Department of Health Services

CALIFORNIA MEDI-CAL PROGRAM LO LUS TSHAJ TAWM

ARNOLD SCHWARZENEGGER
Governor

Ntawv Ceeb Toom Txog Txoj Cai Ceev Tseg Cov Xov Hais Txog Yus Tus Kheej

Siv tau txij hnub tim 14 Lub Plaub Hlis Ntuj 2003 mus

DAIM NTAWV CEEB TOOM NO PIAV QHIA QHOV SIV THIAB QHOV MUAB COV XOV KHO KOJ COV MOB TSHAJ TAWM THIAB YUAV UA LI CAS KOJ THIAJ NRHIAV PAUB TAU COV XOV NO.
THOV UA TWB ZOO NYEEM KOM ZOO ZOO.

YAM HAIS TXOG KOJ TUS KHEEJ THIAB KOJ

Cov xov piav qhia qhov kho koj cov mob yog hais txog koj thiab koj tus kheej xwb nkaus. Lub luag hauj lwm Medi-Cal yuav tsum khaws cov xov piav qhia qhov kho koj cov mob rau koj tus kheej xwb nkaus. Peb tau cov xov hais txog koj thaum koj thov yuav Medi-Cal. Koj tus Thaj Mom, tus Thaj Mom Kho Hniav, Koom Haum Kho Mob, Chav Tsev Kuaj Kab Mob, thiab Tsev Kho Mob xa koj cov xov rau peb thaum lawv thov kom peb lees pom zoo thiab them koj cov nqi kho mob. Peb yuav tsum xa cov lus Ceeb Toom ntawm txoj cai qhia tias peb yuav khaws cov xov piav qhia qhov kho koj cov mob rau koj tus kheej ceev tseg zoo li cas.

KEV HLOOV TXOJ KEV CEEB TOOM NTAWM KEV CEEV TSEG COV XOV PIAV QHIA TXOG KOJ TUS KHEEJ

Medi-Cal yuav tsum ua raws cov cai muaj nyob hauv daim ntawv Ceeb Toom no. Peb muaj txoj cai hloov kev ceev tseg cov xov piav qhia txog koj tus kheej. Yog peb hloov, peb yuav xa ib daim ntawv

Ceeb Toom tshiab tam sis ntawd rau tag nrho cov neeg uas tau txais Medi-Cal paub.

UA PEB YUAV SIV THIAB FAIB KOJ COV XOV PUB RAU LWM TUS PAUB LI CAS

Lub luag hauj lwm Medi-Cal yuav tsum ua raws txoj cai qhia tias ua peb yuav siv thiab faib koj cov xov pub rau lwm tus paub li cas, zoo xws li koj lub npe, yam hais txog koj, cov ntawv kho mob uas koj muaj thiab phau ntawv teev koj cov kev kho mob. Ib yam xov faib pub rau lwm tus paub yuav tsum muaj paus ntsis hais txog txoj kev tswj kav lub luag hauj lwm Medi-Cal. Xam cov paus ntsis muaj li no:

- Pom zoo pub qhov muaj cai thov thiab kho mob thiab kho hniav
- Qhib txoj kev them cov nqi kho mob
- Pom zoo, muab, thiab them rau Medi-Cal cov nqi kho mob
- Taug xyuas losyog foob cov teeb meem muaj nyob hauv Medi-Cal (zoo xws li ua ntawv cuav)

Yog koj tau txais kev pab kho xiam hlwb los yog yeeb tshuaj thiab dej caw, los yog pab rau cov neeg ua tsis taus noj, los yog tau soj ntsuam tias koj muaj HIV, nyob rau ntawm muaj cov cai tiv thaiv txog koj cov xov. Cov ntawv kho mob (Medi-Cal) yuav ua raws txoj cai.

Vim li cas peb thiaj yuav siv losyog faib koj cov xov kho mob rau lwm tus paub:

1. **Rau qhov kho mob:** Tej zaum Medi-Cal yuav tsum pom zoo ua ntej koj mus ntsib Thaj Mom, Thaj Mom Kho Hniav, Koom Haum Kho Mob losyog lwm cov kws kho mob. Peb nrog cov kws kho mob sib faib cov xov mus rau qhov tsim nyog faib kom paub tau meej meej tias luag kho tau yam koj xav kho kom zoo.

