

**Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim Ntawv
Teev Qhab Nia
Cov Nqe Lus Nquag Nug
(Managed Care Organization (MCO) Scorecard Frequently Asked Questions)**

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog dab tsi?

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog pab koj xaiv ib lub managed care organization (koom haum tswj xyuas kev tu mob) (MCO) raws li feem uas tseem ceeb tshaj plaws rau koj. Daim Ntawv Teev Qhab Nia qhia koj txog cov tswv cuab tam sim no xav li cas txog lawv cov MCO thiab cov MCO ua tau raws lub xeev cov quag kev cai zoo npaum li cas. Daim Ntawv Teev Qhab Nia yuav puav leej muaj cov ncauj lus kev sib cuag thiab lwm cov lus tseeb txog cov MCO uas muaj rau koj xaiv tau.

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los qhov twg los?

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los ntawm ntau cov chaw los:

- **Ntu Member Survey (Kev Tshawb Nug Tswv Cuab)** qhia txog lub xeev qhov kev tshawb nug tswv cuab txoj kev txaus siab ib xyoo twg
- **Ntu Quality and Compliance (Kev Ua Tau Zoo thiab Ua Raws Li Txoj Cai)** qhia txog lub xeev txoj kev tshab xyuas txog MCO kev ua tau zoo raws txoj cai ib xyoo twg
- **Ntu Care Team Characteristics (Cov Yeeb Yam Ntawm Pawg Kws Tu Xyuas Mob Nkeeg)** thiab ntu lwm cov ntaub ntawv Ntxiv qhia txog cov ntaub ntawv uas raug ceeb toom los ntawm cov MCO txog lawv lub koom haum

Kev tshawb nug tswv cuab txoj kev txaus siab yog dab tsi?

Kev tshawb nug tswv cuab txoj kev txaus siab yog ib co nqe lus nug hauv ib lub xyoo puag ncig uas raug xa mus rau cov tswv cuab tam sim no hauv txhua lub MCO kom lawv muab lus xam pom txog yam lawv tau ntsib nrog lawv lub MCO. Lub xeev yuav sau ua ke thiab txheeb cov nqe lus teb kom paub seb cov tswv cuab txaus siab npaum li cas rau lawv pawg kws tu xyuas mob nkeeg, lawv tau koom nrog kev tsim lawv qhov kev npaj tu xyuas mob nkeeg npaum li cas, thiab lawv cov MCO pab tau lawv cov kev tu ncuu zoo npaum li cas.

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog dab tsi?

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog ib qho kev soj ntsuam seb cov MCO ua tau zoo raws li cov quag kev cai tu xyuas mob nkeeg uas teeb tseg los ntawm lub xeev. Yuav tau tshuaj xyuas txhua lub xyoo los ntawm ib feem neeg ua haujlwm ywj pheej nyob sab nrauv uas ua haujlwm nrog lub xeev. Lub koom haum tshab xyuas kev ua tau zoo sab nrauv yuav saib seb lub MCO puas muaj cov cai tswj fwm, cov txheej txheem kho mob, thiab txheej ua hauj lwm ruaj kom muab kev tu xyuas mob nkeeg tau zoo tshaj plaws rau cov tswv cuab.

Kev tsis vam nyiaj paj thiab vam nyiaj paj yog dab tsi?

Ntu Hom Koom Haum hauv Daim Ntawv Teev Qhab Nia piav qhia txog hom koom haum uas ib lub MCO twg yog. Lub koom haum tsis vam nyiaj paj yog ib pawg neeg ua hauj lwm rau cov hom phiaj uas tsis vam tsim kom tau cov nyiaj paj thiab uas tsis muab cov nyiaj khwv tau los ntawm lub koom haum faib rau cov thawj coj los sis cov kws ceev xwm. Lub koom haum vam nyiaj paj yog ib lub chaw ua lag luam uas ua hauj lwm kom khwv tau nyiaj paj.

Daim Ntawv Teev Qhab Nia kho tshiab zaum kawg yog thaum twg? Nws nquag raug kho tshiab sai npaum li cas?

Tau muab Daim Ntawv Teev Qhab Nia kho tshiab thaum xyoo 2023 lawm. Nws raug kho txhua lub xyoos.

Vim li cas Daim Ntawv Teev Qhab Nia thiaj tsis muaj lwm cov ntaub ntawv txog cov MCO uas kuv txaus siab rau?

Daim Ntawv Teev Qhab Nia tsuas nthuav qhia txog cov ntaub ntawv uas lub xeev tso cai muaj xwb. Cov kev ntsuas piv hauv Daim Ntawv Teev Qhab Nia yog ntsuas raws li cov ntaub ntawv muaj tseeb tam sim no xwb, uas yog qhia txog cov hom phiaj zoo tshaj plaws yuav pab koj xaiv koj lub MCO.

**2024 Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim
Ntawv Teev Qhab Nia
Cov Lus Coj Qhia Ntsuas
(2024 Managed Care Organization (MCO) Scorecard Measures Guide)**

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Txheej Txheem Kev Feem Piv	<p>Tsis tau ntsuas piv cov neeg ua hauj lwm rau tswv cuab. Tag nrho MCO cov feem piv neeg ua hauj lwm yeej ua raws li lub xeev cov quag kev cai.</p>
Kev Ntsuas	Feem Piv Ntawm Kws Tu Neeg Mob pab rau Tswv Cuab*
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