



KAISER PERMANENTE®

Kaiser Foundation Health Plan, Inc.

California Thaj Tsam Qaum Teb

Phau Ntawv Taw Qhia Tswv Cuab

Tej yam uas koj yuav tsum paub txog koj
cov kev pab kho mob

Cov Ntaub Ntawv Qhia Txog Cov Kev Duav
Thiab Kev Tso Cai Tso Tawm (EOC/DF)

Qhov Kev Npaj Rau Xyoo 2020

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Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

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Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Lwm yam lus thiab lwm hom

Lwm yam lus

Koj txais tau Phau Ntawv Taw Qhia Tswv Cuab no thiab lwm cov ntaub ntawv txog qhov kev npaj ua lwm yam lus dawb xwb. Nyeem Phau Ntawv Taw Qhia Tswv Cuab no thiaj kawm tau ntxiv txog cov kev pab txhais lus rau cov kev kho mob, xws li cov kev pab txhais lus thiab kev pab txhais ntawv. Hu rau **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb.

Lwm hom

Koj yuav txais tau cov lus qhia no dawb ua lwm hom uas zoo siv, xws li cov ntawv pob su rau cov dig muag, cov ntawv uas luam loj 18 teev thiab cov suab kaw. Hu rau **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb.

Cov kev pab txhais lus

Koj tsis tas yuav kom ib tug txheeb ze lossis phoojywg ua tus txhais lus rau koj. Yuav tau kev pab txhais lus, txhais ntawv thiab kev pab ntsig txog cov kev coj noj coj ua



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Lwm yam lus thiab lwm hom

dawb thiab yuav tau kev pab 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam, lossis yuav thov kom tau Phau Ntawv Taw Qhia no ua lwm yam lus, hu rau **1-800-464-4000** (TTY **711**). Hu tau dawb xwb.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov lus taw qhia txog tias tsis pub xaiv ntsej xaiv muag

Kev xaiv ntsej xaiv muag yog yam uas txhaum cai lawm. Kaiser Permanente ua raws li lub xeev thiab tseem fwv loj cov cai tiv thaiv ib tsoom pejxeem li cai nyob nyab xeeb ywjphooj. Kaiser Permanente tsis cais neeg lossis koj txawv rau neeg vim yog pojniam lossis txivneej, haiv neeg twg, tawv nqaij yog xim twg, koj kev ntseeg twg, cov poj koob yawm txwv yog leejtwg, yug lub tebchaws twg, yog pab pawg neeg twg, muaj hnuv nyoog hov laus li, puas muaj kev ua tsis taus ntawm lub siab ntsws, muaj kev ua tsis taus ntawm lub cev, muaj kev mob nkeeg twg, cov keeb ntshav yog licas, muaj los tsis muaj txij nkawm, lossis xav ua pojniam lossis txivneej lossis nyiam nrog pojniam lossis txivneej ua ke.

Kaiser Permanente:

- Muab cov kev pab dawb rau cov neeg uas muaj cov kev ua tsis taus xwv thiaj zoo nrog peb sib txuas lus, xws li:
 - ◆ Cov txhais lus piav tes uas tsim nyog ua haujlwm li ntawd
 - ◆ Cov ntaub ntawv sau ua lwm hom (cov ntawv pob su rau cov dig muag, ntawv loj, cov suab kaw, cov hom fai fab uas zoo siv, thiab lwm hom ntxiv)
- Muab cov kev pab txhais lus dawb rau cov neeg uas lawv thawj yam lus tsis yog lus Askiv, xws li:
 - ◆ Cov txhais lus uas tsim nyog ua haujlwm li ntawd
 - ◆ Cov ntaub ntawv sau ua lwm yam lus

Yog tias koj yuav tau muaj cov kev pab no, hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711).

Yog koj ntseeg tias Kaiser Permanente tsis tau muab cov kev pab no lossis tau cais neeg lossis koj txawv rau neeg vim yog pojniam lossis txivneej, haiv neeg twg, tawv nqaij yog xim twg, koj kev ntseeg twg, cov poj koob yawm txwv yog leejtwg, yug lub tebchaws twg, yog pab pawg neeg twg, muaj hnuv nyoog hov laus li, puas muaj kev



