

KOJ TXOJ CAI RAU SAB KEV KHO MOB NKEEG, HEALTH CARE



Yog koj nyob rau Medi-Cal thiab Denti-Cal cov program, koj muaj cai xws li:



**1 COV NEEG UA HAUJ LWM YUAV
TSUM SAIB TAUS KOJ.**

**2 TAU KEV PAB RAU SAB KEV KHO
HNIAV**

Los ntawm tug kws kho hniav uas koj xaiv



**3 HAIS TAU RAU KOM LAWV
NRHIAV NEEG TXHAIS LUS RAU
KOJ**

Yam tsis yuav nyiaj



**4 SIV COV NEEG UAS TXHAIS
LUS. TSIIS TXHOB SIV KOJ TEJ
PHOOJ YWG LOS SIS KOJ TSEV
NEEG TXHAIS LUS RAU KOJ**



**5 HAIS QHIA RAU LWM TUS YOG
HAIS TIAS LAWV KHO KOJ COV
HNIAV TSIIS ZOO LOS SIS LAWV
TSIIS MUAJ NEEG TXHAIS LUS
RAU KOJ RAWS SIAB XAV**

Koj hu tau rau Denti-Cal ntawm 1-800-322-6384 lossis Ombudsman qhov chaw ua haujlwm ntawm 1-888-452-8609 yog ho muaj teeb meem txog ib yam dabtsi.



6 TEEM SIJ HAWM KOM ZOO CAIJ NYOOG

Nyob rau ntawm Department of Managed Health Care, thaum koj hu tuaj teem sij hawm:

- Yog koj xav ntsib sai vim muaj mob (Urgent care), teem sij hawm tsis pub dhau li ntawm 3 hnuv.
- Yog tsis muaj kev mob hniav loj dab tsi, kev teem sij hawm rau koj yuav tsum nyob rau ntawm 36 hnuv ntawd.
- Yog xav tuaj kuaj hniav kom noj qab nyob zoo xwb no ces yuav tsum teem sij hawm nyob li ntawm 40 hnuv ntawd.



**7 NROG KOJ TUS KWS KHO HNIAV
THAM ZOO ZOO THIAB NROG
NWS SAB LAJ/TXIAV TXIM SIAB
RAU KOJ KEV KHO HNIAV**



**8 YOG KOJ TAU TXAIS IB DAIM
NTAWV QHIA TIAS LAWV TSIIS
KAM PAB KOJ, KOJ MUAJ CAI
NUG SEB YOG VIM LICAS**

KOJ LI KEV PAB TSHUAJ XYUAS HNIAV UAS MUAJ NROG MEDI-CAL



Koj puas paub txog:

- Kev kho hniav yog muaj feem nrog rau koj txoj kev noj qab haus huv.
- Kev tiv thaiv kom txhob muaj mob zoo dua thaum mob lawm mam kho.
- Pab koj tug kheej thaum ntxov thiaj tsis mob loj tuaj, tsis raug them ntau, thiab koj thiaj noj qab nyob zoo!



Daim ntawv no qhia kom koj paub txog kev kho hniav rau cov laus los ntawm Medi-Cal.



HU RAU PEB!

The Health Consumer Alliance offers free assistance over-the-phone or in-person to help people get the health care services they need.

Call 1-888-804-3536

Tshwm sim los ntawm:



SIV KOJ QHOV DENTI-CAL



Yog koj muaj Medi-Cal uas pab tag nrho, koj yeej muaj pab rau sab kev kho hniav hu ua Denti-Cal.

1 TEEM SIJ HAWM

Koj yuav nrhiav tau cov kws kho hniav uas yuav Denti-Cal rau qhov website (<http://bit.ly/Medi-CalDentist>) los sis hu rau 1-800-322-6384



2 NUG SEB TUS KWS KHO HNIAV NTAWD PUAS TXAIS DENTI-CAL

Denti-Cal tsuas them koj tej nqi kho hniav rau cov kws kho hniav uas txais Denti-Cal xwb. Yog koj mus cuag tus uas tsis txais Denti-Cal, koj yuav raug them koj tus kheej rau yam uas lawv tau pab koj.

3 HAIS KOM LAWV NRIAV NEEG TXHAIS LUS PAB KOJ

Yog koj tsis paub lus mes kas zoo, koj hu tau rau 1-800-322-6384. Yog qhov chaw koj mus khov hniav hais tsis tau koj hom lus, koj tus kws kho hniav ntawd yuav tsum muaj neeg txhais lus rau koj yam tsis tsub nqi rau koj tem.

