

## **Tih lengc jeiv waac-fienx bun hiuv taux meih maaih leiz beu bun aengx caux tengx nyaanh ziux goux mangc lauh ndaauv bouc dauh: Intermediate Care Facility (Biauv) liouh bun Developmentally Disabled**

Naaiv norm kou-gong gorn California Advancing and Innovating Medi-Cal (CalAIM) “liouc zorpc bieqc ga’nyuoz” (tuix suiv) meih nyei LTC beu weih sou-gorn bieqc yiem Medi-Cal beu weih heng-wangc sou yiem njiec tong saengv zangc deic. Ninh mbuo liepc funx bun meih duqv zipv gorn zangc ziux goux taux lauh ndaauv bouc dauh LTC yiem njiec meih nyei Medi-Cal beu weih heng-wangc sou div jiex duqv zipv yiem njiec Fee-For-Service (FFS) Medi-Cal nyei buonc. Meih nyei Medi-Cal heng-wangc sou-gorn zuqc liuc leiz jiu doic liouh bun meih bieqc qiexx zuqc ziux goux nyei dorngx dauh aengx caux biauv zong ga’nyuoz jauv-louc aengx caux laangx zangc nyei dorngx dauh.

Lemh jienv bun bieqc LTC tengx ziux goux yiem:

- Intermediate Care Facilities liouh bun Developmentally Disabled (ICF-DD)
- ICF/DD-Habilitative
- ICF/DD-Nursing
- Yiem-laamx dorngx dauh liouh ziux goux jiepv sih sic
- Yiem-laamx dorngx dauh liouh ziux goux fu’jueiv nyei jiepv sih sic

Yiem zih hlaax saengh 1, 2024, Medi-Cal sou-gorn beu weih heng-wangc yiem **yietc zungv** nquenc zangc oix zuqc bun bieqc yiem LTC nyei nyaanh maaih mbuoz yiem gu’nguaaic wuov.

### **Domh zuangx waa-fienx**

#### **1. Yie nyei Medi-Cal hnangv haaix tiuv yienc ziux goux nyei gong-bou jauv-louc?**

Mv lauh naaiv oix zuqc dorh meih nyei mbuoqc bieqc **Medi-Cal heng-wangc sou-gorn** wueic laaix benx zuqc meih yiem njiec naaiv:

- Intermediate Care Facilities liouh bun Developmentally Disabled (ICF-DD),
- ICF/DD-Habilitative, a’fai
- ICF/DD-Nursing

Meih nyei Medi-Cal siang-sou-gorn beu weih heng-wangc yiem njiec nquenc zangc yaac zuqc gunv goux aengx caux tengx cuotv nyaanh liouh Medi-Cal tengx ziux goux meih. Beiv hngangv oix hiuv waac-fienx tipv taux Medi-Cal sou-gorn beu weih heng-wangc nyaanh nor, bieqc lorx mangc yiem **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Haaix zanc meih dorh mbuoz bieqc Medi-Cal sou-gorn beu weih heng-wangc liuz, ninh mbuo yiem deic jei gorn zangc ze'weic ziux goux nyei gong aengx caux da'nyeic norm sou-gorn beu weih heng-wangc nyei buonc, beiv taux Medicare a'fai saeng-eix nyei beu weih sou-gorn, yaac **mv** zuqc tiuv yienc oc.

**2. Yie corc maaih Medi-Cal sou-gorn nyei fai?**

Zeiz. Meih nyei Medi-Cal horpc bouc puis-juang aengx caux beu weih ziux goux jauv-louc yaac **mv** tiuv yienc oc.

**3. Oix zuqc fungc zoux beiv hngangv yie zuqc Share of Cost (SOC) aengx caux yiem lorqc njiec ICF/DD, ICF/DD-H, a'fai ICF/DD-N biau?**

Meih nyei Medi-Cal Share of Cost (SOC) se **mv** tiuv oc. Yiem caux SOC nyei buonc, meih oix zuqc cuotv deix nyaanh liouh ziux goux ga'ganh aengx caux zipv ziux goux yiem Medi-Cal. Beiv hngangv meih maaih SOC aengx caux yiem njiec ICF/DD, ICF/DD-H, a'fai ICF/DD-N biau, meih **a'zuqc** dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn.

**4. Beiv hngangv meih maaih da'nyeic zeiv beu weih nyei sou-gorn, maaih da'nyeic nyungc sou-gorn tengx beu weih heng-wangc (OHC), beiv taux benx saeng-eix maaic nyei beu weih sou-gorn, ninh mbuo corc zuqc haih juix zaeqv-daan mingh siou nyaanh caux Medi-Cal nyei?**

Zeiz. Yietc zungv jauv-louc nor, Medi-Cal yaac zuqc beu buonc nyaanh dung h meih nyei da'nyeic nyungc beu weih sou-gorn mv duqv cuotv nyaanh tengx nyei buonc hngangv oc. Naaiv lemh jienv "zoux yietc njiec cuotv nyaanh" aengx caux "juangc cuotv nyaanh." Medi-Cal se benx nqa'haav laaih tengx cuotv nyaanh mienh. Ninh zunc nqa'haav bun a'fai zuov meih nyei da'nyeic nyungc beu weih sou-gorn ziouv cuotv nyaanh liuz ninh cingx cuotv nyaanh bun.

Medi-Cal Fee-For-Service (FFS) ziux goux nyei gong-mienh a'fai Medicare ziux goux nyei gong-mienh **mv** zuqc juangc gorn zangc caux Medi-Cal heng-wangc sou-gorn liouh siou zaeqv-daan nyaanh ei sou.

**5. Oix zuqc heuc yie suiv cuotv yie nyei ICF/DD, ICF/DD-H, a'fai ICF/DD-N biau fai?**

Maiv. Beiv hngangv meih yiem ICF/DD, ICF/DD-H, a'fai ICF/DD-N biau, meih corc haih nzipc jienv yiem naaic norm dorngx mingh taux 12 hlaax nyieqc dung h meih siang Medi-Cal heng-wangc sou-gorn nyei hnoi-nyieqc yiem njiec "nzipc jienv ziux goux zorc baengc" (continuity of care). Haaix zanc buatc meih corc maaih baengc qiemx zuqc zorc yiem lauh ndongc haaix yaac zuqc bun, meih **mv** zuqc tov heuc tengx "nzipc jienv ziux goux zorc baengc (continuity of care)" yiem

njiec meih nyei ICF/DD, ICF/DD-H, a'fai ICF/DD-N biau. Yiem 12 hlaax nyieqc jiex mingh, meih corc haih tov heuc meih nyei siang Medi-Cal heng-wangc sou-gorn bun meih yiem njiec ICF/DD, ICF/DD-H, a'fai ICF/DD-N biau aengx nzipc yiem mingh da'nyeic baan 12 hlaax nyieqc.

Haaix zanc meih maaih mbuoz bieqc yiem Medi-Cal heng-wangc sou-gorn liuz corc haih nzipc jienv zipv longc qiemx zuqc zorc baengc jauv-louc mingh aengx caux meih corc haih lorx lox Medi-Cal ziux goux nyei gong-mienh mingh tengx ziux goux lauh ndaauv taux **12 hlaax nyieqc** yiem meih dorh mbuoz bieqc siang Medi-Cal heng-gorn sou-gorn wuov daaih.