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov lus taw qhia txog tias tsis pub xaiv ntsej xaiv muag

ua tsis taus ntawm lub siab ntsws, muaj kev ua tsis taus ntawm lub cev, muaj kev mob nkeeg twg, cov keeb ntshav yog licas, muaj los tsis muaj txij nkawm, lossis xav ua pojniam lossis txivneej lossis nyiam nrog pojniam lossis txivneej ua ke, koj teev tau ib daim ntawv qhia kev tsis txaus siab. Koj teev tau qhov qhia kev tsis txaus siab hauv xovtooj, ua ntawv sau cia, tim ntsej tim muag, lossis hauv istawnej:

- Sau kom tas daim ntawv Daim Qhia Tias Tsis Txaus Siab lossis Aws/Thov Kev Pab Them Nuj Nqis rau ntawm lub chaw pab tswv cuab rau ntawm peb pab pawg ib lub tsev kho mob twg
- Muab koj qhov kev tsis txaus siab sau cia es xa rau lub chaw pab tswv cuab rau ntawm peb pab pawg ib lub tsev kho mob twg
- Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**).
- Sau kom tas daim ntawv tsis txaus siab nyob rau ntawm peb qhov vevxaij **kp.org** (ua Lus Askiv)

Thov hu rau lub chaw pab cov tswv cuab yog tias koj yuav tau muaj kev pab koj thiaj teev tau daim ntawv tsis txaus siab cia no.

Yuav qhia Tus Tus Kws Hwjxwm Kev Tsa Pejxeem Cai Nyob Ywjpheej Thajyeeb paub txog txhua zaum uas teev cia daim ntawv tsis txaus siab vim yus pom tau tias tau raug kev xaiv ntsej xaiv muag vim yog haiv neeg twg, tawv nqaij yog xim twg, yog yug tebchaws twg, yog pojniam lossis txivneej, muaj hnuv nyoog hov laus li, lossis muaj ib qho kev ua tsis taus. Yog tias koj yuav tau muaj kev pab koj thiaj teev tau daim ntawv tsis txaus siab cia no, Tus Kws Hwjxwm Kev Tsa Pejxeem Cai Nyob Ywjpheej Thajyeeb nyob tos pab koj:

Civil Rights Coordinator
Kaiser Permanente
One Kaiser Plaza, 12th Floor, Suite 1223
Oakland, CA 94612

Koj kuj teev tau ib qho kev tsis txaus siab ntsig txog ib tsoom pejxeem li cai nyob nyabxeeb ywjpheej nrog rau lub California Department of Health Care Services Office of Civil Rights yog tias sau ntawv tuaj, hu xovtooj tuaj lossis xa email tuaj:

Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
1-916-440-7370 (TTY **711** California State Relay)
Email: CivilRights@dhcs.ca.gov



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov lus taw qhia txog tias tsis pub xaiv ntsej xaiv muag

Koj nrhiav tau daim ntawv tsis txaus siab rau ntawm

http://www.dhcs.ca.gov/Pages/Language_Access.aspx (ua Lus Askiv).

Yog koj ntseeg tias koj tau raug kev xaiv ntsej muag vim yog haiv neeg twg, tawv nqaij yog xim teg, koj yug tebchaws twg, koj muaj hnuv nyoog hov laus li, muaj qhov kev ua tsis taus lossis yog pojniam lossis txivneej, koj sau ntawv, hu xovtooj, lossis tiv tauj hauv istawnej tau rau lub U.S. Department of Health and Human Services Office for Civil Rights:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Muaj cov ntawv sau kev tsis txaus siab uas theej tau rau ntawm

<https://www.hhs.gov/ocr/filing-with-ocr> (ua Lus Askiv).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Zoo Siab Tos Txais Koj Tuaj Koom Kaiser Permanente!

Ua tsaug ua koj tuaj koom Kaiser Permanente Medi-Cal Plan. Nov yog qhov kev npaj kho mob rau cov uas muaj Medi-Cal. Kaiser Permanente nrog lub Xeeb California koom tes ua haujlwm ua ke xwv koj thiaj txais tau cov kev pab kho mob uas koj yuav tau muaj.

Phau Ntawv Taw Qhia Tswv Cuab

Phau Ntawv Taw Qhia Tswv Cuab no yuav qhia koj paub txog koj cov kev duav los ntawm Kaiser Permanente. Thov ua zoo nyeem kom tas. Nws yuav pab koj nkag siab txog koj cov kev duav nqi thiab cov kev pab xwv koj thiaj siv tau. Nws kuj qhia tias koj muaj cai thiab muaj cov kev lav ris lidas ua ib tug tswv cuab ntawm Kaiser Permanente. Yog tias koj yuav tau muaj tej yam kev pab tshwjxeeb vim tias muaj kev mob nkeeg lidas, ua zoo nyeem tag nrho cov ntu uas cuam tshuam txog koj.