4 TXOG HNUB KOJ MUS NTSIB LAWV RAWV LI TEEM TSEG

Nco tsoov nqa

- Benefits Identification Card (BIC) (Yus daim Medi-Cal card)
- Koj daim ntawv tsav tsheb lossis daim ID
- Daim Denti-Cal Plan Card, yog koj nyob rau lawv qhov Denti-Cal plan

Koj tsis tas yuav qhia txog koj los yog koj tsev neeg li keeb kwm ntawm koj kev tuaj nyob rau teb chaw no thaum koj mus cuag lawv.

5 KEV THEM NQI

Qhov chaw koj mus kho hniav ntawv yuav tsum qhia rau koj txog yam uas Denti-Cal kam them thiab yam luag tsis pab them. Qhov chaw koj mus kho hniav ntawd tsis muaj txoj cai hais kom koj them nyiaj rau lawv yog Denti-Cal twb them lawm.

6 SAIB ZOO ZOO RAU KEV THEM NQI

Muaj tej qho chaws kho hniav yuav hais kom koj tso npe rau lawv qhov kev them nyiaj los sis muab tej credit card them rau tej yam uas Denti-Cal tsis kam them. Yog muaj tshwm sim li no, tsis txhob maj tso npe rau. Ua ntej koj yuav suam npe tso cai rau lawv, koj yuav tsum muaj ib tug neeg txhais lus rau koj kom koj to taub zoo.

7 NUG KOJ TUG KWS KHO HNIAV

Nws tseem ceeb heev uas koj yuav tsum to taub zoo txog koj kev noj qab haus huv (kev mob kheeg) thiab tej yam lawv yuav kho rau koj. Nug koj tug kws kho hniav los sis koj tug kws kho mob 3 nqi lus no (From AskMe3):

1. Kuv qhov teeb meem loj yog dab tsi?
2. Kuv yuav tsum ua li cas?
3. Vim li cas thiaj tseem ceeb rau kuv uas kuv yuav tau ua li no?

KOJ LI DENTI-CAL KEV PAB



Pib thaum lub 1 hlis hnuv xiab 1, 2018, cov laus* uas tau kev pab tag nrho los ntawm Medi-Cal yuav muaj ntau txoj kev pab los ntawm Denti-Cal.

**Txhua tug poj niam cev tsis tab seeb uas muaj Medi-Cal (kev pab tag nrho los sis muaj feem xyuam vim "kev xeeb tub") yuav muaj kev pab tag nrho rau sab kev kho hniav.*

1 YAM KHO LOJ UAS LUAG KAM THEM

- Kev tshuaj xyuas hniav
- Ntxuav hniav
- Tso tshuaj rau hniav
- Xoo fais fab
- Ntsaws hniav
- Looj hniav
- Rho hniav
- Kho hlwb hniav rau cov hniav tab meej
- Ua ib lo hniav
- Kho lo hniav
- **UA TSHIAB!** Kho hniav cuav tshiab
- **KHO TSHIAB!** Kho hlwb hniav rau cov hniav puas
- **UA TSHIAB!** ua ib sab hniav
- **UA TSHIAB!** Kho sab hniav ua tshiab los yog kho kom haum koj, thiab kho kom ncaj
- **KHO TSHIAB!** Kho pos hniav



Xav paub ntau tshaj no txog ntawm kev pab rau sab kev kho hniav mus saib ntawm <https://www.denti-cal.ca.gov> lossis hu rau 1-800-322-6324

2 DENTI-CAL PAB TAU PES TSAWQ?

Denti-Cal yuav pab txog li \$1,800 tauj ib lub xyoos. Koj qhov chaw kho hniav yuav tsum hu mus nug Denti-Cal saib seb puas tau siv txog \$1,800 rau koj ua ntej lawv yuav pab koj. Yog hais tias tsim nyog vim kev muaj mob nkeeg lawm, lawv yuav pab tau koj. Tab txawm tshaj \$1,800 lawm los tsis ua cas.

Qee yam uas lawv ua yuav tsis suav rau qhov koj siv txog \$1,800 ntawd, xws li ua ib lo hniav, kev phomsij, kev poj niam cev tsis tab seeb, thiab qee yam uas thaum yus muaj mob es mus pw kho mob rau tej chaw tu tib neeg.

3 KOJ MUAJ CAI NUG LOS YOG HAIS KOM LUAG ROV XYUAS DUA

Yog koj tau txais ib daim ntawv qhia tias lawv tsis kam pab koj, koj muaj cai nug seb yog vim licas.

4 YOG KOJ MUAJ QHOV HU TIAS RESTRICTED-SCOPE MEDI-CAL

Yog koj muaj qhov hu tias restricted-scope Medi-Cal (los sis hu tias tsuas siv tau thaum muaj xwm txheej ceev, emergency), lawv tsua pab tau rau kev rho hniav thiab thaum muaj xwm txheej ceev (xws li mob hniav heev, hniav tawg, los ntsav tsis tu, etc.)