

# Kev Thauj Mus Los Kho Mob Uas Tsis Yog Xwm Txheej Ceev

(Non-Emergency Medical Transportation)



## Kuv yuav xa tau qhov tsis txaus siab los sis thov hais kev ncaj ncees tau li cas?

Kev thauj mus los kho mob tsis yog xwm txheej ceev yog qhov kev pab cuam uas koj tuaj yeem tau txais mus rau cov chaw teem caij saib xyuas kho mob. Cov kev pab cuam no txuas koj mus rau cov chaw caij dawb uas yog cov tsheb npav thauj zej tsoom mus los, cov tsheb tshwj xeeb rau thauj neeg mob, lwm hom tsheb nce raws qhov koj xav siv.

Wisconsin Medicaid thiab BadgerCare Plus ua kev cog lus nrog tus thawj tswj hwm kev thauj mus los uas teem caij thiab them nqi caij tsheb mus rau cov kev pab cuam kho mob uas them los ntawm Medicaid thiab BadgerCare Plus. Tus thawj tswj hwm kev thauj mus los tam sim no rau Wisconsin yog Medical Transportation Management (Kev Tswj Hwm Kev Thauj Mus Los Kho Mob, MTM), Inc.

➔ Yog koj muaj mob kub ceev, hu rau 911.

## Cov Tsis Txaus Siab

Koj los sis koj tus neeg sawv cev uas koj xaiv tuaj yeem ua tsis txaus siab rau tus thawj tswj hwm kev thauj mus los txog qhov kev pab cuam uas koj tau txais. Cov tsis txaus siab yuav yog hais txog ntawm tej yam xws li qhov mus caij lub tsheb nyuaj dhau lawm, tau tos ntev dhau, los sis cov kws tsav tsheb tuaj tos koj lig heev. Tus thawj tswj hwm kev thauj mus los pab tsis tau koj txog qhov teeb meem txog rau thaum koj xa ntawv tsis txaus siab.

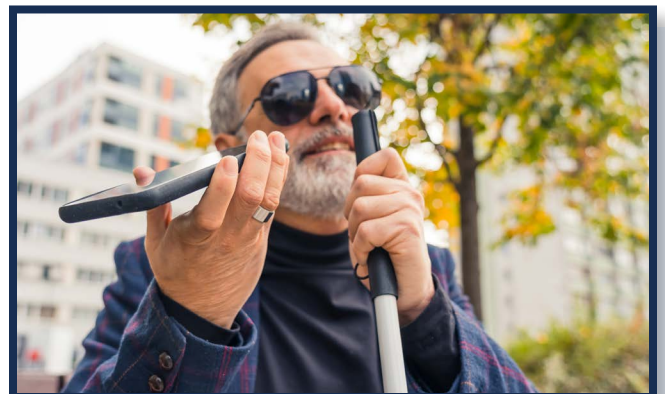
➔ Txhawm rau xa ntawv tsis txaus siab, koj los sis koj tus neeg sawv cev xaiv tuaj yeem:

- Sau ib daim ntawv tsis txaus siab hauv oos lais ntawm [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/)
- Hu rau 866-907-1493 (tham lus) los sis 711 (TTY).
- Sau ntawv mus rau tus thawj tswj hwm kev thauj mus los ntawm:  
MTM Quality Assurance  
8383 Greenway Blvd Suite 400  
Middleton, WI 53562
- Tus Email [QM@mtm-inc.net](mailto:QM@mtm-inc.net)

Thaum xa qhov tsis txaus siab, koj yuav tsum muaj koj lub ForwardHealth tus npawb ID, lub npe, thiab hnuv tim qhov kev pab cuam.

Tom qab tau txais koj qhov kev tsis txaus siab, tus thawj tswj hwm kev thauj mus los yuav xa lus teb rau koj hauv 10 hnuv ua hauj lwm. Yog tias koj qhov kev tsis txaus siab tsis raug daws tsis pub dhau 10 hnuv ua hauj lwm, koj yuav raug xa cov lus teb kawg hauv 30 hnuv ua hauj lwm tom qab tau txais koj qhov kev tsis txaus siab.