Nyob hauv Phau Ntawv Taw Qhia Tswv Cuab no, tej thaum Kaiser Foundation Health Plan, Inc. raug hu tias yog "peb." Tej thaum cov tswv cuab raug hu tias "koj." Ib co lus uas sau ua cov tsiaj ntawv loj muaj kev txhais tawm tshwjxeeb hauv Phau Ntawv Taw Qhia Tswv Cuab no. Thov mus saib tshooj 7 ("cov lej thiab lus tseemceeb uas koj yuav tsum paub") thiaj kawm tau cov lus tseemceeb uas koj yuav tsum paub.

Phau Ntawv Taw Qhia Tswv Cuab no kuj hu ua Cov Ntaub Ntawv Qhia Txog Cov Kev Duav Thiab Kev Tso Cai Tso Tawm (Combined Evidence of Coverage and Disclosure Form, "EOC/DF"). Nws qhia txog Kaiser Permanente cov cai ua cov ntsiab lus loj thiab yog rho los ntawm Kaiser Permanente thiab Lub Chav Saib Xyuas Ib Tsoom Pejxeem Cov Kev Kho Mob (Department of Health Care Services, DHCS) daim ntawv sib cog lus. Yog tias koj xav paub tej qhov zuj zus kom ntxaws txog kev duav, koj thov tau kom txais daim ntawv sib cog lus los ntawm lub chaw pab tswv cuab. Hu **1-800-464-4000** (TTY **711**) thiaj txais tau daim ntawv sib cog lus ntawm Kaiser Permanente thiab DHCS.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Koj kuj thov tau kom txais dua ib Phau Ntawv Taw Qhia Tswv Cuab dawb yog tias koj hu rau **1-800-464-4000** (TTY **711**) lossis mus saib peb lub vevxaij rau ntawm **kp.org** thiaj saib tau Phau Ntawv Taw Qhia Tswv Cuab. Koj kuj thov tau kom txais peb cov cai kho mob yam uas tsis yog peb ua xwb thiab cov cai dhia lagluam lidas ua ntaub ntawv dawb xwb, lossis kom peb qhia koj saib tej no hauv peb lub vevxaij.

Tiv tauj peb

Kaiser Permanente nyob ntawm no tos tuaj yeem pab. Yog koj muaj lus nug, hu rau **1-800-464-4000** (TTY **711**). Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Hu tau dawb xwb.

Koj kuj mus saib tau hauv istawnej thaum twg los tau rau ntawm **kp.org** (ua Lus Askiv) lossis mus rau tim lub chaw pab tswv cuab rau ntawm ib lub Tsev Koom Qhov Kev Npaj (mus saib peb daim ntawv teev cov tsev kho mob nyob rau hauv peb lub vevxaij rau ntawm **kp.org/facilities** [ua Lus Askiv] thiaj tau paub cov chaw nyob). Yuav tau ntaub ntawv teev peb cov tsev kho mob, thov hu rau peb.

Ua tsaug,

Kaiser Foundation Health Plan, Inc.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

1. Ib tug tswv cuab yuav pib qhov twg tuaj

Yuav ua licas thiaj txais tau kev pab

Kaiser Permanente yeej xav kom koj txaus siab rau cov kev kho mob uas koj txais. Yog tias koj ho muaj lus nug twg lossis koj txhawj txog koj cov kev tu, peb xav paub seb koj xav licas!

Kaiser Permanente cov kev pab tswv cuab

Kaiser Permanente nyob ntawm no tos tuaj yeem pab. Peb ua tau li no:

- Teb cov lus nug txog cov kev pab uas duav rau koj
- Pab koj xaiv ib tug thawj kws kho mob (Primary Care Provider, PCP)
- Taw qhia rau koj paub tias koj txais tau kev pab uas koj yuav tau muaj rau qhov twg
- Muab kev pab txhais lus rau koj yog tias koj tsis hais lus Askiv
- Muab cov ntaub ntawv qhia rau koj ua lwm yam lus thiab lwm hom

Yog koj yuav tau muaj kev pab, hu rau lub chaw pab tswv cuab raws li qhia tseg nram qab no.

