

Phau Ntawv Qhia Txog Wisconsin Medicaid SSI HMO Program



Yog koj muaj ib tug neeg muaj cai saib xyuas koj (legal guardian), thov muab cov ntawv no rau nws, los yog hu qhia rau nws tias cov ntaub ntawv tseem ceeb no tuaj txog lawm.

[English]

For help to translate or understand this document, please call 1-800-291-2002.

[Spanish]

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

[Hmong]

Yog xav tau kev pab kom muab txhais los yog qhia kom koj to taub phau ntawv no, hu rau 1-800-291-2002.

[Lag Ntseg Los Yog Hnov Lus Tsis Zoo]

Yog koj xav tau kev pab kom koj to taub phau ntawv no, thov hu rau TDD/TTY 1-800-291-2002.

Cov Cards (Npav) Siv Rau Qhov Kev Pab Cuam Medicaid SSI HMO Program

Txhua tus neeg uas nws muaj npe zwm rau hauv Medicaid SSI yuav tau txais ib daim ForwardHealth card (npav). Muab koj daim ForwardHealth card (npav) qhia rau luag paub txhua zaus koj mus cuag kws kho mob.



Qhov Kev Pab Cuam Medicaid SSI HMO Yog Dab Tsi?

Qhov Kev Pab Cuam Medicaid SSI HMO yog ib cov chaw kho mob ua hauj lwm ua ke (group of health plans) los muab kev kho mob rau cov uas lawv tau txais Medicaid SSI los yog SSI-related Medicaid vim lawv muaj ib tus mob xiam oob qhab raws li tau txiav txim pom zoo los ntawm Disability Determination Bureau.

Keu Ua Npe Zwm Rau Hauv Ib Lub HMO

Qhov Kev Pab Cuam Wisconsin Medicaid SSI HMO yog ib txoj hauv kev pab kho mob Medicaid rau cov tau txais SSI. Tej zaum koj kuj yuav muaj feem koom rau ib txoj kev kho mob uas muaj txhij txhua thiab. Qhov no yog ib qho kev pab cuam uas yuav pab tau koj ntau yam tsis hais kev kho mob los yog lwm yam kev pab muaj hauv zej zos. Qhov kev pab no pom tias koj yog ib tug khub tseem ceeb rau

txoj kev xaiv cov kev kho mob rau koj kev noj qab haus huv. Koj yuav tsum muaj raws li cov nqe lus nram qab no xwv thiaj yuav tau txais SSI HMO cov kev pab:

- Nyob hauv ib qho ntawm lub SSI HMO cov cheeb tsam muab kev kho mob,
- Muaj hnuv nyoog 19 xyoos rov saud,
- Tau txais Medicaid SSI los yog SSI-related Medicaid vim muaj ib tus mob xiam oob qhab raws li tau txiav txim pom zoo los ntawm Disability Determination Bureau,
- Tsis nyob hauv ib lub tuam tsev ceev neeg los yog tsev laus, thiab
- Tsis nyob hauv ib qho kev pab cuam Home and Community Based Waivers Program (piv txwv li CIP los yog COP).

Cov Kev Pab ntawm ib lub SSI HMO

Tus kws kho mob thawj tus (primary care provider) los yog qhov chaw kuaj mob thawj qhov (primary care clinic) uas koj xaiv ntawd yuav pab koj tsom kwm saib xyuas cov kev kho mob uas koj xav tau.

Cov tswv cuab hauv SSI HMO yuav tsis tau them qhov yus pab them (copayments) rau cov kev pab uas luag kam them, tshwj tus nqi yuav tshuaj xwb. Cov chaw kho mob SSI HMOs qheb 24 teev hauv ib hnuv, 7 hnuv hauv ib lub lis piam kom koj thiaj mus ntsib tau lawv. Qee cov SSI HMOs tseem muaj tas nrho cov kev kho mob nyob rau tib qho chaw xwb.