Yog tias tus thawj tswj hwm kev thauj mus los xav tau ntau tshaj 30 hnuv ua hauj lwm los daws koj qhov kev tsis txaus siab, lawv yuav xa ib tsab ntawv qhia rau koj tias lawv yuav daws koj qhov kev tsis txaus siab hauv 14 hnuv ua hauj lwm. Yog tias koj tsis txaus siab rau txoj hauv kev daws koj qhov tsis txaus siab, koj daim ntawv muab lus teb ntawd yuav qhia txog cov kauj ruam koj tuaj yeem ua tau.



## Tau tsis kam muab cov kev pab cuam

Qee zaus, qhov thov rau kev pab cuam thauj mus los yog tsi kam muab. Piv txwv, yuav tsis kam rau koj qhov caij mus los sis kev them rau cov pluas mov los sis qhov mus pw kho mob.

Yog tias koj teem sij hawm koj qhov caij hauv xov tooj thiab koj qhov thov raug tsis kam muab, koj tuaj yeem hais kom muab nws xa mus rau tus tshab xyuas ywj pheej hais txog koj qhov xwm txheej koj rov muab los ua zoo xav.



Yog tias koj raug tsis lees paub qhov kev pab cuam thauj mus los-los ntawm tus thawj tswj hwm kev thauj mus los thiab koj tsis xav tias nws yuav tsum raug tsis lees paub, koj muaj ntau txoj hauv kev txhawm rau los thov kev tshab xyuas ntxiv. Koj tuaj yeem:

- Thov kev tshab xyuas los ntawm tus kws tshab xyuas kev ywj pheej thaum koj nyob hauv xov tooj los teem caij-caij tshab.
- Rov hais dua nrog ombuds (tus thawj saib xyuas daim av) cov tswv cuab cov thawj tswj hwm kev thauj mus.
- Xa daim ntawv thov hais kev ncaj ncees nrog rau Division of Hearings and Appeals (Feem Hauj Lwm Hais Kev Ncaj Ncees thiab Cov Thov Kom Rov Qab Txiav Txim Dua).



Kev thov rov hais dua rau ombuds (tus thawj saib xyuas daim av) cov tswv cuab yog xaiv tau, tab sis nws yuav yog txoj hauv kev nrawm tshaj plaws txhawm rau los daws koj qhov tsis lees paub. Koj yuav tuaj yeem los pom zoo nrog yam tsis tas tau tos rau kev sib hais kev ncaj ncees.

## Rov hais dua nrog ombuds (tus thawj saib xyuas daim av) cov tswv cuab kev thauj mus

Yog tias koj ua ntawv tsis txaus siab thiab tsis txaus siab rau qhov kev txiav txim, koj tuaj yeem thov rov hais dua nrog ombuds (tus thawj saib xyuas daim av) cov tswv cuab. Cov lus qhia rau txoj hauv kev thov kom rov qab txiav txim dua yuav muaj nrog nyob hauv daim ntawv koj tau txais.

Yog tias koj thov kom rov hais dua, tus thawj tswj hwm kev thauj mus los yuav xa tsab ntawv tuaj rau koj hauv 10 hnuv ua hauj lwm, txawm tias qhov kev thov rov hais dua tsis raug daws.

Yog tias qhov kev thov rov hais dua tsis raug daws tsis pub dhau 10 hnuv ua hauj lwm, tus thawj tswj hwm kev thauj mus los yuav xa tsab ntawv kawg rau koj tom qab tau txiav txim siab. Qhov kev lis hauj lwm thov kom rov qab txiav txim dua yuav ua ntev tshaj 45 hnuv.