- Lus Askiv **1-800-464-4000**
(thiab muaj ua 150 tawm yam lus yog tias siv cov kev pab txhais lus)
- Lus Mev **1-800-788-0616**
- Cov hom lus Suav **1-800-757-7585**
- TTY **711**

Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej). Hu tau dawb xwb. Koj kuj mus saib hauv istawnej thaum twg los tau rau ntawm **kp.org** (ua Lus Askiv).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Leej twg thiaj ua tau ib tug Tswv Cuab

Koj tsim nyog koom tau Kaiser Permanente Medi-Cal Plan rau qhov koj tsim nyog txais tau Medi-Cal thiab koj nyob Cheebtsam Sacramento lossis tej tug lej zip nyob rau hauv Cheebtsam Amador, El Dorado, lossis Placer. Yuav tau ib daim teev cov lej zip uas xaiv tseg, mus saib “Thajtsam Kaiser Permanente Medi-Cal Duav ” cov lus txhais tawm rau hauv Tshooj 7 (“Cov lej xovtooj thiab lus tseemceeb uas yuav tsum paub”).

Yog koj muaj lus nug txog koj qhov kev duav Medi-Cal lossis thaum twg koj yuav tau rov mus ua koj qhov Medi-Cal dua tshiab, thov hu rau tus saib xyuas koj rooj plaub Medi-Cal. Koj kuj hu tau rau lub Chav Saib Xyuas Kev Pab Rau Ib Tsoom Pejxeem (Department of Public Social Services) ncaj ke ntawm koj tshaj plaws uas sau cia hauv koj phau ntawv teev tej lej xovtooj. Tej zaum koj kuj tsim nyog tau Medi-Cal los ntawm Kev Nyab Xeeb Rau Ib Tsoom Pejxeem (Social Security). Yog tias koj ho muaj lus nug txog Kev Nyab Xeeb Rau Ib Tsoom Pejxeem lossis Kev Tsav Kev Pab Nyiaj Kom Nyab Xeeb (Supplemental Security Income) hu rau Lub Chav Dhia Kev Nyab Xeeb Rau Ib Tsoom Pejxeem (Social Security Administration) rau ntawm **1-800-772-1213**. Yog tias muaj lus nug txog kev tso npe nkag, hu rau Health Care Options rau ntawm **1-800-430-4263** (TTY **1-800-430-7077**) lossis mus saib www.healthcareoptions.dhcs.ca.gov (ua Lus Askiv)

Qhov Kev Medi-Cal Uas Pab Ib Ntus

Qhov kev Medi-Cal uas pab ib ntus thaum lub neej hloov yog hu tias “Medi-Cal rau neeg uas ua haujlwm.” Tej zaum koj tsim nyog tau Medi-Cal uas pab ib ntus yog tias koj tsis tsim nyog txais Medi-Cal ntxiv vim tias:

- Koj pib khwv nyiaj los ntau tshaj qhov qub
- Koj tsev neeg pib txais nyiaj ntxiv los pab tu menyuam lossis tu txij nkawm

Koj nug tau seb puas tsim nyog txais Medi-Cal rau ntawm lub chav cheebtsam saib xyuas ib tsoom pejxeem kev noj qab haus huv uas ncaj ke tshaj. Mus nrhiav lub chav uas nyob ncaj ke ntawm koj tshaj plaws rau ntawm www.dhcs.ca.gov/services/medical/Pages/CountyOffices.aspx (ua Lus Askiv) lossis hu rau Health Care Options rau ntawm **1-800-430-4263** (TTY **1-800-430-7077**).

Cov npav txheeb xyuas neeg (ID)

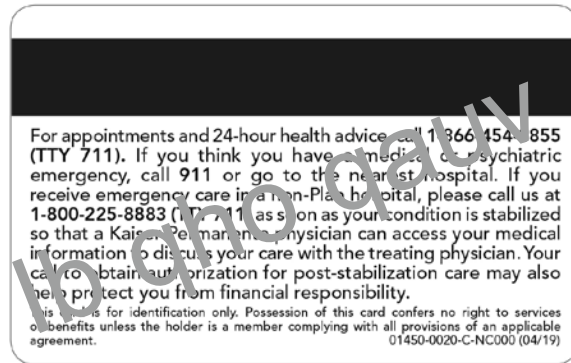
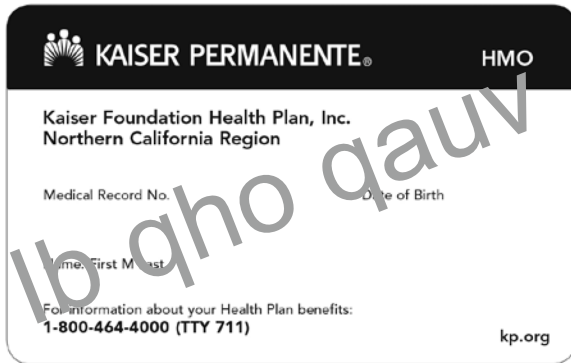
Koj ua ib tug tswv cuab ntawm Kaiser Permanente mas koj yuav tau txais Kaiser Permanente ib daim npav ID. Koj yuav tau muab koj daim npav Kaiser Permanente ID, koj daim npav Medi-Cal Daim Npav Txheeb Xyuas Thiaj Tau