Meih nyei Medi-Cal heng-wangc sou-gorn yaac zuqc lorx meih. Ninh mbuo caux meih juangc zoux gong, meih nyei biau ICF/DD, ICF/DD-H, a'fai ICF/DD-N, yiem deic jei ze'weic gorn, aengx ziux goux meih nyei mienh. Ninh mbuo oix zuqc tengx caangh laangh daav za'eix gorngv meih qiemx zuqc longc haaix nyungc jauv-louc ziux goux zorc baengc aengx caux lorx jauv-louc bun nzipc ziux goux ei meih nyei baengc.

**6. Nnaiv diuc Fee-For-Service (FFS) beiv ndorqc caux (Yietc gau lox) Medi-Cal aengx caux nnaiv norm Medi-Cal heng-wangc sou-gorn hhangv haaix piouz doic?**

Beiv hhangv meih maaih Fee-For-Service (FFS) Medi-Cal, maaih ganh norm mbuoz heuc "Yietc gau lox" Medi-Cal, meih mingh lorx haaix norm Medi-Cal ziux goux nyei mienh yaac duqv dungh ninh laengz zipv FFS. Maiv baac meih nyei Medi-Cal nyaanh aengx caux yietc gau buatac meih nyei ziux goux nyei gong-mienh mv guaih borqv jiu doic ndongc haaix. Yiem caux Medi-Cal Managed Care, meih nyei heng-wangc sou-gorn zuqc **borqv lorx doic** caux meih nyei Medi-Cal nyaanh aengx caux duqv juangc zoux gong gorn zangc liouh longc Medi-Cal ziux goux nyei gong-mienh.

Meih nyei Medi-Cal heng-wangc sou-gorn juangc caux ndie-sai, zorc baengc gorn zangc, aengx caux da'nyeic deix ziux goux zorc baengc mienh yiem njiec meih nyei deic jei liouh zorn mbenc ziux goux zorc baengc jauv-louc bun meih. Liuc leiz mbenc qiemx longc Medi-Cal zorc baengc jauv-louc bun meih. Ninh corc zuqc caux meih juangc gong zoux aengx caux borqv jiu doic caux meih nyei ziux goux baengc nyei gong-mienh aengx caux ziux goux zorc meih nyei baengc.

Haaix zanc meih maaih mbuoz bieqc liuz Medi-Cal heng-wangc sou-gorn, nzunc baav meih corc haih duqv zipv ziux goux zorc nyungc baav baengc yiem njiec FFS Medi-Cal div jiex yiem caux meih nyei Medi-Cal heng-wangc sou-gorn. Nnaiv deix gong-bou jauv-louc se lemh jienv ziux goux zorc lauh ndaauv bouc dauh baengc tengx nzie weih, tengx zorqv ndie bun, tengx zorc butv inv waaic (substance use disorder, SUD) nyei baengc, gorqv-zeic liouc siouv ndie-sai ziux goux zorc corngh zingh baengc, aengx caux ziux goux zorc nyaah yiem njiec yietc zungv nquenc zangc deic dauh. Beiv hhangv meih duqv zipv Ziuxgoux In-Home Supportive Services (IHSS), meih corc haih duqv nzipc jienv zipv tengx ziux goux naaic deix gong yiem njiec FFS Medi-Cal hhangv lox wuov mingh oc.

## **Waac-fienx bun taux baengc mienh yiem caux Medicare**

### **7. Yie maaih Medicare nyei oc. Beiv hnangv yie dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn nor, yie corc zuqc maaih Medicare nyei?**

Zeiz. Beiv hnangv meih maaih Medicare, meih corc haih nzipc goux jienv meih nyei Medicare nyaanh aengx caux longc ziux goux baengc nyei gong-mienh hnangv lox wuov oc. Haaix zanc meih bieqc Medi-Cal heng-wangc sou-gorn liuz meih nyei Medicare nyaanh aengx caux ziux goux baengc nyei gong-mienh **mv** tiuv oc.

Meih nyei Medicare ziux goux baengc nyei gong-mienh:

- Mv zuqc benx jiu doic gorn zangc caux Medi-Cal heng-wangc sou-gorn liouh nzipc tengx ziux goux zorc baengc bun meih
- Mv haih zoux benx cuotv nyaanh zaeqv-daan, juangc maaiz beu weih sou-gorn, aengx caux mv haih zorv maeqv duqv cuotv nyei buonc nzouv-zinh beiv hnangv meih bieqc Medi-Cal
- Se gorngv ninh mbuo mv benx jiu doic caux Medi-Cal nyei gorn zangc, horpc zuqc zoux zaeqv-daan siou nyaanh caux Medi-Cal heng-wangc sou-gorn liouh benx juangc cuotv nyei buonc, juangc maaiz beu weih sou-gorn, aengx caux maeqv nzouv-zinh cuotv nyei fai

Beiv hnangv meih maaih waac-ormv qiemx naaic taux meih nyei Medicare Advantage nyaanh, douc waac lorx ei nam mber yiem njiec meih nyei Medicare Advantage sou-gorn nyei hmien-mueic fangx wuov.

### **8. Medicare Advantage (MA) sou-gorn se zeiz haaix nyungc ga'naaiv?**

Maaih deix baav mienh maaih horpc bouc puis-juang gaux zipv Medicare aengx caux Medi-Cal aengx caux maaih nzoih "yi diuc horpc bouc puis-juang" a'fai benx Medi-Medi zipv fuqv mienh. Caux yietc zungv zipv Medicare fuqv mienh fih hnangv nzengc, ninh mbuo maaih horpc bouc puis-juang gaux benx zipv fuqv mienh corc haih duqv sienv gorngv oix zuqc ziux goux yiem njiec lox-hnoi Medicare, a'fai dorh mbuoz bieqc MA sou-gorn, maaih nzunc baav se heuc "Part C" a'fai "MA sou-gorn." Yiem California deic ninh mbuo maaih camv-hoc MA sou-gorn, aengx caux camv-nyungc jauv-louc bun sienv longc yiem norm-norm nquenc zangc mv doix doic.

### **9. Se gorngv yie duqv bieqc yiem Medicare Advantage (MA) sou-gorn liuz aengx caux lorqc yiem zuqc Alameda, Contra Costa, Fresno, Kings, Kern, Los Angeles, Madera, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Mateo, Santa Clara, Stanislaus, a'fai Tulare County nquenc nor oix zuqc fungc zoux?**

Beiv hnangv meih maaih mbuoz yiem MA sou-gorn aengx caux meih nyei nquenc zangc maaih **doix doic** Medi-Cal heng-wangc sou-gorn, yaac zuqc dorh meih nyei mbuoz bieqc zaqc naaic norm ziangh doix Medi-Cal heng-wangc sou-gorn m'aaq.

Ninh mbuo saengv zangc maaih Medi-Cal Matching Plan Policy yiem njiec 17 norm nquenc dungh maaih mbuoz yiem gu'nguaaic wuov. Se gorngv meih maaih mbuoz bieqc yiem MA sou-gorn, aengx caux corc maaih Medi-Cal heng-wangc sou-gorn doix doic caux naaic norm MA sou-gorn, meih oix zuqc ginv naaic norm Medi-Cal heng-wangc sou-gorn oc. Naaiv diuc doz-leic **mv** zuqc tiuv siang a'fai ging-dongx ndanc taux meih ginv MA sou-gorn.

