



State of California-Health and Human Services Agency  
**Department of Health Care Services**

P.O. Box 989009, West Sacramento, CA 95798-9009



XXXX XX, XXXX

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John Case Sample  
 1234 Sample Street  
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## Cov Lus Qhia Tseem Ceeb Txog Koj Tus Me Nyuam Cov Kev Pab Los Ntawm Medi-Cal

### Hawm txog Niam Txiv/Tus Neeg Saib Xyuas:

Thov nyeem tsab ntawv no uas muaj cov lus qhia tseem ceeb txog cov kev pab kho mob rau koj tus me nyuam uas muaj npe nram qab no. Vim tias muaj kev hloov hauv lawv txoj kev pab them nqi kho mob, yuav muab koj tus me nyuam rau npe koom rau ib txoj kev pab cuam nram qab no nyob rau hnuv tim uas pib siv raws li qhia.

Npe	Daim Ntawv Kho Mob	Daim Ntawv Kho Hniav	Hnuv Tim Pib Siv
John Bene1 Sample	Medical Plan1	Dental Plan1	September 1, 2016
John Bene2 Sample	Medical Plan2	Dental Plan2	September 1, 2016
John Bene3 Sample	Medical Plan3	Dental Plan3	September 1, 2016
John Bene4 Sample	Medical Plan4	Dental Plan4	September 1, 2016

Koj tus me nyuam txoj kev pab them nqi kho mob tau hloov mus rau Medi-Cal cov kev pab txhua yam (full scope). Qhov no txhais tias tam sim no koj tus me nyuam muaj ntau yam kev pab ntxiv lawm. Nws tseem txhais tias koj tus me nyuam yuav tau kev kho mob los ntawm Medi-Cal daim ntawv kho mob uas muaj kev tswj (managed care health plan) (tseem hu ua Medi-Cal ib daim ntawv kho mob thiab). Vim tias tam sim no koj tus me nyuam tau Medi-Cal cov kev pab txhua yam (full scope) lawm, koj tus me nyuam yuav mus kho mob tau twj ywm ntawm tus kws kho mob uas txais Medi-Cal Tus Nqi Rau Yam Kev Pab (Fee-For-Service) (tseem hu ua Medi-Cal li niaj zaus (regular)). Thaum koj muab lawv rau npe koom rau hauv Medi-Cal ib daim ntawv kho mob, lawv yuav tau lawv txoj kev pab kho mob los ntawm daim ntawv kho mob ntawd.

Medi-Cal ib daim ntawv kho mob muaj cov kev pab kho mob los ntawm ib pawg kws kho mob uas koom ua ke uas muab thawj cov kev pab kho mob thiab cov kev pab ua ntej muaj mob. Thaum koj tus me nyuam ua ib tug tswv cuab hauv Medi-Cal ib daim ntawv kho mob, daim ntawv kho mob yuav pab tswj koj tus me nyuam txoj kev kho mob, pab koj nrhiav cov kws kho mob thiab cov kws kho mob tshwj xeeb, muaj ib tug xov tooj qhib 24 teev los pab tawm tswv yim los ntawm cov kws ntsuam mob, muaj cov kev pab tus tswv cuab los pab koj, yuav pab tau koj nrhiav tshab thauj mus kho mob, thiab ntau yam ntxiv. Medi-Cal ib daim ntawv kho mob tseem yuav pab kom koj tau cov kev pab uas koj tus me nyuam xav tau, uas daim ntawv kho mob nws tsis pab them. **Tshwj tsis yog tias koj xaiv qhov muab koj tus me nyuam rau npe koom rau hauv ib daim ntawv kho mob ntxov, koj tus me nyuam yuav los ua ib tug tswv cuab hauv Medi-Cal ib daim ntawv kho mob raws li tau sau tseg saud tsis pub dhau lub9/1/2016.**

Tsis ntev no koj yuav tau txais Pob Ntawv Xaiv Cov Kev Kho Mob (Health Care Options Choice Packet) thiab nws yuav muaj cov lus qhia los pab koj xaiv ib daim ntawv kho mob thiab ib tug kws kho mob. Koj tseem hu tau rau **Health Care Xaiv Cov Kev Kho Mob (Health Care Options) (HCO) ntawm 1-800-430-2022 [TTY: 1-800-430-7077]** kom pab muab koj tus me nyuam rau npe koom hauv xov tooj.