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm kp.org (ua Lus Askiv)

1 | Ib tug tswv cuab yuav pib qhov twg tuaj

Txais Kev Pab (Benefits Identification Card, BIC), thiab ib daim npav ID muaj koj tus duab thaum twg koj txais cov kev pab tu lossis mus nqa tshuaj. Koj yuav tsum nqa tag nrho koj cov npav txais kev kho mob nrog koj tas li. Nov yog ib qho qauv ntawm cov npav ID los ntawm Kaiser Permanente xwv koj thiaj paub tias koj daim yuav zoo licas:



Yog tias koj tsis txais koj daim npav ID Kaiser Permanente ob peb lub lim tiam tom qab tau rau npe nkag, lossis koj daim npav raug puas, poob lossis raug muab nyiag, hu rau lub chaw pab tswv cuab tamsid. Peb yuav xa ib daim npav tshiab tuaj rau koj. Hu rau **1-800-464-4000 (TTY 711)**.

Ib tug tswv cuab koom tes tau licas

Kaiser Permanente xav paub seb koj xav licas. Txhua xyoo, peb muaj cov kev sib txoos sib tham txog seb peb ho ua dabtsi zoo thiab peb kho tau kom zoo dua qhov qub mus ntiv licas. Peb caw cov tswv cuab tuaj koom. Kavtsij tuaj koom ib qho kev sib txoos nawb!

Pab Pawg Tswv Cuab Pab Tswvyim

Pab Pawg Tswv Cuab Pab Tswvyim (Member Advisory Committee) pab tswvyim rau lub Kaiser Foundation Health Plan, Inc. Pab Neeg Ntaus Thawj xwv thiaj paub ua licas kom kev pab rau cov Tswv Cuab Kaiser Permanente zoo zuj zus mus. Qhov uas koom los tsos koom pab pawg no nyob ntawm seb puas tuaj yeem. Yuav kawm ntiv txog pab pawg Tswv Cuab Pab Tswvyim no, koj tiv tauj tau rau pab pawg Northern California Medi-Cal Regulatory Oversight and Operations Team:

- **Tus Email:** Medi-CalNCal@kp.org
- **Yuav xa ntawv mus:**
Northern California Medi-Cal Regulatory Oversight and Operations Team
ATTN: Member Advisory Committee
1800 Harrison Street, 11th Floor
Oakland, CA 94612



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

2. Ntsig txog koj qhov kev npaj kho mob

Cov ntsiab lus loj ntawm qhov kev npaj kho mob

Qhov Kaiser Permanente Medi-Cal Plan yog ib qho kev npaj kho mob rau cov neeg muaj Medi-Cal thiab nyob hauv Cheebtsam Sacramento lossis tej tug lej zip nyob rau hauv Cheebtsam Amador, El Dorado, lossis Placer. Saib cov lus txhais tias “Thajtsam Kaiser Permanente Medi-Cal Duav” nyob hauv tshooj 7 (“cov lej xovtooj thiab cov lus tseemceeb uas yuav tsum paub”) xwv thiaj tau ib daim teev cov lej zip no. Kaiser Permanente nrog lub Xeev California koom tes ua haujlwm ua ke xwv koj thiaj txais tau cov kev pab kho mob uas koj yuav tau muaj.