2. **Rau qhov them nyiaj** Thaum Medi-Cal them koj cov nqi kho mob, peb nrog koj cov kws kho mob sib faib cov xov kho mob losyog lwm tus neeg uas xa koj cov nqi kho mob tuaj rau peb them. Tej zaum peb yuav xa daim puav nqi kho mob rau lub puav koom haum kho mob kom lawv them tus nqi kho mob.

3. **Rau qhov tshawb xyuas kev kho mob:** Tej zaum peb yuav siv koj cov ntaub ntawv kho mob los tshawb xyuas saib qhov uas luag kho koj tus mob puas kho zoo. Tej zaum peb tseem yuav siv cov ntaub ntawv ntawd los ua qhov taug xyuas, tshawb xyuas cov ntawv cuav thiab tej yam ua tshaj saum txoj cai pub ua, ntaus tswv yim thiab tswj lub luag hauj lwm Medi-Cal.

4. **Rau cov ntawv ceeb toom kho mob**: Tej zaum peb yuav xa ntawv ceeb toom txog kev kuaj mob dawb, zaub mov noj, thiab lwm yam.

5. **Rau saum txoj cai**: Tej zaum peb yuav muab koj cov xov rau ib lub tsev hais plaub, rau ib tug kws taug lus, losyog ib tug kws lij choj yog muaj teeb meem hauv Medi-Cal. Ntawm no tej zaum yog hais txog ntawv cuav losyog ua tshaj qhov txoj cai pub ua, losyog muab cov nyiaj ntawm lwm tus rov qab los them koj cov nqi kho mob ntawm Medi-Cal, losyog lwm yam teeb meem hais txog lub luag hauj lwm Medi-Cal. Yog ib lub tsev hais plaub kom peb muab koj cov xov tawm mus rau luag, mas peb yuav tau ua xwb.

6. **Rau qhov sib foob mus ntxiv:** Koj losyog koj cov kws kho mob yuav siv cov xov no ua qhov foob Medi-Cal mus ntxiv raws li tej yam Medi-Cal tau txiav txim muab kev pab kho mob rau koj. Tej zaum koj cov xov kho mob yuav tau muab los siv txiav txim rau txoj kev sib foob mus ntxiv ntawd.

7. **Rau qhov muaj cai thov:** Thaum koj thov Medi-Cal, tej zaum peb yuav muab koj cov xov kho mob faib pub rau federal, state thiab cov agencies hauv zos kom lawv tau tshawb xyuas qhov muaj cai thov, thiab lwm yam hais txog txoj kev tswj kav lub luag hauj lwm Medi-Cal. Xam nyob rau hauv no yog tshawb xyuas nrog INS kom paub cov neeg tsiv lwm teb chaw tuaj qhov no los tsuas xyuas cov thov kom Medi-Cal pab them tus nqi kho mob puv toob xwb. Federal txoj cai lij choj teev cia tias INS yuav muab cov xov kho mob no mus siv ua lwm yam tsis tau, tsuas ntshai hais tias ho muaj kev ua ntawv cuav qhov twg xwb.

SAU NTAWV TSO CAI

Tej zaum Medi-Cal yuav siv thiab faib koj cov xov pub rau lwm tus kom muaj ciaj ciam. Yog peb xav siv koj cov xov kho mob mus rau lwm yam uas tsis tau teev muaj rau saud, peb yuav tsum tau koj ib daim ntawv tso cai. Yog koj sau ntawv tso cai lawm, koj yuav thim rov qab thaum twg los tau.

UA KUV TXOJ CAI HAIS TXOG KUV TUS KHEEJ YOG DAB TSI ?

Koj muaj cai:

- Thov kom txhob muab koj cov xov muaj nyob hauv daim Medi-Cal siv thiab faib mus raws li qhov tau teev tseg saud. Tej zaum peb yuav tsis pom zoo raws li koj thov.