### Kuv cov kev xaiv yog dab tsi?

- Koj xaiv tau qhov tsis ua dab tsi li. Yuav muab koj tus me nyuam rau npe koom rau hauv Medi-Cal ib daim ntawv kho mob uas tau sau tseg saud thaum lub 9/1/2016.**
- Koj muab koj tus me nyuam mus rau npe koom rau hauv Medi-Cal ib daim ntawv kho mob uas tau sau tseg saud thiab xaiv ib tug kws kho mob los sis tsev kho mob me rau lawv ntxov zog ua ntej 9/1/2016.**
- Koj yuav muab koj tus me nyuam rau npe koom rau hauv lwm daim Medi-Cal ib daim ntawv kho mob dua li daim uas tau teev rau saud los tau thiab xaiv ib tug kws kho mob los sis tsev kho mob rau lawv hauv daim ntawv kho mob tshiab.**

Yog tias koj xav muab koj tus me nyuam rau npe koom ntxov rau hauv daim ntawv kho mob uas tau sau tseg saud los sis tso rau hauv ib daim ntawv kho mob txawv, koj hu tau rau HCO kom muab kev pab los sis xa qhov koj xaiv tuaj. Yog tias koj muab koj tus me nyuam rau npe koom ntxov rau hauv daim ntawv kho mob ua ntej hnuv tim uas sau tseg saud, koj tus me nyuam txoj kev rau npe koom yuav ua tiav yam ntxov kawg li ntawm zwj thaj 1 lub hlis tom qab ntawd.



**Xov Tooj:** Hu rau **HCO ntawm 1-800-430-2022 [TTY: 1-800-430-7077]**

**Xa Ntawv:** Xaiv Medi-Cal ib daim ntawv kho mob rau koj tus me nyuam, ces teb cov ntawv hauv Pob Ntawv Xaiv Cov Kev Kho Mob (Health Care Options Choice Packet) thiab muab tso rau hauv lub hnab ntawv uas twb lo nqi xa tas lawm es muab xa tuaj.

Koj tus me nyuam tseem yuav tau cov kev pab **kho hniav** los ntawm Medi-Cal txoj kev pab them nqi kho hniav. Koj yuav tau txais cov lus qhia ntxiv txog cov kev pab them nqi kho hniav uas muaj uas los nrog Pob Ntawv Xaiv Cov Kev Kho Mob (Health Care Options Choice Packet). Yog xav paub ntxiv los sis xav tau kev pab rau npe koom, hu rau **HCO. Yuav muab koj tus me nyuam rau npe koom hauv Medi-Cal daim ntawv kho hniav uas nyob rau thawj nplooj hauv tsab ntawv no yog tias koj tsis xaiv ib daim ntawv kho hniav ua ntej lub 9/1/2016.**

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

#### **Kuv Yuav Tsum Ua Dab Tsi Tam Sim No?**

- Nrog koj tus me nyuam tus kws kho mob los sis chaw kho mob me tham es xyuas seb lawv puas ua hauj lwm nrog Medi-Cal ib daim ntawv kho mob.
- Xaiv ib nqe hauv ntu "Kuv cov kev xaiv yog dab tsi?" hauv tsab ntawv no.
- Hu rau HCO rau cov lus qhia ntxiv txog cov kev xaiv daim ntawv kho mob, los sis tos koj Pob Ntawv Xaiv Cov Kev Kho Mob (Health Care Options Choice Packet) tuaj. Pob ntawv yuav nyob hauv ib lub hnab ntawv loj tuaj ntawm Department of Health Care Services tuaj thiab yuav ua koj hom lus.

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

##### **Cov Kev Pab Rau Kev Quav Tshuaj:**

Yog xav tau kev pab tawm tswv yim thaum muaj xwm ceev, cov kev pab txiav yeeb tshuaj, thiab kev kho mob hauv tsev los sis cov kev kho mob mus ntev uas tsis pw tim tsev kho mob, hu rau koj txoj kev pab hauv zos uas mus xyuas ntawm Kev Pab Txog Kev Quav Dej Caw thiab Lwm Yam Yeeb Tshuaj (Alcohol and Other Drugs Program) Lub nras lub vas sab (website) chaw teev cov npe thiab xov tooj:

<http://www.dhcs.ca.gov/individuals/Pages/DMC-CountyNumbersDirectory.aspx>

##### **Cov Kev Pab Rau Kev Nyuab Siab:**

Rau cov kev pab uas tsis yog teeb meem loj, cov kev pab dav dav los sis cov lus qhia, hu rau koj lub tuam tsev xyuas txog kev nyuab siab uas mus xyuas ntawm Lub Nras Daim Ntawv Kho Mob Rau Kev Nyuab Siab Daim Ntawv Teev Cov Neeg Uas Yuav Hu Tau Mus Cuag (County Mental Health Plan Contact List) lub vas sab (website):

<http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>

##### **Health Care Options:**

Rau cov lus nug txog cov kev hloov hauv koj tus me nyuam cov kev pab los ntawm Medi-Cal, kev pab rau npe koom hauv xov tooj, kev pab rau npe koom rau hauv ib txoj kev pab them nqi kho hniav hauv lub nras Sacramento, los sis xav tau tsab ntawv no ua lwm hom lus, ua cov ntawv loj, kaw ua suab, los sis ua cov ntawv Braille rau cov neeg tsis pom kev, hu los sis mus xyuas lawv lub vas sab.

**1-800-430-2022 [TTY: 1-800-430-7077]**

Qhib thaum 8:00 a.m. txog 5:00 p.m.

Zwj Hli (Monday) txog Zwj Kuab (Friday)

<http://www.healthcareoptions.dhcs.ca.gov/>

Raws li tsab cai tam sim no, peb tsis tas yuav qhia, los sis peb yuav tsis yeem, los qhia tawm los sis qhia rau lwm tus txog cov lus qhia txog koj tus me nyuam nrog cov neeg soj ntsuam txog neeg hla teb chaws

# Cov Lus Nquag Nug Txog Qhov Koj Tus Me Nyuam Cov Kev Pab Nthuav Dav hauv Medi-Cal

## 1. Medi-Cal yog dab tsi?

Medi-Cal yog lub npe siv rau Medicaid hauv California. Nws muab cov kev pab kho mob, cov kev pab kho hniav, cov kev pab txog kev quav dej caw thiab yeeb tshuaj, kev kho qhov muag, thiab lwm yam kev pab kho mob rau roob (millions) tus neeg Californians. Koj yuav kawm tau ntxiv txog Medi-Cal ntawm <http://www.dhcs.ca.gov>.

## 2. Kuv tus me nyuam puas tseem tau kev pab los ntawm Medi-Cal?

Tau, koj tus me nyuam tseem tau Medi-Cal, tiam sis tam sim no nws yog “kev pab txhua yam (full scope)”. Qhov no txais tias koj tus me nyuam txoj kev pab them nqi los ntawm Medi-Cal tam sim no nws muaj cov kev pab ntau zog. Koj tus me nyuam yuav tau cov kev pab no feem ntau thaum lawv nyob hauv Medi-Cal ib daim ntawv kho mob.

## 3. Vim li cas kuv tus me nyuam qhov Medi-Cal ho yuav hloov?

Muaj ib txoj cai tshiab hauv California hu ua Senate Bill (SB) 75. Tam sim no tag nrho cov me nyuam muaj hnuv nyoog 19 rov hauv tau Medi-Cal cov kev pab txhua yam (full scope), yog tias lawv muaj raws li tag nrho cov uas yuav tsum tau muaj. Qhov uas seb lawv muaj ntawv nyob li cas hauv teb chaws mas yuav tsis muaj feem dab tsi lawm.

## 4. Kuv tus me nyuam cov kev pab los ntawm Medi-Cal yog dab tsi tam sim?

Koj tus me nyuam daim Medi-Cal ib daim ntawv kho mob yuav them rau cov kev kho mob dawb, cov kev txhaj tshuaj, tshuaj, cov kev kho qhov muag, thiab kev pw tim tsev kho mob. Koj tus me nyuam yuav muaj ib tug thawj kws kho mob thiab yuav xa mus cuag ib tug kws kho mob tshwj xeeb yog xav tau. Yog xav paub ntxiv txog Medi-Cal cov kev pab, saib nqe lus nug #10.