Juangc yietc norm gorn liouh gunv goux meih nyei Medicare aengx caux Medi-Cal nyaanh se tengx zoux bun jiu doic goux longx meih nyei nyaanh longx faaux hnangv. Maaih norm baav nquenc, ninh mbuo gapv zunv benx naaiv deix sou-gorn liouh juangc zoux gong. Naaiv se heuc Medicare Medi-Cal (Medi-Medi) sou-gorn. Naaiv zeiv sou-gorn se tengx liuc leiz gunv goux taux Medicare aengx caux Medi-Cal ziux goux jauv-louc duqv jangv nqetv aengx caux Medicare ndie-sai paaiv ndie bun nyanc.

Naaiv norm MA sou-gorn aengx caux Medi-Cal heng-wangc sou-gorn mbuoz se maaih nzunc baav mv doix doic. Meih corc haih doqc mangc Medicare aengx caux Medi-Cal heng-wangc sou-gorn nyei doix doic mbuoz yiem njiec nquenc zangc gorn yiem njiec naaiv: **[www.healthcareoptions.dhcs.ca.gov/medi-medi-charts](http://www.healthcareoptions.dhcs.ca.gov/medi-medi-charts)**.

Beiv hnangv meih maaih waac-ormv oix naaic taux maaih haaix nyungc jauv-louc bun sienv bieqc Medicare, douc waac lorx taux California Health Insurance Counseling & Advocacy Program (HICAP) yiem njiec naaiv 1-800-434-0222. (TTY: State Relay yiem njiec naaiv 711).

Beiv hnangv meih maaih waac-ormv qiemx naaic taux meih nyei Medicare Advantage nyaanh, douc waac lorx ei nam mber yiem njiec meih nyei MA sou-gorn nyei hmien-mueic fangx wuov.

## **10. Medicare Medi-Cal sou-gorn se zeiz haaix nyungc ga'naaiv?**

Naaiv Medicare Medi-Cal sou-gorn (Medi-Medi) se benx yietc hoc MA sou-gorn liouh bun zuangx mienh dungh maaih **yi nyungc** sou-gorn Medicare aengx caux Medi-Cal. Ninh dorh meih nyei Medicare aengx caux Medi-Cal beu weih sou-gorn mingh gapv zunv benx **yietc** zeiv sou-gorn liouh bun:

- Yietc guanh ziux goux baengc nyei gong-mienh liouh juangc doic ziux goux.
- Zorng benx yietc nzutv nyaanh, yietc guanh ndie-sai, zorc baengc gorn zangc, paaiv ndie bun nyanc, dimv nziaamv, x-rays ziux mangc ga'nyuoz, aengx caux zorqc baengc jaa-dorngx. Meih nyei siang-sou-gorn nor ih zanc duqv gapv zunv yietc zungv meih maaih ndie-sai tengx ziux goux zorc baengc wuov. A'fai, haih tengx meih zaah lorx siang-ndie-sai dungh meih nyunc duqv nyei buonc.
- Yietc kaauv heng-wangc sou-gorn tengx liuc leiz nzie weih ziux goux jauv-louc se lemh jienv zorc baengc jaa-dorngx, cie tor faaux njiec, aengx caux ziux goux zorc lauh ndaauv bouc dauh aengx caux bouc nzie gong-bou bun.

- Yietc norm juangc doic gorn zangc tengx ziux goux baengc nyei gong-mienh, lemh jienv ndie-sai, zorc baengc gorn zangc, donv baengc dornx, dimv nziaanh dornx, aengx caux tengx da'nyeic nyungc jaa-sic. Meih nyei siang-sou-gorn se zuqc lemh nzoih yietc zungv ndie-sai dungh meih lorx ih zanc nyei bouc dauh wuov a'fai tengx meih zaah lorx siang-ndie-sai ei meih nyunc wuov.
- Ninh mbuo corc haih tim gorv-zeic sou-gorn liouh beu fu'loqc nyaanh bun zorc nyaah, zorc m'normh, a'fai zorc m'zing benx lengc jeiv tipv bieqc Medi-Cal beu weih nyei buonc.

Yiem naaiv deix **12 norm nquenc** yaac zuqc maaih Medi-Medi sou-gorn yiem 2024 mingh:

Fresno, Kings, Los Angeles, Madera, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Mateo, Santa Clara, aengx Tulare.

## **Waac-fienx bun hiuv taux liepc jauv-louc bun sienv Medi-Cal Heng-wangc sou-gorn**

### **11. Medi-Cal sou-gorn se zeiz haaix nyungc ga'naaiv?**

Medi-Cal heng-wangc sou-gorn se benx yietc nyungc beu weih heng-wangc dungh:

- Caux ndie-sai juangc zoux gong, zorc baengc gorn zangc, aengx caux da'nyeic deix ziux goux zorc baengc nyei gong-mienh tengx ziux goux yiem njiec meih nyei deic jei.
- Qiemx zuqc longc Medi-Cal ziux goux zorc baengc jauv-louc bun meih.
- Caux meih juangc gong zoux aengx caux ziux goux baengc nyei gong-mienh dongh hnyouv aengx caux liuc leiz ziux goux zorc meih nyei baengc.

Haaix zanc meih maaih mbuoz bieqc liuz Medi-Cal heng-wangc sou-gorn, nzunc baav meih corc haih duqv zipv ziux goux nyungc baav jauv-louc yiem njiec FFS Medi-Cal div jiex yiem caux meih nyei Medi-Cal heng-wangc sou-gorn. Yiem yietv zuangx nquenc zangc, se maaih naaiv deix:

- Tengx ziux goux yiem biau v zong ga'nyuoz aengx caux laangx zangc jauv-louc
- Tengx liuc leiz nzie weih zorqv Medi-Cal ndie
- Gorqv-zeic liouc siouv ndie-sai tengx ziux goux zorc corngh zingh baengc
- Tengx ziux goux zorc buov-inv jauv-louc (SUD)
- Tengx ziux goux zorc nyaah

Beiv hnanv meih maaih Medicare, ninh mbuo Medi-Cal heng-wangc sou-gorn corc haih tengx nyaanh meih camv faaux dungh Medicare mv duqv beu bun nyei buonc aengx caux corc tengx nzie meih duqv bieqc Medicare tengx ziux goux nyei gong beiv taux benx:

- Tengx cie tor mingh nzuonx lorx ndie-sai zorc baengc

- Zorc baengc jaa-dorngx longc duqv lauh
- Zorc baengc jaa-sic
- Tengx bouc nzie yiem horngc zangc

Beiv hnangv oix hiuv waac-fienx tipv taux Medi-Cal sou-gorn beu weih heng-wangc nyaanh nor, bieqc lorx mangc yiem **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

## 12. Yie a'zuqc hnangv haaix sienv Medi-Cal sou-gorn?

Meih nyei Medi-Cal heng-wangc sou-gorn jauv-louc liouh sienv longc se zuqc bangc ei naaiv deix yi nyungc jauv-louc:

1. Meih yiem njiec haaix norm nquenc, aengx caux
2. Beiv hnangv meih maiah mbuoz bieqc yiem naaiv norm Medicare Advantage sou-gorn

Beiv hnangv meih yiem lorqc njiec naaic norm nquenc dungh meih duqv sienv Medi-Cal heng-wangc sou-gorn liuz, aengx caux meih **mv** mv gaengh maaih mbuoz yiem Medicare Advantage sou-gorn, meih yaac haih duqv a'fai duqv zipv *My Medi-Cal Choice* jauv-louc yiem ziepc yietv hlaax. Ninh maaih Medi-Cal heng-wangc sou-gorn jauv-louc bun sienv duqv.