- Thov kom peb muaj dab tsi hais rau koj no ces sau ntawv xwb, xa rau ib qhov chaw nyob txawv, post office box, losyog hu xov tooj xwb nkaus. Peb yuav lees ua raws li qhov peb yuav ua tau yog qhov thov ntawd muaj feem hais txog koj txoj kev tau luag (safety).

- Muab los xyuas thiab xav tau ib daim ntawv luam tawm los ntawm koj daim Medi-Cal cov xov los. Ib tug neeg sawv koj cev muaj cai xyuas thiab muab tau ib daim rau koj. Peb muaj cov xov hais txog qhov koj muaj cai thov Medi-Cal, koj cov ntawv them nqi kho mob, ib txhia ntaub ntawv kho mob. Xav tau ib daim ntawv luam tawm ntawm koj cov ntawv kho mob, thov kom peb xa ib daim form tuaj rau koj, koj sau txhab ntxiv rau. Koj yuav tsum them tus nqi luam thiab xa koj cov ntaub ntawv kho mob tuaj rau koj. Tej zaum peb muaj cai txwv tsis pub koj pom ib txhia ntawm koj cov ntaub ntawv kho mob los tau yog thaum twg txoj cai pub.

- Thov hloov cov xov muaj nyob hauv koj cov ntaub ntawv kho mob yog muaj tej yam tsis raug losyog tsis txhij. Peb yuav tsis kam hloov cov xov yog tias Medi-Cal tsis yog tus tsim losyog

tus khaws cov xov, losyog twb kho tag lawm thiab txhij tag lawm. Tej zaum koj yuav thov kom luag rov xyuas qhov luag tsis kam dua losyog xa ib daim ntawv tuaj qhia rau luag paub txog qhov koj tsis pom zoo nrog vim qhov luag tsis kam ntawd. Daim ntawv no luag yuav muab khaws cia nrog koj cov ntaub ntawv kho mob.

- Nug peb txog koj cov xov uas peb muab faib pub rau lwm tus paub tshaj ntawm txoj kev kho mob, them nqi, losyog qhov tswj kav kom Medi-Cal nyob taus. Tej zaum koj yuav kom peb teev daim npas xis neeg uas peb faib koj cov xov rau paub, thaum twg, vim li cas, thiab hom xov twg thiaj faib tau rau. Daim npas xis no yuav pib muaj txij hnub tim 14 Lub Plaub Hlis Ntuj 2003 no mus.

- Thov kom luag luam daim ntawv Ceeb Toom Txog Txoj Cai Ceev Tseg Cov Xov Hais Txog Yus Tus Kheej. Tshaj ntawd, koj tseem nrhiav tau daim ntawv Ceeb Toom no hauv peb daim website ntawm: www.dhs.ca.gov.

******** TSEEM CEEB ********

MEDI-CAL TSIS MUAJ KOJ COV NTAUB NTAWV KHO MOB TXHIJ TXHIJ TXHUA TXHUA. YOG KOJ XAV XYUAS, TAU IB DAIM LUAM, LOSYOG HLOOV KOJ COV NTAUB NTAWV KHO MOB, THOV HU RAU KOJ TUS THAJ MOM, THAJ MOM KHO HNIAV, KOOM HAUM KHO MOB, LOSYOG PAB KAS PHAIS. YOG KOJ NYOB RAU HAUV IB LUB PAB KAS PHAIS UAS LUAG LIS TAG PUAS TSAV YAM RAU KOJ, TEJ ZAUM LUB PAB KAS PHAIS NTAWD YUAV MUAJ COV XOV THEM NQI KHO MOB TXIJ THAUM KOJ MUS KOOM LAWV LOS MUS. THOV HU RAU LUB PAB KAS PHAIS UAS LUAG LIS TAG PUAS TSAV YAM RAU KOJ TIAS KOJ THOV XYUAS LOSYOG THOV LUAM IB DAIM NTAWV NTAWM COV NQI KHO MOB RAU KOJ.

UA KUV YUAV NUG KUV COV CAI HAIS TXOG KUV TUS KHEEJ LI CAS?