## 5. Kuv tus me nyuam hloov puas tau Medi-Cal ib daim ntawv kho mob?

Tau, koj thov tau kom hloov koj tus me nyuam daim Medi-Cal daim ntawv kho mob tau txhua lub sij hawm. Yog xav tau kev pab hloov ib daim ntawv kho mob, thov hu rau **Health Care Options (HCO) ntawm 1-800-430-2022 [TTY: 1-800-430-7077]**, Zwj Hli (Monday) txog Zwj Kuab (Friday), 8 a.m. – 5 p.m. Koj yuav hloov tau koj tus me nyuam Medi-Cal ib daim ntawv kho mob yav tom ntej no los tau.

## 6. Kuv puas yuav tau them tus nqi muas (premiums) txhua hli es kuv tus me nyuam thiaj li nyob tau hauv Medi-Cal?

Yog tias koj them ib tug nqi muas tam sim no, koj yuav tau them tus nqi muas mus txuas ntxiv. Yuav tsis muaj dab tsi hloov.

## 7. Kuv puas yuav tau them tus nqi koom them (co-payments) rau kuv tus me nyuam hauv Medi-Cal?

Tsis muaj tus nqi koom them. Medi-Cal daim ntawv kho mob them rau tag nrho cov nqi kho mob rau koj tus me nyuam. Yog tias koj them qhov Sib Koom Them Nqi (Share of Cost) hnuv no, koj yuav them qhov Sib Koom Them Nqi txuas mus.

## 8. Leej twg yuav yog kuv tus me nyuam tus kws kho mob hauv Medi-Cal?

Nyob ntawm seb yog dab tsi. Yog tias koj tus me nyuam tus kws kho mob tam sim no yog ib feem ntawm Medi-Cal ib daim ntawv kho mob hauv koj lub nras, ces tej zaum koj tseem yuav mus cuag tau tus kws kho mob ntawd. Yog tias tus kws kho mob tsis yog ib feem ntawm Medi-Cal ib daim ntawv kho mob ces koj yuav tau xaiv ib tug tshiab. Medi-Cal ib daim ntawv kho mob yuav xa Phau Ntawv Teev Cov Kws Kho Mob Npe thiab Xov Tooj tuaj rau koj tsev neeg los pab koj xaiv ib tug kws kho mob. Medi-Cal ib daim ntawv kho mob Cov Neeg Teb Xov Tooj Pab Neeg yuav xyuas tau seb ib tug kws kho mob twg puas nyob hauv lawv daim ntawv kho mob. Yog tias koj tsis xaiv ib tug kws kho mob, Medi-Cal ib daim ntawv kho mob yuav xaiv ib tug kws kho mob rau koj tus me nyuam. Yog tias koj tus me nyuam mus cuag ib tug kws kho mob tam sim no, nug seb lawv tus kws kho mob puas ua hauj lwm nrog Medi-Cal ib daim ntawv kho mob. Yog tias lawv ua, koj yuav muab koj tus me nyuam rau npe koom tau rau hauv tib daim Medi-Cal ib daim ntawv kho mob ntawd thiab mus cuag tus kws kho mob ntawd twj ywm.

**9. Yuav ua li cas yog tias kuv tus me nyuam mus cuag ib tug kws kho mob uas tsis ua hauj lwm nrog Medi-Cal ib daim ntawv kho mob? Kuv tus me nyuam mus cuag nws twj ywm puas tau?**

Yog tias koj tus me nyuam tau mus cuag ib tug kws kho mob li ntawm 12 hlis tas los thiab tus kws kho mob ntawd tsis ua hauj lwm nrog Medi-Cal ib daim ntawv kho mob, koj yuav thov tau kom muaj Kev Kho Mob Mus Txuas Ntxiv. Kev Kho Mob Mus Txuas Ntxiv txhais tias koj tus me nyuam yuav mus cuag tau nws tus kws kho mob tam sim no mus txog 12 lub hlis yog tias tus kws kho mob thiab Medi-Cal ib daim ntawv kho mob nkawv ob leeg sib pom zoo. Yog tias koj xav tau Kev Kho Mob Mus Txuas Ntxiv, thov hu rau Medi-Cal ib daim ntawv kho mob Cov Neeg Teb Xov Tooj Pab Neeg kom lawv pab.

**10. Kuv tus me nyuam yuav tau lwm yam kev pab dab tsi los ntawm Medi-Cal?**

**Cov Kev Pab Kho Hniav**

Tam sim no koj tus me nyuam yuav tau cov kev pab kho hniav los ntawm Medi-Cal.