Meih corc haih longc fonh douc waac dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn duqv nyei oc. Douc waac lorx Medi-Cal Health Care Options (Medi-Cal HCO) yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077). A'fai dorh mbuoz bieqc yangh online yiem njiec naaiv **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Beiv hnangv meih mv duqv sienv Medi-Cal heng-wangc sou-gorn, aengx caux meih **mv** duqv bieqc Medicare Advantage sou-gorn dungh doix doic caux Medi-Cal sou-gorn, ninh mbuo Medi-Cal, Department of Health Care Services (DHCS) yaac zuqc tengx sienv Medi-Cal heng-wangc sou-gorn bun meih.

Beiv hnangv meih duqv bieqc Medicare Advantage sou-gorn yiem zih hlaax 2024 yiem njiec nquenc zangc liuz, meih nyei Medicare Advantage sou-gorn zuqc tengx gouv funx meih nyei Medi-Cal heng-wangc sou-gorn. Doqc mangc waac-ormv yiem da'9 bouc yiem gu'nguaaic.

Maaih leiz-fingx beu bun meih tiuv yienc meih nyei Medi-Cal heng-wangc sou-gorn haaix zanc yaac duqv oc. Douc waac lorx Medi-Cal HCO yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077). A'fai lorx taux **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Beiv hnangv meih yiem njiec haaix norm nquenc dungh liepc bun daan-sin mienh nyei sou-gorn a'fai haaix norm nquenc dungh maaih naaiv hoc County-Organized Health System (COHS), yaac haih heuc meih bieqc COHS sou-gorn, daan-sin mienh nyei sou-gorn, a'fai Kaiser Permanente.

Se gorngv oix zaah mangc gorngv meih yiem njiec COHS, mv zeix (Non)-COHS,

a'fai nquenc zangc gouv benx daan-sin mienh nyei sou-gorn fai, bieqc lorx mangc <https://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>.

### **13. Yie corc haih dorh mbuoz bieqc yiem Kaiser Permanente nyei?**

Meih corc haih duqv bieqc Kaiser Permanente beiv hnavg meih yiem njiec nquenc zangc dung h maaih Kaiser Permanente nyei Medi-Cal heng-wangc sou-gorn bun sienv longc.

Meih yaac zuqc maaih horpc bouc gaux ei zuqc **yietc** diuh jauv-louc:

- Se gorngv meih duqv benx Kaiser Permanente mienh yiem njiec 12 hlaax nyieqc jiex daaih, a'fai
- Meih benx cien juangc biau yiem nyei hmuangv doic dung h benx Kaiser Permanente mienh (juangc huov jaa), lemh jienv bengc naaic laanh mienh nyei:
  - Auv-nqoz doic a'fai gorngv-waac mienh;
  - Fu'jueiv hnyiangx-jeiv mv zaaic 26 hnyiangx;
  - Fu'jueiv-hlorpv hnyiangx-jeiv mv zaaic 26 hnyiangx;
  - Waaic fangx mienh hnyiangx-jeiv jiex ndaangc 21 hnyiangx;
  - Naaiv laanh mienh hnyiangx-jeiv mv zaaic 26 hnyiangx nyei diez maac a'fai kaix-diez kaix-maac; a'fai
  - Ong-gux, ziux goux nyei mienh, dae-maa-hlorpv a'fai cien-ceqv caux naaiv laanh mienh hnyiangx-jeiv mv zaaic 26 hnyiangx dung h maaih sou-gorn beu sengh buatc benx cien-ceqv a'loc jiu lorx doic wuov, a'fai
- Meih benx fu'jueiv-hlorpv, a'fai
- Meih maaih yi nyungc horpc bouc sou-gorn dung h benx Medicare aengc caux Medi-Cal (zipv yi gouv fuqv) aengc caux benx ninh mbuo Kaiser Permanente Senior Advantage (KPSA) a'fai Duals Special Needs Program (D-SNP).

Liouh hoqc hiuv tipv gorngv hnavg haaix dorh mbuoz bieqc Kaiser Permanente, douc waac lorx Medi-Cal HCO yiem leiz baaix yietv – leiz baaix hmz, yiem 8 dienv lung h ndorm mingh taux 6 dienv lung h hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077).

### **14. Maaih haaix nyungc jauv-louc bun sienv bieqc Medi-Cal ziux goux heng-wangc?**

Medi-Cal Health Care Options (Medi-Cal HCO) se benx yietc nyungc DHCS tengx ziux goux bong-bou dung h tengx zipv fuqv mienh liouh hoqc hiuv taux Medi-Cal heng-wangc sou-gorn. Ninh corc liouh tengx ninh mbuo zipv fuqv nyei mienh duqv sienv longc puix zuqc ziangx Medi-Cal jauv-louc.

Medi-Cal HCO website se yiem: [www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov).

Liouh hoqc hiuv tipv taux Medi-Cal HCO yiem leiz baaix yietv – leiz baaix hmz,

yiem 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077).

**15. Haaix zanc yie duqv dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, yie corc haih hluotv nzuonx lorx Fee-For-Service (FFS) Medi-Cal nyei?**

Maaih ziez dor sic yaac mv haih bun meih hluotv nzuonx bieqc FFS Medi-Cal aqv. Ninh a'zuqc mangc ei dungh meih yiem lorqc njiec haaix norm nquenc zangc aengx caux meih maaih horpc bouc leiz bun nqenx cuotv nyei buonc.

Beiv hnavgv meih yiem njiec nquenc dungh maaih naaiv norm COHS a'fai daan-sin mienh nyei sou-gorn nor, meih mv haih hluotv nzuonx bieqc yiem FFS Medi-Cal aqv.

Se gorngv maaih waac-ormv naaic taux hluotv nzuonx bieqc yiem FFS Medi-Cal a'fai oix hiuv tipv nor, douc waac lorx Medi-Cal HCO yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077).

**16. Haaix laanh mienh mv zuqc bieqc Medi-Cal heng-wangc sou-gorn?**

Meih mv zuqc bieqc naaiv norm Medi-Cal heng-wangc sou-gorn yaac duqv oc, beiv hnavgv meih yiem njiec nquenc dungh mv maaih COHS a'fai mv zeiz liepc bun daan-sin mienh nyei sou-gorn aengx caux se gorngv meih:

- Lox-hnoi benx American Indian/Alaska Native,
- Se gorngv meih benx zipv fuqv mienh dungh duqv zipv tengx nzie weih yiem njiec Foster Care, Adoption Assistance Program, a'fai Child Protective Services,
- Yiem njiec California Veteran's nyei biau,
- Duqv nqoi nzuih bun nqenx cuotv zorc baengc jauv-louc mv zuqc dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn; **a'fai**
- Duqv zipv bun nqenx cuotv zorc baengc jauv-louc mv zuqc dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn; a'fai

Beiv hnavgv meih benx zipv fuqv mienh dungh duqv zipv tengx nzie weih yiem njiec ziux goux mangc nyei dorngx, Adoption Assistance Program, a'fai Child Protective Services, aengx caux yiem lorqc zuqc liepc bun daan-sin mienh sou-gorn nyei nquenc, meih maaih jauv-louc bun sienv gorngv oix bieqc Medi-Cal heng-wangc sou-gorn a'fai FFS Medi-Cal.

Liouh bun hoqc hiuv tipv taux tengx nqenx simv cuotv mv zuqc bieqc Medi-Cal heng-wangc sou-gorn, douc waac lorx Medi-Cal HCO yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077).

