv?**

Koj twb yuav tsum tau txais koj pob ntawm *My Medi-Cal Choice* uas xa tuaj rau koj lawm. Nws qhia txog seb yuav xaiv ib txoj kev pab them nqi kho mob thiab ib tug kws kho mob li cas. Yog xav rau npe koom rau hauv ib txoj kev pab them nqi hauv xov tooj, hu rau Health Care Options (HCO) ntawm **1-800-430-2022** (TTY: 1-800-430-7077).

### **Kuv cov kev xaiv yog dab tsi?**

1. Koj xaiv tau qhov uas tsis ua dab tsi li. Peb yuav muab koj rau npe koom rau hauv Medi-Cal ib txoj kev pab them nqi kho mob saud nyob rau **Lub Peb Hlis Ntuj Tim 1, 2020**.
2. Koj yuav rau npe koom tau rau hauv Medi-Cal ib txoj kev pab them nqi kho mob saud thiab xaiv ib tug kws kho mob los sis chaw kho mob me **ua ntej Lub Peb Hlis Ntuj Tim 1, 2020**.
3. Koj yuav rau npe koom rau hauv Medi-Cal ib txoj kev pab them nqi kho mob **txawv** thiab xaiv ib tug kws kho mob los sis chaw kho mob hauv txoj kev pab them nqi ntawd.

Yog tias koj xav rau npe koom rau hauv ib txoj kev pab saud los sis hauv ib txoj kev pab txawv tam sim no, hu rau HCO ntawm **1-800-430-2022** (TTY: 1-800-430-7077). Los sis xa daim ntawm xaiv uas los ntawm pob ntawv tuaj. Yog tias koj rau npe koom rau hauv ib txoj kev pab them nqi kho mob ua ntej Lub Peb Hlis Ntuj Tim 1, 2020, tej zaum koj txoj kev pab them nqi kho mob yuav pib tau ntxov li thaum **Lub Ob Hlis Ntuj Tim 1, 2020**.

### **Kuv yuav tau cov kev pab kho hniav li cas?**

Koj yuav muaj ob npe xaiv mas thiaj li tau cov kev pab kho hniav:

- Koj yuav rau npe koom rau hauv **ib txoj kev pab them nqi kho hniav** uas them los ntawm Medi-Cal. Koj pob ntawm *My Medi-Cal Choice* yuav muaj daim ntawv xaiv txoj kev pab them nqi kho hniav thiab cov lus qhia txog cov kev pab them nqi kho hniav. Rau cov lus qhia txog txoj kev pab them nqi kho hniav los sis xav tau kev pab rau npe koom, hu rau HCO ntawm **1-800-430-2022** (TTY: 1-800-430-7077).
- Los sis koj yuav tau cov kev pab kho hniav los ntawm Medi-Cal Ib Txoj Kev Pab Them Nqi Kho Hniav. Yog xav paub txog Medi-Cal Ib Txoj Kev Pab Them Nqi Kho Hniav, hu rau Medi-Cal Ib Txoj Kev Pab Them Nqi Kho Hniav Chaw Pab Neeg ntawm 1-800-322-6384 (TTY: 1-800-735-2922).

Peb yuav muab koj rau npe koom rau hauv Medi-Cal Txoj Kev Pab Them Nqi Kho Hniav yog tias koj tsis xaiv ib txoj kev pab them nqi kho hniav ua ntej **Lub Peb Hlis Ntuj Tim 1, 2020**.

Nplooj ntawv uas muaj Cov Lus Nquag Nug (FAQ) 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 tsum tau ua dab tsi tam sim no?**

- Nrog koj tus kws kho mob los sis chaw kho mob tham seb lawv puas ua hauj lwm nrog Medi-Cal ib txoj kev pab them nqi.
- Xaiv ib qho ntawm **“Kuv Cov Kev Xaiv Yog Dab Tsi?”** uas nyob saud hauv tsab ntawv no.
- Hu rau HCO ntawm **1-800-430-2022** (TTY: 1-800-430-7077) rau cov kev xaiv txoj kev pab them nqi ntxiv. Los sis tos koj pob ntawv *My Medi-Cal Choice* tuaj tso. Pob ntawv no yuav ntim rau hauv ib lub hnab ntawv loj loj uas tuaj ntawm Department of Health Care Services tuaj.
- Koj tseem yuav mus xyuas tau peb lub vas sab ntawm: **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

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 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](http://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](http://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.

#### **Health Care Options**

Yog tias muaj lus nug txog cov kev pauv hloov hauv koj cov kev pab los ntawm Medi-Cal, kev pab rau npe koom hauv xov tooj, kev pab rau npe koom hauv ib txoj kev pab them nqi kho hniav, los sis xav tau tsab ntawv no ua lwm hom lus, ua cov tsiaj ntawv loj, kaw ua suab, los sis ua cov ntawv Braille rau cov neeg tsis pom kev:

Hu rau: **1-800-430-2022** (TTY: 1-800-430-7077), Monday txog Friday, 8 teev sawv ntxov txog 6 teev tsaus ntuj. Los sis mus rau ntawm: **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**

**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 hauv txhua lub nras tshwj tsis yog hauv Sacramento, 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](http://www.denti-cal.ca.gov/Beneficiaries/Denti-Cal)**