Cov kev pab muaj li no:

- Ib qho txheeb xyuas (assessment) seb koj tej kev mob nkeeg thiab lwm yam uas koj xav tau kev pab hauv koj lub neej muaj dab tsi.
- Ib daim phiaj teev koj tej kev mob nkeeg thiab lwm yam uas koj xav tau kev pab hauv koj lub neej.
- Ib tug neeg ua hauj lwm (Health Care Coordinator) pab koj nrhiav kev kho mob rau koj.
- Pab xaiv kom tau cov kws kho mob uas nyob ze koj.
- Pab nrhiav cov kev kho mob uas yuav pab tau koj kev noj qab haus huv.

Cov Kev Pab Uas Medicaid SSI HMO Kam Them:

SSI HMOs them rau kev kho cov mob uas yuav tsum tau kho hauv cov kev pab Medicaid SSI. Tom qab koj muaj npe zwm rau ib lub SSI HMO lawm, hu rau lub SSI HMO ntawd kom paub seb koj yuav mus kho mob rau qhov twg. Cov kev pab uas koj lub SSI HMO yuav them rau muaj li no:

- Mus ntsib kws kho mob thiab pw hauv tsev kho mob.
- Kho qhov muag, nrog rau tsum iav qhov muag.
- Mus ntsib kws kho mob rov los tsev thiab thaum muaj mob ceev tam sid.
- Mus kuaj thaum cev xeeb tub.
- Tej cuab yeej siv kho mob.
- Kho kev muaj mob xiam hlwb los yog kev nyuaj siab ntxhov plawv.
- Kho pob ntseg tsis hnov lus, nrog rau tej khoom siv kom hnov lus.
- Kev npaj lub neej kom muaj me nyuam raws li siab xav.
- Kev pab tu mob tom vaj tom tsev.
- Kev pab tu yus tus kheej.
- Kev pab yus lub cev kom rov muaj zog ua taus hauj lwm.
- Kho kev quav yeeb tshuaj (dej caw thiab lwm yam tshuaj).
- Kho hniav nyob rau qee cov counties. (Muaj qee cov Medicaid SSI HMOs kuj pab them nqi kho hniav thiab – rau cov uas pab them, koj yuav tsum tau mus ntsib ib tus kws kho hniav hauv cov SSI HMO uas lawv ua hauj lwm ua ke. Hos cov SSI HMOs uas tsis them nqi kho hniav – ces mus kho qhov mob twg Medicaid tsuas them rau qhov ntawd xwb (Medicaid fee-for-service).

Koj Yuav Xaiv Koj Lub Medicaid SSI HMO Li Cas?

Nws yog ib qho tseem ceeb heev uas koj yuav tsum xaiv lub Medicaid SSI HMO uas pom tau tias yuav pab tau koj dua. Nug koj cov kws kho mob seb lawv nyob rau cov Medicaid SSI chaw kho mob twg.

Koj cov kws kho mob kuj yuav muaj xws li:

- Tus kws kho mob thawj tus (Primary care doctor)
- Tus kws kho mob hlwb los yog kev nyuaj siab ntxhov plawv (Mental health provider)
- Tus kws kho mob tshwj xeeb (Specialty doctor)
- Tus pab tu tus kheej (Personal care provider)
- Tus pab tu neeg mob hauv vaj hauv tsev (Home health care provider)
- Tsev kho mob loj (Hospital)

Lub Medicaid SSI HMO uas koj cov kws kho mob txais yuav tej zaum yuav yog lub pab tau koj! Tej zaum koj cov kws kho mob yuav tsis zwm tag nrho rau ib lub Medicaid SSI HMO nkaus xwb. Li no koj yuav tau txiav txim seb tus kws kho mob twg yog tus tseem ceeb tshaj rau koj. Lwm yam uas koj yuav tau muab los xav yog:

- Cov sij hawm uas cov kws kho mob, cov chaw kuaj mob, thiab lwm cov kws kho mob zwm rau lub Medicaid SSI HMO qheb ua hauj lwm yog li cas?
- Ua koj puas muaj lwm yam ntawv pov hwm mob nkeeg thiab? Luag xav kom koj mus cuag cov kws kho mob uas txais yuav lwm yam ntawv pov hwm mob nkeeg thiab tseem ho txais yuav koj qhov Medicaid SSI thiab.