Liouh zaah lorx mangc gorngv meih yiem lorqc zuqc COHS, daan-sien mienh nyei sou-gorn, mv zeix COHS, mv zeiz lorqc zuqc daan-sien mienh sou-gorn nyei nquenc, bieqc lorx **[www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx](http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx)**.

**17. A'zuqc fungc zoux beiv hnangv yie benx American Indian/Alaska Native?**

Beiv hnangv meih benx American Indian a'fai Alaska Native mienh dungh duqv maaih mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, meih corc haih duqv ginv zipv tengx zoux goux yiem njiec Indian Health Care zoux goux baengc nyei gong-mienh. Beiv hnangv meih maaih waac-ormv oix naaic taux meih nyei nyaanh, douc waac lorx taux Medi-Cal heng-wangc sou-gorn a'fai Medi-Cal Ombudsman at 1-888-452-8609.

**18. Yie haih duqv zipv tengx nquenx guangc zorc baengc jauv-louc mv zuqc bieqc Medi-Cal heng-wangc sou-gorn nyei?**

Beiv hnangv meih butv benx camv-nyungc baengc zorpc aengx caux maaih doz-leiz paaiv bun aengx caux meih nyei **Medi-Cal** ndie-sai a'fai njiox baengc dorngx benx ninh mbuo FFS Medi-Cal zoux goux baengc nyei gong-mienh mv maaih gorn jiu doic caux Medi-Cal heng-wangc sou-gorn yiem njiec meih nyei nquenc zangc, nzunc baav ninh mbuo haih duqv zipv nqenx guangc zorc baengc jauv-louc liouh nzipc jienv longc ih zanc tengx zoux goux baengc nyei gong-mienh **lauh ndaauv taux 12 hlaax nyieqc**. Beiv hnangv 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 hnangv meih corc oix yiem njiec FFS Medi-Cal, horpc zuqc gaanv jien sin tov heuc ninh mbuo nqenx guangc siepv. Yietc zuangx jauv-louc nor, meih mv haih duqv zipv nquenx guangc yiem njiec dorh mbuoz bieqc zoux goux mangc baengc nyei gorn haaix zanc meih duqv bieqc Medi-Cal heng-wangc sou-gorn lauh taux **90 hnoi a'fai gauh lauh**. Meih nyei ndie-sai, njiox 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-daandinh nzoih liuz juix nzuonx bun taux Medi-Cal HCO.

Meih **mv** zuqc heuc ninh mbuo nqenx guangc zorc baengc jauv-louc liouh nzipc jienv longc **Medicare** zoux goux baengc nyei gong-mienh.

Ninh maaih yi nyungc jauv liouh tov heuc tengx nqenx guangc zorc baengc jauv-louc:

1. **Yangh fonh:** Liouh hoqc hiuv tipv taux Medi-Cal HCO yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungn ndorm mingh taux 6 diemv lungn hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077)
2. **Online:** Lorx mangc Medi-Cal HCO yiem njiec naaiv **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Beiv hnangv meih maaih baengc aengx caux oix nzipc jienv longc Medi-Cal zoux goux baengc nyei gong-mienh lauh taux 12 hlaax nyieqc jiex mingh, nzunc baav meih corc haih tov heuc tengx borqv ziangh hoc ndaauv bun nqenx guangc zorc baengc jauv-louc. Beiv hnangv meih oix tov heuc tengx borqv ziangh hoc ndaauv mingh nor meih oix zuqc zuov taux **11 hlaax nyieqc** yiem

ih zanc meih tov nqenx cuotv zorc baengc jauv-louc nyei jiex gorn hnoi-nyieqc liouh tov borqv ziangh hoc cuotv. Medi-Cal HCO oix zuqc mbuox tong meih hiuv ndaangc 45 hnoi gorngv haaix zanc taux tengx nqenx guangc zorc baengc jauv-louc buangv setv mueix. Ninh mbuo oix zuqc mbuox gorngv hnangv haaix tov tengx borqv bouc dauh ziangh hoc ndaauv faaux.

Se gorngv ninh mbuo ngaengc nzuih mv bun nqenx guangc, meih corc haih nzipc jienv longc lox-ndie-sai mingh beiv hnangv meih tov taux Medi-Cal Managed Care sou-gorn bun “nzipc jienv ziux goux zorc baengc.”

Beiv hnangv meih yiem lorqc zuqc nquenc dugh maaih COHS a’fai daan-sin mienh sou-gorn nor, meih mv haih duqv bun nqenx guangc zorc baengc jauv-louc oc.

**19. Beiv hnangv yie duqv zipv nqoi nzuih bun nqenx guangc zorc baengc jauv-louc ndaangc zih hlaax saengh 1, 2024, yie corc zuqc bieqc yiem FFS nyei?**

Beiv hnangv meih duqv zipv nqoi nzuih bun nqenx guangc zorc baengc jauv-louc ndaangc zih hlaax saengh 1, 2024, meih yaac zuqc yiem njiec FFS zuov taux ninh mbuo nqoi nzuih bun nqenx guangc zorc baengc jauv-louc dornng ndaangc aengx caux oix bun meih duqv maaih dingc-torqv gorn bieqc yiem Medi-Cal heng-wangc sou-gorn.

Naaiv zeiv sou liouh tov nqenx guangc zorc baengc jauv-louc (Medical Exemption Request, MER) bun meih yiem njiec Medi-Cal FFS zuov taux meih nyei nqenx guangc nyei sou-gorn dornng ziangh hoc. Meih corc haih duqv zipv fienx daaih bun hiuv ndaangc taux nqenx guangc zorc baengc jauv-louc dornng mueix.

Beiv hnangv meih funx gorngv meih corc maaih horpc bouc gaux nor meih corc haih tov heuc tengx borqv nqenx guangc zorc baengc jauv-louc lauh ndaauv faaux duqv oc. Beiv hnangv meih oix tov heuc tengx borqv ziangh hoc ndaauv mingh nor meih oix zuqc zuov taux **11 hlaax nyieqc** yiem njiec ih zanc meih tov nqenx guangc zorc baengc jauv-louc nyei hnoi-nyieqc jiex gorn mingh. Haaix zanc nqenx guangc zorc baengc jauv-louc dornng mueix liuz, Medi-Cal HCO yaac zuqc bun waac-fienx meih hiuv taux dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn.

**20. Beiv hnangv yie duqv zipv nqoi nzuih bun nqenx guangc mv zeiz benx zorc baengc jauv-louc ndaangc zih hlaax saengh 1, 2024, yie corc zuqc bieqc yiem FFS nyei?**

Ninh se zuqc ei gorngv meih yiem lorqc zuqc haaix norm dornngx. Nqenx guangc mv zeiz benx zorc baengc jauv-louc se zuqc bun meih yiem njiec FFS yiem mv zeiz COHS aengx caux mv zeiz benx daan-sin mienh sou-gorn nyei nquenc.

Beiv hnangv meih yiem lorqc zuqc nquenc dugh maaih COHS a’fai daan-sin mienh sou-gorn nor, meih **mv** haih duqv yiem FFS aqv. Meih nyei nqenx guangc mv zeiz benx zorc baengc jauv-louc se dornng mueix yiem ziepc nyeic

hlaax 31, 2023. Meih zuqc dorh mbuoz bieqc Medi-Cal heng-wangc sou-gorn yiem njiec meih nyei nquenc zangc yiem naaiv zih hlaax saengh 1, 2024 jiex gorn mingh.