Yog tias koj tsis pom zoo rau qhov kev txiav txim siab los ntawm ombuds (tus thawj saib xyuas daim av) cov tswv cuab, koj tsab ntawv thov rov hais dua yuav qhia koj tias koj muaj kev xaiv ntxiv dab tsi.

Yog koj tsis pom zoo, koj tuaj yeem thov kom hais kev ncaj ncees nrog rau Division of Hearings and Appeals (Feem Hauj Lwm Hais Kev Ncaj Ncees thiab Cov Thov Kom Rov Qab Txiav Txim Dua).

## Cov kev sib hais kev ncaj ncees

Koj tuaj yeem thov rau sib hais kev ncaj ncees thaum twg los tau tom qab tau tsis kam muab qhov kev pab cuam. Yog koj xav thov rau qhov sib hais kev ncaj ncees nrog Division of Hearings and Appeals (Feem Hauj Lwm Hais Kev Ncaj Ncees thiab Cov Thov Kom Rov Qab Txiav Txim Dua), koj yuav tsum xa koj qhov thov nyob rau 45 hnuv txij hnuv tim koj daim ntawv qhia tias tsis kam pab.

➔ Los thov rau sib hais kev ncaj ncees nrog Division of Hearings and Appeals (Feem Hauj Lwm Hais Kev Ncaj Ncees thiab Cov Thov Kom Rov Qab Txiav Txim Dua), thov sau kom tiav daim foos Thov Rau Sib Hais Kev Ncaj Ncees thiab xa nws mus rau:

Department of Administration  
Division of Hearings and Appeals  
PO Box 7875  
Madison WI 53707-7875

Koj tuaj yeem tau txais daim foos Thov rau Sib Hais Kev Ncaj Ncees hauv oos lais ntawm [www.dhs.wi.gov/forwardhealth/resources.htm](http://www.dhs.wi.gov/forwardhealth/resources.htm) los sis los ntawm kev hu rau 608-266-3096.



Koj los kuj tuaj yeem xaiv los sau ib daim ntawv xa mus rau Division of Hearings and Appeals (Feem Hauj Lwm Hais Kev Ncaj Ncees thiab Cov Thov Kom Rov Qab Txiav Txim Dua) uas muaj nyob hauv daim foos. Tsab ntawv tsim nyog muaj:

- Koj lub npe
- Koj qhov chaw xa ntawv
- Daim ntawv piav qhia txog lub ntsiab lus ntawm qhov teeb meem
- Lub npe ntawm lub chaw khiav ntaub ntawv uas txiav txim los yog tsis kam muab kev pab
- Koj tus Social Security number (naj npawb Xaus Saus)
- Kej lub npe kos

Yog koj xav tau kev pab nug rau qhov kev sib hais kev ncaj ncees, thov hu 800-362-3002.

## Kawm paub ntau ntxiv

Rau kev paub ntxiv ntxog ntawm ntaub ntawv qhia txog kev teem sij hawm rau qhov caij, cov puas noj thiab chaw nyob, cov kev tsis txaus siab, cov cai tshiab, qhov tsis kam rau thauj mus los, los sis kev sib hais kev ncaj ncees:

- Mus saib ntawm [www.mtm-inc.net/wisconsin/](http://www.mtm-inc.net/wisconsin/) los sis hu rau 866-907-1493 (tham lus) los sis 711 (TTY).
- Mus saib ForwardHealth Phau Ntawv Coj Qhia Kev Rau Npe thiab Cov Txiav Ntsim Kev Pab, P-00079 ([dhs.wi.gov/library/collection/p-00079](http://dhs.wi.gov/library/collection/p-00079)).
- Mus saib Cov Xov Xwm Qhia Tshiab Rau Tswv Cuab ntawm [dhs.wi.gov/forwardhealth/resources.htm](http://dhs.wi.gov/forwardhealth/resources.htm).
- Hu rau Cov Chaw Muab Kev Pab Cuam ntawm 800-362-3002.