Hu Mus Nug!



Puas Xav Tau Kev Pab? Hu rau Tus Kws Paub Txog Kev Teev Npe (Enrollment Specialist) ntawm 1-800-291-2002! Tus Kws Paub Txog Kev Teev Npe yuav pab:

- Qhia rau koj yog koj yuav tsum tau xaiv ib lub HMO tam sim no.
- Xyuas kom paub seb koj tus kws kho mob, tsev kho mob loj, los yog tsev kuaj mob puas zwm rau ib lub Medicaid SSI HMO, thiab yog zwm no, yog lub twg.
- Pab koj hu xov tooj mus xaiv ib lub Medicaid SSI HMO los yog pab koj ua Daim Ntawv Rau Npe Xaiv (Enrollment Choice) es koj mam li muab xa tawm.
- Teb koj tej lus nug seb lub Medicaid SSI HMO ua hauj lwm li cas.
- Yog koj ua npe zwm rau ib lub Medicaid SSI HMO, qhia rau koj seb thaum twg koj mam rov qab mus tau rau hauv qhov uas mus kho qhov mob twg Medicaid tsuas them rau qhov ntawd xwb (Medicaid fee-for-service).

Ua Npe Zwm Rau Lub SSI HMO

- Koj yuav teb cov lus, kos npe rau Daim Ntawv Rau Npe Xaiv (Enrollment Choice) uas nyob nrog cov ntawv no thiab muab xa mus.
- Koj hu xov tooj rau **Tus Kws Paub Txog Kev Teev Npe ntawm 1-800-291-2002** mus qhia seb koj xaiv lub SSI HMO twg.
- Koj yuav ntsib Tus Kws Paub Txog Kev Teev Npe tim ntsej tim muag los tau. Hu rau tus xov tooj **1-800-291-2002** yog koj xav paub ntau tshaj no ntxiv.

Tom qab kuv muaj npe zwm rau lub Medicaid SSI HMO lawm yuav muaj dab tsi tshwm sim?

Koj yuav tau txais ib cov ntawv zwm ua tswv cuab uas yuav qhia ntau yam ntxiv rau koj. Cov ntawv no yuav teev cov kws kho mob cov npe, cov tsev kho mob, thiab cov tsev kuaj mob uas lawv zwm rau qhov chaw kho mob (health plan). Nws tseem qhia tej kev pab cuam uas muaj nyob hauv lub Medicaid SSI HMO thiab.

Thaum koj muaj npe zwm rau ib lub Medicaid SSI HMO lawm, hu mus rau lub HMO ntawd:

- Nug kom paub cov kev pab uas lub SSI HMO muaj.
- Nug kom paub cov kws kho mob thiab cov tsev kuaj mob uas koj yuav siv tau .
- Xaiv yuav los yog pauv koj thawj tus kws kho mob uas koj xub mus ntsib ua ntej.
- Teem ib lub caij mus txheeb xyuas seb koj tej kev mob muaj li cas.

Yog koj tsis txaus siab rau cov kev pab, cov kws kho mob, cov tsev kho mob, los yog cov tsev kuaj mob uas koj lub Medicaid SSI HMO muab rau koj, hu rau **Tus Kws Paub Txog Kev Teev Npe ntawm 1-800-291-2002**. Tus Kws Paub Txog Kev Teev Npe yuav pab koj xyuas seb yuav ua li cas rau kauj ruam tom ntej.

Yuav Ua Li Cas Yog Koj Tsis Nco Qab Xaiv Ib Lub Medicaid SSI HMO Lawm?