## **21. Yie hnangv haaix haih duqv zipv tengx zorc baengc ndaangc yie bieqc Medi-Cal heng-wangc sou-gorn?**

Meih yaac maaiah FFS Medi-Cal mingh ndaangc zuov taux meih duqv bieqc Medi-Cal heng-wangc sou-gorn. Yiem njiec naaiv norm bouc dauh ziangh hoc, meih corc haih nzipc jienv lorx meih nyei lox daauh laanh ziux goux baengc nyei gong-mienh (PCP) a'fai haaix laanh ziux goux baengc nyei gong-mienh dungh laengz FFS Medi-Cal wuov oc.

Se gorngv oix lorx ziux goux baengc nyei siang-gong-mienh nor, longc maaiah mbuoz-daan yiem online tengx ziux goux baengc nyei gong-mienh yiem FFS Medi-Cal yiem njiec naaiv **<https://geohub-cadhcs.hub.arcgis.com>**

- Haaix zanc meih douc waac lorx taux ninh mbuo ziux goux baengc nyei gong-mienh nyei dinc ze'weic gorn, naaic ninh mbuo muangx se gorngv laengx zipv siang "Medi-Cal Fee-For-Service" baengc mienh nyei fai.
- Meih corc haih douc waac lorx Medi-Cal Helpline yiem leiz baaix yietv – leiz baaix hmoz, yiem 8 diemv lunggh ndorm mingh taux 5 diemv lunggh hmuangx yiem njiec naaiv 1-800-541-5555. Naaiv se benx wangv henh heuc.

## **22. Haaix zanc yie bieqc Medi-Cal heng-wangc sou-gorn liuz haaix dauh daaih benx yie nyei ndie-sai?**

Haaix zanc meih maaiah mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, meih oix zuqc ginv haaix laanh benx daauh laanh ndie-sai (PCP) dungh juangc gong caux Medi-Cal heng-wangc sou-gorn wuov. Beiv hnangv meih mv duqv ginv gorngv oix longc laanh ndie-sai yiem njiec **30 hnoi** ga'nyuoz yiem hnoi-nyieqc meih duqv bieqc Medi-Cal heng-wangc sou-gorn funx daaih, ninh mbuo Medi-Cal heng-wangc sou-gorn oix zuqc tengx ginv yietc laanh bun meih.

Se gorngv meih maaiah Medicare liuz nor naaiv yaac longc mv zuqc oc. Beiv hnangv meih maaiah Medicare, meih corc haih nzipc jienv longc meih nyei Medicare ziux goux baengc nyei gong-mienh ei lox oc.

Beiv hnangv meih **oix nzipc** jienv longc lox-ndie-sai mingh:

- Zuqc aaic ndie-sai gorngv ninh mbuo duqv juangc gong caux Medi-Cal heng-wangc sou-gorn yiem njiec meih nyei nquenc zangc nyei fai.
- Ginv benx Medi-Cal heng-wangc sou-gorn dungh meih ndie-sai juangc gong wuov.

Beiv hnangv meih oix zaah lorx **siang** ndie-sai:

- Ginv longc ndie-sai dungh maaiah mbuoz yiem Medi-Cal heng-wangc sou-gorn yiem online wuov. A'fai tov heuc meih nyei beu weih sou-gorn juix ndie-sai mbuoz-daan daaih bun.
- Tov tiuv ndie-sai dungh caux meih nyei Medi-Cal heng-wangc sou-gorn juangc gong zoux wuov. Meih tov haaix zanc yaac duqv.

- Se gorngv oix longc mienh tengx nzie zaah lorx ndie-sai a'fai tiuv yienc ndie-sai, haaix zanc meih bieqc liuz douc waac lorx Medi-Cal heng-wangc sou-gorn tengx ziux goux baengc mienh nyei fonh nam mber.

Beiv hnavg meih maaih **Medicare** ndie-sai:

- Mv dungx tiuv yienc meih nyei ndie-sai. Ninh mbuo Medicare ziux goux baengc nyei gong-mienh yaac zuqc juangc benx Medi-Cal heng-wangc sou-gorn bun nzipc ziux goux zorc baengc bun meih.
- Se gorngv meih maaih mbuoz bieqc Medi-Cal heng-wangc sou-gorn liuz, ninh mbuo Medicare ziux goux baengc nyei gong-mienh mv haih heuc meih cuotv nyaanh yiem juangc cuotv nyei buonc nyaanh a'fai maeqv duqv cuotv nyei buonc nyaanh.
- Ninh mbuo Medicare ziux goux baengc nyei gong-mienh horpc zuqc dorh naaic deix jaax mingh zoux benx zaeqv-daan mingh siou nyaanh caux Medi-Cal heng-wangc sou-gorn, mv gunv jiex gorngv ninh mbuo mv borqv jiu doic caux Medi-Cal gorn zangc yaac baav.

### **23. Yie haih nzipc longc yie nyei Medi-Cal goux baengc gong-mienh nyei fai beiv hnavg ninh mbuo ziux goux bang nyei gong-mienh mv yiem njiec Medi-Cal heng-wangc sou-gorn?**

Se gorngv meih duqv mingh lorx Medi-Cal ziux goux baengc nyei gong-mienh yiem njiec **12 hlaax nyieqc** jiex daaih dungh ninh mbuo mv duqv juangc gong caux Medi-Cal heng-wangc sou-gorn nyei buonc, nzunc baav meih corc haih nzipc jienv lorx lox ziux goux baengc nyei gong-mienh. Ninh se lemh jienv Medi-Cal ndie-sai, liouc siouv ndie-sai, aengx caux tengx nanv sin zorc baengc nyei gong-mienh. Naaiv deix tengx nanv sin zorc baengc nyei gong-mienh dung meih nzipc longc wuov lemh jienv zorc beih zangc, zorc sin zangc baengc, zorc tauv qiex baengc, aengx caux zorc nzuih ciou nyei baengc aengx caux zorc corngh zingh baengc nyei gong-mienh. Beiv hnavg meih tov Medi-Cal heng-wangc sou-gorn bun "nzipc jienv ziux goux zorc baengc," meih corc haih nzipc jienv lorx ziux-goux baengc nyei gong-mienh hnavg lox.

Ninh mbuo ziux goux baengc nyei gong-mienh duqv lorqc doih juangc gong caux Medi-Cal heng-wangc sou-gorn. Maaih nzunc baav yaac zuqc tor bouc dauh ziangh hoc lauh ndaavv taux 12 hlaax nyieqc a'fai gauh lauh. Se gorngv meih oix longc mienh tengx nzipc ziux goux zorc baengc mingh, douc waac lorx heng-wangc sou-gorn tengx ziux goux baengc mienh nyei fonh nam mber. Se gorngv yiem zong baengh ziux goux mangc nyei biau a'fai meih yiem lorqc zuqc nyei dorngx ih zanc mv gaengh maaih gorn jiu doic caux Medi-Cal heng-wangc sou-gorn, meih mv zuqc tuix suiv cuotv naaiv deix 12 hlaax nyieqc bouc dauh.

Beiv hnavg meih maaih Medicare, meih yaac nzipc ziux goux jienv Medicare nyaanh aengx caux ih zanc ziux goux baengc nyei gong-mienh.