Yog koj xav siv ib txoj twg ntawm cov cai hais txog koj tus kheej txoj cai uas tau piav qhia nyob hauv daim ntawv Ceeb Toom no, thov hu losyog sau ntawv rau peb ntawm:

Privacy Officer
CA Department of Health Services
P.O. Box 997413, MS 0010
Sacramento, CA 95899-7413
(916) 445-4646 losyog (877) 735-2929 TTY/TDD

UA KUV YUAV HAIS QHOV TSIS TXAUS SIAB LI CAS?

Yog koj xav tias koj cov cai hais txog koj tus kheej raug nrhuav raug yuam thiab xav hais qhov koj tsis txaus siab, koj yuav tau hu rau losyog sau ntawv rau:

Privacy Officer
CA Department of Health Services
P.O. Box 997413, MS 0010
Sacramento, CA 95899-7413
(916) 445-4646 losyog (877) 735-2929 TTY/TDD

Losyog

Secretary of the U.S. Department of Health and Human Services
Office for Civil Rights
Attention: Regional Manager
50 United Nations Plaza, Room 322
San Francisco, CA 94102

(800) 368-1019

TSIS PUB PAUJ KUA ZAUB NTSUAB

Yog koj sau ib daim ntawv tsis txaus siab losyog siv ib nqe lus twg ntawm koj tus kheej cov cai lub Medi-Cal tsis muaj rab peev xwm tshem koj cov tshaj thawj kho mob tawm losyog nrhiav pauj kua zaub ntsuab mus rau ib hom twg tau rau koj li.

COV LUS NUG

Yog koj muaj lus nug txog daim ntawv Ceeb Toom no thiab xav tau xov ntxiv, thov hu rau tus Privacy Officer, Department of Heath Services, uas teev tseg saud.

Xav tau ib daim ntawv luam ntawm daim ntawv Ceeb Toom no ua lwm hom lus, ua neeg dig muag cov ntawv, ua cov tsiaj ntawv loj loj, ua thev losyog ua computer disk, thov hu rau losyog sau ntawv rau tus Privacy Officer raws tus xov tooj thiab chaw nyob hauv phab ntawv 6.

إذا أردت الحصول على معلومات عن حقوقك في الحفاظ على السرية الشخصية في نظام الرعاية الصحية لولاية كاليفورنيا (ميدي–كال Medi-Cal) ، اتصل مع رقم الهاتف 255-5259 (916) (Arabic)

Եթե դուք ցանկանում եք տեղեկություն ստանալ ձեր Medi-Cal-ի Գաղտնիության Իրավունքների մասին, ապա խնդրում ենք զանգահարել (916) 255-5259 հեռախոսահամարով: (Armenian)

ប្រសិនបើលោកអ្នកចង់ជ្រាបពត៌មានស្តីអំពីសិទ្ធិនូវអ្វីដែលអ្នកត្រូវទទួលបាន ពី Medi-Cal របស់អ្នក សូមទូរស័ព្ទទៅលេខ (916) 255-5259. (Cambodian/Khmer)

如果你想要得到有關 Medi-Cal 保護個人隱私權利的資料，請致電 (916) 255-5259 (Cantonese)

اگر در مورد محرمانه بودن حقوق Medi-Cal خود اطلاعات میخواهید, لطفا با شماره 255-5259 (916) تماس بگیرید. (Farsi)

Yog hais tias koj xav paub ntxiv txog Medi-Cal Txoj Cai Ceev Tseg, thov hu xov tooj rau (916) 255-5259. (Hmong)

귀하의 Medi-Cal 비공개 권리에 관한 정보를 원하시면 (916) 255-5259로 전화하십시오. (Korean)

如果你希望得到有关 Medi-Cal 保护个人隐私权利的资料，请致电 (916) 255-5259 (Mandarin)

Если Вы хотите получить информацию о том, как в рамках программы Medi-Cal обеспечиваются ваши права на неприкосновенность частной жизни, звоните по телефону (916) 255-5259. (Russian)

Kung nais ninyo ng impormasyon tungkol sa inyong mga Karapatan sa Kalihiman sa Medi-Cal, mangyaring tumawag sa (916) 255-5259. (Tagalog)

Nếu muốn biết thêm thông tin về Quyền Riêng Tư của Medi-Cal, xin gọi số (916) 255-5259. (Vietnamese)