Kaiser Permanente muab cov kev pab tu rau cov Tswv Cuab siv ib qho khooskas muaj ntau yam kev kho mob sib cuam tshuam. Cov Health Plan, Plan Hospitals, thiab The Permanente Medical Group (“Medical Group”) sib koom tes ua haujlwm ua ke thiaj muab tau kev pab kho mob zoo rau peb cov Tswv Cuab. Peb qhov khooskas kho mob muab kev rau koj txais kom tau cov kev pab uas tej zaum koj yuav tau muaj, xws li kev niaj zaum kuaj cuag ncuva, kev tu hauv tsev kho mob loj, kev kuaj ntshav kuaj zis thiab kev mus nqa tshuaj, kev tu mob kub ceev, kev tu mob sai, thiab lwm yam kev pab uas nrhiav tau hauv Phau Ntawv Taw Qhia Tswv Cuab no. Ntxiv rau qhov ntawd, peb qhov khooskas kawm txog kev noj qab nyob zoo qhia tau tej kev zoo uas koj tiv thaiv thiab pab tau koj li kev kaj huv.

Koj nrog Kaiser Permanente cov neeg ua haujlwm hauv chaw pab cov tswv cuab tham tau thiaj kawm tau ntxiv txog Kaiser Permanente thiab seb koj yuav ua licas thiaj tau kev pab kom ntau li ntau tau. Hu rau **1-800-464-4000** (TTY **711**).

Koj qhov kev duav pib thiab kawg thaum twg

Thaum koj rau npe nkag rau hauv qhov Kaiser Permanente Medi-Cal Plan, koj yuav txais tau Kaiser Permanente ib daim npav ID ua ntej tseem tsis tau dhau ob lub lim tiam txij thaum tau rau npe nkag tau lawm. Thov muab daim npav no rau lawv saib txhua zaum koj mus txais ib yam kev pab twg.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Koj qhov kev duav los ntawm koj qhov Kaiser Permanente Medi-Cal Plan pib thawj hnuv ntawm lub hlis tom qab uas rau npe nkag tau lawm nrog Health Care Options. Lub xeev yuav sau ntawv tuaj rau koj tias koj qhov kev duav pib thaum twg. Yuav kawm ntxiv, hu rau Health Care Options dawb xwb rau ntawm **1-800-430-4263**.

Koj kuj thov tau kom Kaiser Permanente muab koj qhov kev duav tu nrho thaum twg los tau es koj mam xaiv lwm yam qhov kev npaj kho mob. Yuav tau kev pab xaiv qhov kev npaj tshiab no, hu rau Health Care Options rau ntawm **1-800-430-4263** (TTY **1-800-430-7077**) lossis mus saib **www.healthcareoptions.dhcs.ca.gov** (ua Lus Askiv). Koj kuj thov tau kom muab koj qhov Medi-Cal tu nrho thiab los tau.

Tej thaum Kaiser Permanente tu koj ntxiv tsis tau. Kaiser Permanente yuav tau muab koj qhov kev duav tu nrho yog tias:

- Koj tsiv tsev es tawm hauv qhov Thajtsam Kaiser Permanente Medi-Cal Duav
- Koj nyob hauv nkuaj
- Koj tsis muaj Medi-Cal ntxiv li qub
- Koj tsim nyog tau kev pab los tawm cov khooskas waiver (tso cai ua ib yam twg)
- Koj yuav tau phais pauv tej khoom nruab nrog cev (tshwj yog lub raum)
- Koj nyob hauv ib lub tsev tu lub uas nyob ntev tom qab lub hlis uas xub yuav koj los pw thiab lub hlis tom ntej

Cov tsev kho mob Indian Health Service

Yog tias koj yog neeg American Indian, koj muaj cai yuav tau kev pab los ntawm cov chaw Indian Health Service. Koj kuj txais kev pab mus ntxiv los ntawm Kaiser Permanente los yog tawm tau thaum tseem tab tom txais kev pab kho mob los ntawm cov chaw no. Cov American Indians muaj cai tias yuav xaiv tsis rau npe nkag rau ib kho kev npaj Medi-Cal uas raug muab hwjxwm lossis muaj cai yuav tawm tau es rov mus koom Medi-Cal thasmabdas (txais kev tu yam uas them tom qab tau txais kev pab) thaum twg los tau thiab yog tim licas los tau. Yuav kawm ntxiv, thov hu rau lub Indian Health Service rau ntawm **1-916-930-3927** lossis mus saib lub vevxaij Indian Health Service rau ntawm **www.ihs.gov** (ua Lus Askiv).