## Medi-Cal liepc mbenc duqv maaih ziux goux nyei jauv-louc

### 24. Corc maaih da'nyeic diuc haaix nyungc gong-bou jauv-louc dungh yie haih duqv zipv yiem njiec Medi Cal?

#### Tengx ziux goux zorc nyaah

Haaix zanc meih bieqc Medi-Cal heng-wangc sou-gorn liuz meih corc haih zipv tengx ziux goux zorc nyaah yiem njiec Medi-Cal. Meih nyei zorc nyaah nyaanh yaac mv tiuv oc.

- Yiem njiec yietc zuangx nquenc, meih zipv Fee-For-Service (zong baan ei lox wuov) tengx ziux goux zorc nyaah gong-bou Medi-Cal ziux goux zorc nyaah yiem njiec **Medi-Cal Dental Kou-gong gorn**. Meih oix zuqc mingh lorx zorc nyaah mienh dungh laengx zipv Medi-Cal zorc nyaah nyei mienh. Liouh zaah lorx ziux goux zorc nyaah nyei gong-mienh, douc waac lorx Medi-Cal Dental ziux goux zuangx mienh dinc zangc gorn yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 5 diemv lungh hmuangx yiem njiec naaiv 1-800-322-6384 (TTY: 1-800-735-2922). Naaiv se wangv henh heuc. Meih corc haih zaah lorx ziux goux zorc nyaah nyei gong-mienh aengx caux muangx waac-fienx jaa taux Medi-Cal ziux goux zorc nyaah gong yiem “Smile, California” website yiem njiec naaiv **www.smilecalifornia.org**.
- Beiv hnavg meih yiem lorqc njiec **Los Angeles nquenc**, meih corc haih duqv zipv tengx ziux goux naaiv deix gong yiem njiec **Medi-Cal Dental Kou-gong gorn** yiem caux zorc nyaah Fee-For-Service a'fai **a'fai** naaiv **Medi-Cal Dental Managed Care sou-gorn**. Se gorngv oix hoqc hiuv tipv taux bieqc **Medi-Cal Dental Managed Care** sou-gorn nor, douc waac lorx Medi-Cal HCO yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077).
- Beiv hnavg meih yiem **San Mateo nquenc**, meih duqv zipv ziux goux zorc nyaah jauv-louc yiem njiec Health Plan of San Mateo (HPSM) a'fai FFS zorc nyaah jauv-louc.
  - Beiv hnavg meih duqv dorh mbuoz bieqc yiem HPSM, meih a'zuqc duqv zipv tengx ziux goux zorc nyaah jauv-louc yiem njiec HPSM. Liouh hoqc hiuv tipv taux naaiv nyungc sou-gorn HPSM, douc waac lorx ziux goux baengc mienh dinc zangc yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx yiem njiec naaiv 1-800-750-4776 (TTY: 1-800-735-2929).
  - Beiv hnavg meih duqv dorh mbuoz bieqc yiem Kaiser, meih a'zuqc duqv zipv tengx ziux goux zorc nyaah jauv-louc yiem njiec FFS zorc nyaah nyei gorn zangc. Liouh zaah lorx ziux goux zorc nyaah nyei gong-mienh, douc waac lorx Medi-Cal Zorc nyaah ziux goux zuangx mienh dinc zangc gorn yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 5 diemv lungh hmuangx yiem njiec naaiv 1-800-322-6384 (TTY: 1-800-735-2922).

### **Tengx ziux goux zorc corngh zingh baengc**

Se gorngv meih qiex longc mienh tengx ziux goux zorc corngh zingh baengc, lorx ca'laangh caux siang Medi-Cal heng-wangc sou-gorn ziux goux bengc mienh jauv-louc. A'fai caangh laangh caux meih nyei PCP a'fai nquenc zangc beu weih corngh zingh baengc sou-gorn. Nzunc baav meih corc duqv zipv tengx ziux goux zorc corngh zingh baengc yiem njiec Medicare a'fai Medi-Cal heng-wangc sou-gorn nyei gorng zangc doic. Nzunc baav meih corc maaih horpc bouc gaux bun liouc siouv ndie-sai zorc corngh zingh baengc yiem njiec quenc zangc beu weih corngh zingh baengc nyei sou-gorn.

Meih nyei Medi-Cal heng-wangc sou-gorn aengx caux nquenc zangc beu weih corngh zingh baengc nyei sou-gorn **a'zuqc** tengx nzie meih liouh lorx qiex ziux goux zorc corngh zingh baengc nyei jauv-louc. Ninh mbuo oix zuqc tengx meih lorx zuqc ziangx zorc baengc dorngx. Lorx nquenc zangc corngh zingh baengc nyei sou-gorn muangx waac-fienx, lorx taux: **[www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx](http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx)**.

Mv gunv gorngv meih lorx taux haaix dauh oc, meih horpc zuqc duqv zipv tengx ziux goux siepv minc zinh aqv. Meih maiv zuqc dimv baengc ndaangc liouh tengx zorc baengc.

### **Tengx ziux goux zorc buov inv aengx caux hopv diuv baengc**

Beiv hnavg meih qiex zuqc longc mienh tengx ziux goux zorc hopv diuv baengc a'fai butv inv baengc (SUD), meih oix zuqc bun Medi-Cal heng-wangc sou-gorn gouv funx mangc ndaangc. Meih corc douc waac lorx nquenc zangc Medi-Cal kou-gong gorn SUD tengx ziux goux zorc buov yong-in baengc.

Se gorngv oix lorx nquenc zangc zorc SUD waac-fienx, lorx taux:

**[www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx](http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx)**. A'fai douc waac lorx Medi-Cal heng-wangc sou-gorn nzie weih baengc mienh liouh tengx zorc SUD baengc.

### **Tengx nzie zorqv ndie yiem ndie-pouz**

Weic benx zuqc meih yiem zong horngh ziux goux zorc baengc baiv a'fai yiem njiec ziux goux zorc zong baan baengc nyei dorngx, meih haih duqv ndie yiem naaic norm dorngx bun nyanc. Naaiv se **mv** zuqc tiuv bun meih bieqc Medi-Cal heng-wangc sou-gorn oc.

Medi-Cal Rx beu weih goux taux naaiv deix ndie dungh ninh mbuo ziux goux baengc nyei ndie-sai paaiv bun meih mingh zorqv yiem ndie-poux wuov. Meih nyei Medi-Cal heng-wangc sou-gorn beu weih nzoih naaiv deix ndie dungh ndie-sai bun naaic laanh mienh nyanc wuov, yiem njiec ndie-sai nyei dinc zangc ze'weic a'fai njioux baengc dorngx bun daaih wuov.

Se gorngv oix hoqc hiuv tipv taux Medi-Cal Rx beu weih bun nyei ndie aengx caux ndie-poux dungh laengx zipv Medi-Cal, lox mangc yiem

**[www.medi-calrx.dhcs.ca.gov](http://www.medi-calrx.dhcs.ca.gov)**. A'fai douc waac lorx Medi-Cal Rx ziux goux baengc mienh dinc zangc gorn yiem njiec naaiv 1-800-977-2273 (TTY: State Relay yiem njiec naaiv 711). Haaix zanc meih oix douc waac lorx nor zuqc mbenc ziangx

meih nyei Medi-Cal Zipv nyaanh hmien-mueic fangx (Benefits Identification Card, BIC) nam mber ndaangc oc.

Beiv hnavgv meih maaih waac-ormv qiemx naaic taux haaix zanc meih dorh mbuoz bieqc siang Medi-Cal heng-wangc sou-gorn liuz, douc waac lorx taux beu weih heng-wangc sou-gorn ziux goux baengc mienh nyei nam mber.