- Yog tias koj nyob hauv Lub Nras Sacramento, koj tus me nyuam yuav tau cov kev pab los ntawm daim ntawv kho hniav uas muaj kev tswj (managed care health plan). Yog xav paub ntxiv, koj hu tau rau **HCO ntawm 1-800-430-2022 [TTY: 1-800-430-7077]** los sis koj mus teb Daim Ntawv Xaiv Kev Pab Kho Hniav uas koj yuav tau txais nrog koj Pob Ntawv Rau Npe Koom.
- Yog tias koj nyob hauv Lub Nras Los Angeles, txoj kev pab cuam Denti-Cal cia koj tau kev pab los ntawm tus kws kho hniav twg los tau uas txais Denti-Cal. Ib daim ntawv kho hniav uas muaj kev tswj (managed care health plan) yog ib txoj kev pab them nqi kho hniav uas pab them koj cov kev pab kho hniav. Yog xav paub ntxiv, hu rau **HCO ntawm 1-800-430-2022 [TTY: 1-800-430-7077]**. Yog yuav xaiv koj tus me nyuam txoj kev pab them nqi kho hniav, koj mus teb Daim Ntawv Xaiv Kev Pab Kho Hniav uas koj yuav tau txais nrog koj Pob Ntawv Rau Npe Koom.
- Rau tag nrho lwm cov nras, koj tus me nyuam yuav tau cov kev pab kho hniav los ntawm Medi-Cal li niaj zaus txoj kev pab cuam kho hniav hu ua Denti-Cal. Koj tus me nyuam yuav tau mus cuag ib tug kws kho hniav ua txais Denti-Cal.
- Yog xav nrhiav ib tug kws kho hniav hauv Denti-Cal koj hu tau rau **Denti-Cal Tus Xov Tooj Pab Neeg ntawm 1-800-322-6384 [TTY: 1-800-735-2922]**, Zwj Hli (Monday) txog Zwj Kuab (Friday), thaum 8:00 a.m. txog 5:00 p.m. Hu dawb xwb. Koj tseem mus tau rau ntawm Denti-Cal lub vas sab: **<http://www.denti-cal.ca.gov/>**.
- Nco ntsoov nqa koj tus me nyuam daim Medi-Cal khaj thaum coj lawv mus kho hniav.

**Cov Kev Pab Rau Kev Nyuab Siab**

Yog tias koj tus me nyuam xav tau cov kev pab rau kev nyuab siab, thov nrog koj daim Medi-Cal ib daim ntawv kho mob tshiab los sis koj tus me nyuam tus kws kho mob tham. Yog tias koj daim Medi-Cal ib daim ntawv kho mob tshiab tsis muaj cov kev pab uas koj xav tau, lawv yuav pab koj kom koj tau cov kev pab. Lawv yuav xa koj mus cuag ib tug kws kho mob tshwj xeeb rau kev nyuab siab los sis mus rau Medi-Cal ib daim ntawv kho mob rau kev nyuab siab hauv koj lub nras.

**Cov Kev Pab Rau Kev Quav Dej Caw thiab Yeeb Tshuaj**

Yog tias koj tus me nyuam xav tau cov kev pab rau kev quav dej caw thiab yeeb tshuaj, koj daim Medi-Cal ib daim ntawv kho mob tshiab yuav pab koj nrhiav ib tug kws kho mob.

Koj yuav xyuas tau hauv Medi-Cal ib daim ntawv kho mob yog tias koj xav tau lwm cov kev pab kho mob es xyuas seb puas muaj.

**11. Yog tias kuv tus me nyuam tau Medi-Cal cov kev pab txhua yam (full scope), qhov no puas yuav muaj feem cuam tshuam nws cov ntaub ntawv hla teb chaws?**

Tsis muaj, raws li tsab cai tam sim no, peb tsis tas yuav qhia, los sis peb yuav tsis yeem, los qhia tawm los sis qhia rau lwm tus txog cov lus qhia txog koj tus me nyuam nrog cov neeg soj ntsuam txog neeg hla teb chaws.

Thov xyuas DHCS lub vas sab rau cov lus qhia ntxiv txog cov kev hloov ntawm SB 75:

**<http://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SB-75.aspx>**