Yog koj tsis xaiv kom tau ib lub Medicaid SSI HMO ces luag yuav muab koj tso rau ib lub. Nws yog ib qho tseem ceeb heev uas koj yuav tsum hu rau **Tus Kws Paub Txog Kev Teev Npe ntawm 1-800-291-2002** mus nug seb koj cov kev xaiv muaj li cas. Tsab ntawv thiab Daim Ntawv Xaiv (Choice Form) uas nyob nrog cov ntawv no yuav qhia tau rau koj tias koj cov kev xaiv muaj li cas.

Yuav Ua Li Cas Yog Kuv Tsis Txaus Siab Rau Kuv Lub Medicaid SSI HMO?

Nws yuav muaj ntau lub rau koj xaiv nyob ntawm seb koj nyob rau qhov twg. Tej zaum koj kuj yuav xaiv ib lub Medicaid SSI HMO txawv los yog rov qab mus nyob rau hauv qhov uas mus kho qhov mob twg Medicaid tsuas them rau qhov ntawd xwb (Medicaid fee-for-service). Yog koj xav paub seb koj yuav ua tau li cas, hu rau **Tus Kws Paub Txog Kev Teev Npe ntawm 1-800-291-2002**.

Koj Muaj Cai!

Ua ib tus tswv cuab rau ib lub Medicaid SSI HMO hauv Wisconsin, koj muaj ib cov cai tseem ceeb heev li ram qab no:

- Koj muaj cai paub txog koj lub Medicaid SSI HMO thiab seb nws ua hauj lwm lis cas.
- Koj muaj cai nug thiab ua ntawv tsis txaus siab thiab kom muab qhov teeb meem los sib hais dua.
- Koj muaj cai tau txais kev ncaj ncees.

Kev Pab rau cov Neeg Xiam Oob Qhab

Cov neeg muaj mob xiam oob qhab muaj cai tau txais kev pab ib yam. Cov kws kho mob hauv koj lub SSI HMO yuav tsum muab kev pab rau cov neeg xiam oob qhab. Txoj cai Americans with Disabilities Act (ADA) yog txoj cai tswj qhov no. Nov txhais tau tias kws kho mob qhov chaw ua hauj lwm los yog tsev kho mob yuav tsum yooj yim rau thaum nkag mus rau hauv thiab thaum tawm mus sab nraud. Koj tus neeg ua hauj lwm (Health Care Coordinator) yog tus hais kws kho mob cov chaw ua hauj lwm los yog tsev kho mob kom ua tau li no rau koj.

Kev Pab rau Cov Neeg Lag Ntseg los yog Tsis Hnov Lus Zoo

Cov kws kho mob hauv koj lub Medicaid SSI HMO yuam tsum muaj neeg piav tes txhais lus rau cov neeg lag ntseg los yog tsis hnov lus zoo.

Kev Pab rau Cov Neeg Hais Lwm Hom Lus

Cov kws kho mob hauv koj lub Medicaid SSI HMO yuav tsum muaj neeg txhais lus rau cov neeg uas hais lwm hom lus.

Kev Pab rau Cov Neeg Dig Muag los yog Tsis Pom Kev Zoo

Yog koj dig muag los yog tsis pom kev zoo, koj yuav tau txais Medicaid SSI HMO ib phau ntawv rau cov tswv cuab sau ua hom ntawv Braille los yog kaw rau hauv ib daim tape mloog.