Beiv hnavgv meih maaih horpc bouc puix-juang gaux bun Medicare, Medicare Part D yaac zuqc beu junh ndie bun oc. Meih oix zuqc cuotv nyaanh zorpc dungh juangc cuotv nyei buonc. Medi-Cal kungx cuotv nyaanh tengx nyungc baav ndie dungh mv yiem meih nyei Part D beu bun nyei buonc hnavgv.

**Qiemx zuqc longc cie tor cuotv ga'nyiec zong horngh ziux goux zorc baengc biau a'fai yiem njiec ziux goux zorc zong baan baengc nyei dorngx**

Se gorngv meih mv maaih jauv haih mingh lorx duqv zaaic ndie-sai, njioux baengc dorngx, zorc nyaah zangc, zorc corng zingh baengc aengx caux ziux goux zorc butv inv baengc a'fai mingh zorqv ndie a'fai da'nyeic diuc Medi-Cal beu weih sou-gorn nyei gong-bou, nzunc baav meih maaih horpc bouc gaux duqv zipv wangv henh bun tengx cie tor njiec zipv naaic deix gong. Meih haih duqv zipv tengx nzie weih ziux goux naaiv gong-bou, mbuox heuc Non-Medical Transportation (NMT) yangh cie-dorn, cie-taxi, cie-ndaauv a'fai da'nyeic diuc saeng-eiz cie a'fai si'jeiv cie. NMT duqv liepc mbenc nzoih liouh tor Medi-Cal beu weih heng-wangc sou-gorn mingh zorc baengc caux Medi-Cal beu weih bun benx da'nyeic nyungc jauv-louc dungh mv yiem njiec Medi-Cal heng-wangc sou-gorn, beiv taux tengx ziux goux zorc butv inv baengc.

Beiv hnavgv meih btuv baengc kouv bieqc mv dquv cie, cie-ndaauv, cie-taxi, a'fai a'nyeic diuc saeng-eiz cie a'fai si'jeiv cie, meih corc haih duqv zipv Non-Emergency Medical Transportation (NEMT) mingh zorc baengc yangh cie ambulance, cie van maaih eiv fongv, a'fai zitv faaux njiec nyei cie van. Meih oix zuqc bun maaih sou-gorn nyei ndie-sai paaiv ndie bun nyanc cingx haih duqv zipv NEMT. NEMT se kungx bun ninh mbuo haaix dauh mienh maiv haih bieqc mv duqv saeng-eiz cie a'fai si'jeiv cie hnavgv oc. Meih nyei daauh laanh ndie-sai, zorc nyaah zangc, zorc zaux ndie-sai, corng zingh baengc nyei ndie-sai, a'fai zorc butv inv baengc nyei ndie-sai paaiv ndie bun.

Meih nyei Medi-Cal heng-wangc sou-gorn haih ttengx dingc ziangx hoc bun cie tor. Douc waac lorx Medi-Cal heng-wangc sou-gorn nzie weih ziux goux baengc mienh gorn zangc tengx lorx cie bun geh.

Haaix zanc dungh tov lorx cie tengx tor nyei ziangh hoc, meih zuqc jaa-nziouv gaanv jien sin lorx taux Medi-Cal heng-wangc sou-gorn ndaangc taux ziangh hoc buangh ndie-sai. Beiv hnavgv meih zuqc buangh ndie-sai camv-nzunc, meih corc haih tov ninh mbuo tengx cie tor nzoih naaic deix jauv.

## 25. Yie se haih lorx hoqc hiuv taux naaiv deix jauv-louc jaa yiem haaix fai haih lorx heuc mienh tengx yiem haaix?

Se gorngv maaih waac-ormv qiemx zuqc naaic taux Medi-Cal aengx caux haaix nyungc ziux goux zorc baengc jauv-louc meih haih duqv zipv yiem njiec Medi-Cal:

- Douc waac lorx DHCS Medi-Cal Helpline yiem njiec naaiv 1-800-541-5555 yiem liv-baaiz yietv – liv-baaiz hmz, yiem 8 diemv lungh ndorm mingh taux 5 diemv lungh muonx. Nonh benx wangv henh heuc oc. A'fai lorx mangc yiem DHCS website yiem njiec naaiv **[www.dhcs.ca.gov](http://www.dhcs.ca.gov)**.

Se gorngv maaih waac-ormv naaic taux gorngv weic laaix haaix diuc yie nyei Medi-Cal gong-bou jauv-louc cingx yienc siang:

- Douc waac lorx DHCS Ombudsman dinc zangc gorn yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungh ndorm mingh taux 5 diemv lungh hmuangx yiem njiec naaiv 1-888-452-8609 (TTY: California State Relay yiem njiec naaiv 711). Naaiv se wangv henh heuc. A'fai juix email bun ninh mbuo yiem njiec naaiv **[MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov)**. Ninh mbuo tengx nzie bun zuangx mienh dungh maaih Medi-Cal duqv longc nyaanh aengx caux bieqc hnyouv taux ninh mbuo maaih leix-fingx beu bun aengx caux ndaam-dorng gong-bou.
- Douc waac lorx Medicare Medi-Cal Ombudsman Program yiem njiec naaiv 1-855-501-3077. Naaiv se wangv henh heuc. Ninh mbuo tengx nzie bun zuangx mienh maaih waac guaix aengx caux maaih sic yiem caux Medicare aengx caux Medi-Cal.
- Douc waac lorx taux Long-Term Care Ombudsman yiem njiec naaiv 1-800-231-4024. Naaiv norm finx-gorn yietc hnoi koi benx 24 norm ziangh hoc, yietc norm leiz baaix koi 7 hnoi. Naaiv se wangv henh heuc. Ninh mbuo tengx nzie bun zuangx mienh dungh yiem njiec zorc baengc dorngx dungh maaih buoz-dauh nyei buonc, zong horngx ziux goux zorc baengc baiv a'fai yiem njiec ziux goux zorc zong baan baengc nyei dorngx liouh zoux waac-guaix sou aengx cauxbieqc hnyouv taux ninh mbuo maaih leiz-fingx beu bun aengx caux ndaam-dorng gong.
- Douc waac lorx Health Consumer Alliance yiem njiec naaiv 1-888-804-3536. Naaiv se wangv henh heuc. A'fai lorx mangc yiem **<https://healthconsumer.org>**.

Liouh hiuv waac-fienx  
tipv taux maaih haaix  
nyungc jauv-louc bun  
sienv sou-gorn beu  
wangc siangx aengx  
caux maaih haaix nyungc  
mienh tengx ziux goux  
(ndie-sai, zorc baengc  
gorn zangc):

- Douc waac lorx Medi-Cal Health Care Options (Medi-Cal HCO) yiem leiz baaix yietv – leiz baaix hmz, yiem 8 diemv lungx ndorm mingh taux 6 diemv lungx hmuangx yiem njiec naaiv 1-800-430-4263 (TTY: 1-800-430-7077). Naaiv se wangv henh heuc. A'fai bieqc lorx mangc yiem **[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**.

Liouh zaah lorx deic jei  
ze'weic gorn yiem njiec  
meih nyei buonh deic:

- Bieqc lorx dinc zangc domh gorn ziux goux waaic fangx mv haih hlo siepv nyei mienh nyei website yiem njiec naaiv **<https://www.dds.ca.gov/rc/lookup-rcs-by-county>**. A'fai diuc waac lorx taux ninh mbuo yiem njiec naaiv 1-833-421-0061. Naaiv se wangv henh heuc.