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| MCO Appeal Decision (Upheld)  Insert MCO logo |

Date Decision ltr mailed

Member's Name Member's ID/MCI Number

Member/Legal Decision Maker's Street Address Select program

City State Zip Code

Hawm txog Member's Name:

MCO name for committee tau txiav txim tiav rau koj txoj kev thov txiav txim dua describe the appeal. Lub Choose an item muaj rau thaum <<date>>, uas Choose an item. Pab MCO name for committee tau ua tib zoo tshab xyuas koj pab neeg txoj kev txiav tiav thiab cov ntaub ntawv ncauj lus uas koj thiab/los sis lwm cov neeg tau muab rau ntawm Choose an item. Lawv tau txiav txim yuav describe the decision.

Qhov laj thawj rau txoj kev txiav txim include the reason for upholding the team's decision.

Yog koj tsis pom zoo nrog txoj kev txiav txim, koj thov tau kom muaj xeev lub rooj sib hais ncaj ncees. Muaj cov lus qhia txog kev thov xeev lub rooj sib hais ncaj ncees nyob rau nplooj ntawv tom ntej hauv tsab ntawv no.

Ua koj tsaug uas koj siv peb cov txheej txheem lis kev tu siab thiab kev txiav txim dua. Yog koj muaj tej lus nug ntxiv los yog xav tau kev pab, hu rau member rights specialist rau member rights specialist phone number los sis ib lub koom haum teev muaj npe nram kawg hauv tsab ntawv no. Koj pab neeg tu xyuas yuav hu sai tuaj nrog koj sib tham txog txoj kev txiav txim no.

Hmov tshua,

Staff Name

Title

Telephone Number

**Txoj Cai Muaj Lub Rooj Sib Hais Ncaj Ncees**

1. **Xeev Lub Rooj Sib Hais Ncaj Ncees**

Yog koj thov xeev lub rooj sib hais ncaj ncees, koj yuav tau ib lub rooj sib hais nrog ib tug Administrative Law Judge, ALJ (Kws Phua Txim Kev Khiav Lag Luam) ywj pheej. Koj coj tau ib tug neeg pab tswv yim, phooj ywg, neeg hauv tsev los sis cov neeg tim khawv tuaj. Koj puav leej nthuav qhia tau tej pov thawj thiab teev lus hauv lub rooj sib hais.

MCO name’s tus kws tshwj xeeb paub zoo txog tswv cuab cov cai yuav pab koj ua daim ntawv thov lub rooj sib hais ncaj ncees. Xav mus cuag ib tug kws pab tshwj xeeb txog tswv cuab cov cai, hu rau Member Rights Specialist phone number. Koj puav leej mus muab tau tsab ntawv txog rooj sib hais ntawm ib lub koom haum ywj pheej ombudsman uas muaj npe nyob nram kawg ntawm tsab ntawv faj seeb no los sis saum huab cua ntawm [www.dhs.wisconsin.gov/library/f-00236.htm](http://www.dhs.wisconsin.gov/library/f-00236.htm).

Xa tsab ntawv thov los yog sau ib daim ntawv thov lub rooj sib hais thiab luam daim ntawv faj seeb no xa nrog rau:

Family Care Request for Fair Hearing

Wisconsin Division of Hearings and Appeals

PO Box 7875

Madison, WI 53707-7875

Fax: 608-264-9885

Koj daim ntawv thov xeev lub rooj sib hais ncaj ncees yuav tsum muab ntaus thwj hnub xa los yog fax **tsis pub lig dua 90 hnub** tom qab koj txais tau tsab ntawv faj seeb no.

1. **Kom Tau Koj Cov Kev Pab Cuam Twj Ywm Mus Thaum Lub Caij Muaj Lub Rooj Sib Hais Ncaj Ncees**

**[Directions to MCO: Decide on the appropriate paragraph below and then delete the paragraph not used and this comment. If appeal doesn’t relate to a reduction, suspension, or termination of a service, then delete BOTH paragraphs and the heading above.]**

(1. Cov quag kev muaj cov txiaj ntsim kev pab twj ywm mus ntxiv)

Cov kev pab cuam rau koj yuav muaj twj ywm mus thaum MCO name muaj txoj kev txiav txim dua rau koj. Yog koj xav kom tau cov txiaj ntsim kev pab twj ywm mus ntxiv rau thaum lub caij muaj koj lub rooj sib hais ncaj ncees, yuav tsum muab koj daim ntawv thov ntaus thwj hnub xa los yog fax **rau hnub los yog ua ntej insert effective date of intended action**. Yog tias tus kws phua txim txiav txim tias MCO name yeej yog lawm, tej zaum koj yuav raug them rov qab cov txiaj ntsim kev pab ntxiv uas koj tau txais thaum lub sij hawm koj thov kev txiav txim dua thiab lub sij hawm MCO name. Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua thiab tus kws phua txim tau txiav txim tiav. Tiam sis, yog tias nws yuav tsim muaj teeb meem nyiaj txiag nyuab ntxhov loj, tej zaum koj yuav tsis raug them qhov nqi no.

(2. Tsis muaj twj ywm cov txiaj ntsim kev pab mus ntxiv)

Twb tsis muaj twj ywm cov kev pab cuam mus ntxiv rau koj thaum lub caij MCO name rov txiav txim dua; yog li ntawd, yuav muab tsis tau cov kev pab rau koj thaum cov txheej txheem lis xeev lub rooj sib hais ncaj ncees.

1. **Leej twg thiaj pab tau kom koj nkag siab txog tsab ntawv faj seeb no thiab koj cov cai?**
   1. **Error! Reference source not found.** tus kws tshwj xeeb paub zoo txog tswv cuab cov cai yuav qhia koj txog koj cov cai thiab pab nrog koj ua koj daim ntawv thov lub rooj sib hais ncaj ncees. Tus kws pab tshwj xeeb txog tswv cuab cov cai sawv cev tam **tsis tau** koj nyob rau hauv xeev lub rooj sib hais ncaj ncees. Xav mus cuag ib tug kws pab tshwj xeeb txog tswv cuab cov cai, hu rau member rights specialist phone number
   2. Txhua tus uas tau cov kev pab cuam dawb Family Care, Family Care Partnership, or PACE (Program of All-Inclusive Care for the Elderly) los ntawm ib lub koom haum **ywj pheej ombudsman**. Cov koom haum pab tswv yim nram no yog rau Family Care, Family Care Partnership, and PACE cov tswv cuab:

**Rau cov tswv cuab hnub nyoog 18 txog 59 xyoos:**

Disability Rights Wisconsin

Tus Xov Tooj Hu Dawb: 800-928-8778

TTY: 711

**Rau cov tswv cuab muaj hnub nyoog 60 xyoo thiab siab dua:**

Wisconsin Board on Aging and Long Term Care

Tus Xov Tooj Hu Dawb: 800-815-0015

TTY: 711

**Luam cov ntaub ntawv ntawm koj txhooj**

Koj muaj cai tau cov ntaub ntawv txuam nrog koj txhooj uas txiav txim no dawb. Cov ntaub ntawv yog tag nrho cov ntawv sau, ntawv teev kab mob kev nkeeg, thiab lwm cov ntaub ntawv txuam nrog txoj kev txiav txim no. Yog tias koj txiav txim thov kom muaj kev txiav txim dua rau txoj kev txiav txim no, koj muaj txoj cai tau cov ntaub ntawv tshiab los yog tej ntaub ntawv uas MCO name sau ua ke tau ntxiv thaum lub caij muaj koj txoj kev txiav txim dua. Xav thov kom luam koj txhooj rau koj hu rau appropriate contact ntawmt phone number.