Neeg Cov Cai

Muaj txoj cai pab tiv thaiv tas nrho cov neeg ua ntawv thov los yog tau txais kev pab los ntawm qhov nws yog nws ib haiv neeg, txawv tsos nqaij daim tawv, keeb kwm teb chaws, poj niam/txiv neej, hnuv nyoog los yog muaj mob xiam oob qhab. Tsoom fwv xeev thiab tsoom fwv teb chaws cov cai lij choj tau hais kom muab cov kev pab kho mob (Medicaid benefits) rau sawv daws yam tsis cais leej twg. Yog koj ntseeg tau tias koj raug muab cais tawm los ntawm qhov koj ua ntawv thov kev pab kho mob los yog tau txais kev pab, hu rau:

Affirmative Action/Civil Rights Compliance Officer
Department of Health Services
PO Box 7850, Madison WI 53707-7850
1-608-266-9372 (Suab) los yog 1-888-701-1251 (TTY)

Los yog, koj ua ntawv tsis txaus siab mus rau txheej siab hauv tsoom fwv teb chaws nram qab no:

U.S. Dept. of Health and Human Services
Director/Office for Civil Rights-Region V
233 N Michigan Ave, Ste 240
Chicago, IL 60601
1-312-886-2359 los yog 1-312-353-5693 (TTY)

Koj Muaj Cov Luag Dej Num

Yuav kom tau txais kev pab kho mob zoo, koj muaj cov luag dej num yuav tau ua li nram qab no:

- Qhia cov kws kho mob thiab cov pab kws kho mob seb koj xav li cas.
- Tau txais kev kho mob thaum koj xav tau.
- Noj koj tej tshuaj thiab ua raws li kws kho mob cov lus qhia.
- Ua raws li lub Medicaid SSI HMO cov cai tswj kev kho mob.
- Mus cuag kws kho mob raws li cov caij nyoog tau teem tseg.
- Nug koj tus kws kho mob, lub Medicaid SSI HMO, los yog tus pab nrhiav kev kho mob rau koj.
- Hais qhia rau koj lub Medicaid SSI HMO seb koj xav li cas xwv luag thiaj paub pab kom koj tau txais qhov kev kho mob uas zoo tshaj rau koj.

Yog Koj Muaj Teeb Meem los yog Muaj Lus Nug

Yog koj muaj lus nug los yog teeb meem hais txog koj tus kws kho mob, koj tej kev kho mob, los yog koj lub Medicaid SSI HMO, peb xav kom koj paub tias yuav ua li cas.

Nws muaj neeg yuav pab koj kom koj tau txais cov kev kho mob uas koj xav tau. Nws kuj muaj ntau txoj hau kev los pab daws teeb meem thiab teb koj tej lus nug.

Ib co Piv Txwv ntawm Teeb Meem thiab Lus Nug muaj li no:

- Tsis kam muab kev kho mob rau koj.
- Pheej teem tsis tau caij mus ntsib li.
- Mus cuag tsis tau tus kws kho mob uas koj xav tau los yog tus kws kho mob tshwj xeeb uas paub zoo yam mob ntawd.
- Nrhiav tsis tau ib tus neeg uas hais koj hom lus.
- Tsis txaus siab rau tus kws kho mob tus cwj pwm.
- Tsis tau txais kev pab thaum hu rau SSI HMO tus xov tooj hu dawb 800.
- Tsis kam muab cov cuab yeej kho mob los yog kev pab kho mob rau koj.
- Tau txais ib daim nqi uas koj lub Medicaid SSI HMO yog tus them.

Yog muaj tej lus nug los yog teeb meem li no tshwm sim rau koj, koj muaj cuab kav nrog kho kom txhua yam zoo dua qhov qub.

Yuav Hu Leej Twg Thaum Muaj Teeb Meem:

- Tus Neeg Pab HMO Cov Tswv Cuab (The HMO Member Advocate).
- Medicaid SSI Tus Neeg Pab Daws Teeb Meem (Ombudsman) ntawm 1-800-760-0001.
- Tus Kws Paub Txog Kev Teev Npe (Enrollment Specialist) ntawm 1-800-291-2002.
- Tus Pab Tsoom Neeg Sab Nraud (External Consumer Advocate) ntawm 1-800-708-3034 los yog (414) 773-4646. TDD rau ntawm 1-888-758-6049.