Koj qhov kev npaj duav licas

Kaiser Permanente yog ib qho kev npaj tu mob uas muaj ntawv sib cog lus nrog Lub Xeev California Chav Saib Xyuas Ib Tsoom Pejxeem Cov Kev Kho Mob (California Department of Health Care Services, "DHCS"). Qhov Kaiser Permanente Medi-Cal Plan yog ib qho kev npaj kho mob uas raug muab hwjxwm.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev npaj uas raug hwjxwm yog ib txoj hau kev zoo saib xyuas cov nyiaj uas siv los mus them cov kev kho mob es ua li no thiaj muaj kev pab ntxiv rau sawv daws thiab kuj pab tau kom muab kev kho zoo heev rau txhua tus. Kaiser Permanente muab cov kev pab rau koj los ntawm Kaiser Permanente pab pawg kws kho mob. Lawv koom tes ua haujlwm ua ke thiaj muab tau kev pab tu zoo heev rau koj. Thaum koj xaiv los mus koom Kaiser Permanente, twb yog koj xaiv txais kev tu los ntawm peb qhov khooskas tu mob. Koj yuav tau txais feem ntau ntawm koj cov kev pab los ntawm Kaiser Permanente pab pawg kws kho mob. Tsuas pub koj txais cov kev pab nram qab no xwb los ntawm cov kws kho mob sab nraud:

- Nyob rau ntawm ib lub tsev kho mob Indian Health Service
- Cov kev thauj neeg mob kub ceev mus los yam uas duav
- Cov kev tu mob kub ceev thiab cov kev tu tom qab kom nyob xwm yeem yam uas duav
- Cov kev npaj kev muaj tub ki yam uas duav
- Cov kev kho mob yam uas tu sai sab nraud koog yam uas duav
- Kev xa mus ntsib kws kho mob sab nraum pab pawg kho mob
- Qee yam kev pab uas tej zaum mentsis txajmuag tham txog
- Cov koob tshuaj tiv thaiv uas yuav tau muaj nyob rau ntawm cov chav saib xyuas ib tsoom pejxeem kev kho mob uas nyob ze koj

Kaiser Permanente cov neeg ua haujlwm hauv chaw pab tswv cuab ib tug pab tau koj nkag siab seb:

- Kaiser Permanente dhia haujlwm licas
- Koj yuav ua licas txais tau cov kev pab uas koj yuav tau muaj
- Yuav ua licas thiaj teem tau sijhawm ntsib kws kho mob, thiab
- Yuav tshawb tau licas seb koj puas tsim nyog tau txais kev pab thauj mus los

Yuav kawm ntxiv, hu rau **1-800-464-4000** (TTY **711**). Koj kuj yuav nrhiav tau cov lus qhia los ntawm chaw pab tswv cuab nyob hauv istawnej rau ntawm **kp.org** (ua Lus Askiv).

Thaum yuav hloov qhov kev npaj kho mob

Koj tawm hauv Kaiser Permanente es mus koom lwm yam kev npaj kho mob thaum twg los tau. Hu rau Health Care Options nyob rau ntawm **1-800-430-4263** (TTY **1-800-430-7077**) thiaj xaiv tau ib qho kev npaj tshiab. Koj hu tau Hnub Ib txog Hnub Tsib, 8 teev sawv ntxov txog 5 teev tsaus ntuj, lossis mus saib **www.healthcareoptions.dhcs.ca.gov** (ua Lus Askiv).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnub, 7 hnub tuaj ib lub lim tiam (tshwj yog cov hnub koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Yuav siv li 45 hnuv ua ntaub ntawv tas koj mam li tawm kiag hauv Kaiser Permanente. Yuav kawm paub seb Health Care Options tau tso cai rau koj lo lus thov no thaum twg, hu rau **1-800-430-4263** (TTY **1-800-430-7077**).

Yog tias koj xav tawm hauv Kaiser Permanente sai zog, koj thov tau Health Care Options kom lawv ua ntaub ntawv kom tas ceev zog. Yog tias koj lo lus thov kom ua ntaub ntawv ceev zog yog yam uas tso cai tau rau raws li cov cai, koj yuav txais tau ib tsab ntawv uas qhia koj tias tau muab koj tawm kiag.

Cov neeg uas twb txais tau kev pab lawm uas thov tau kom uas ntaub ntawv tawm kom ceev zog suav nrog rau cov nram qab no, tiamsis tseem muaj tau lawm tus thiab:

- Cov menyuam uas txais kev pab los ntawm cov khooskas Foster Care (Kev Coj Los Pab Tu Loj Hlob Ib Ntus) lossis Adoption Assistance Programs (Kev Pab Saws Coj Los Tu Loj Hlob)
- Cov tswv cuab uas yuav tau muaj cov kev pab tshwjxeeb, suav nrog rau cov uas yuav tau phais pauv khoom nruab nrog, tiamsis tseem muaj tau lwm tus ntxiv thiab
- Cov tswv cuab uas twb rau npe nkag tau rau lwm yam Medi Cal, Medicare lossis lwm yam kev npaj uas raug muab hwjxwm

Tej zaum koj thov tau kom tawm hauv Kaiser Permanente tim ntsej tim muag rau ntawm lub chav cheebtsam saib xyuas ib tsoom pejxeem kev noj qab haus huv. Mus nrhiav lub chav uas nyob ncaj ke ntawm koj tshaj plaws rau ntawm **www.dhcs.ca.gov/services/medical/Pages/CountyOffices.aspx** (ua Lus Askiv) lossis hu rau Health Care Options rau ntawm **1-800-430-4263** (TTY **1-800-430-7077**).

Cov menyuam kawm ntawv qib siab uas tsiv mus nyob ib lub cheebtsam tshiab

Yog koj tsiv mus nyob ib lub cheebtsam tshiab hauv California thiaj tau mus kawm ntawv qib siab, peb tsuas yuav duav cov kev kho mob rau thaum muaj mob kub ceev thiab muaj mob yam uas yuav tau tu sai nkaus xwb. Yeej muab cov kev pab kho mob kub ceev thiab yam uas yuav tau tu sai rau tag nrho cov uas rau npe nkag tau rau hauv Medi-Cal thoob lub xeev txawm tias nyob lub cheebtsam twg los xij.

Yog tias koj tau rau npe nkag tau rau hauv Medi-Cal thiab yuav mus kawm ntawv qib siab hauv lwm lub cheebtsam tshiab, koj tsis tas yuav rau npe thov kom tau Medi-Cal hauv lub cheebtsam ntawd. Koj tsis tas yuav thov kom tau Medi-Cal dua tshiab tsuav yog koj tseem tsis tau nto 21 xyoos, koj tsuas yog nyob lwm qhov ib ntus xwb thiab koj niam txiv tseem suav koj ntawm cov uas lawv tu loj hlob hauv lawv cov ntaub ntawv se.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Thaum koj mus nyob lwm qhov ib ntus xwb thiaj tau mus kawm ntawv qib siab, muaj ob yam uas koj xaiv ua tau. Koj ua tau li no:

- Qhia rau koj lub cheebtsam chav social services (kev saib xyuas ib tsoom pejxeem kev noj qab nyob zoo) uas ncaj ke tshaj plaws paub tias koj mus nyob lwm qhov ib ntus koj thiaj tau mus kawm ntawv qib siab es qhia rau lawv paub tias koj chaw nyob tshiab hauv cheebtsam tshiab yog dabtsi. Lub cheebtsam yuav muab cov ntaub ntawv kho es muab sau cia rau hauv lub Xeev qhov teev ntaub ntawv tias koj chaw nyob tshiab yog licas. Yog tias Kaiser Permanente Medi-Cal Plan tsis muaj chaw kho mob nyob hauv koj lub cheebtsam tshiab, koj yuav tau muab koj qhov kev npaj kho mob hloov kom yog ib yam uas mauj hauv lub cheebtsam tshiab. Yog tias muaj lus nug ntxiv thiab yuav kom ua ntaub ntawv rau npe nkag rau ib qho kev npaj kho mob tshiab tsis sej li, koj yuav tsum tiv tauj rau Health Care Options rau ntawm **1-800-430-4263** (TTY **1-800-430-7077**) lawv thiaj pab tau koj rau npe nkag.

LOSSIS

- Xaiv tsis txhob hloov koj qhov kev npaj kho mob thaum koj tsiv mus nyob lwm lub cheebtsam ib ntus thiaj tau kawm ntawv qib siab. Koj tsuas yuav txais tau kev tso cai mus nrhiav kev pab ntawm chav mob kub ceev lossis yam uas yuav tau tu sai nyob hauv lub cheebtsam tshiab. Yog yuav txais cov kev tu cuag ncu lossis kev pab uas niaj zaus txais los tiv thaiv, koj yuav tau mus ntsib cov nyob hauv Kaiser Permanente pab pawg nyob hauv thaj chaw Thajtsam Kaiser Permanente Medi-Cal Duav. Tiamsis tsis tas yuav ua li ntawd yog tias Kaiser Permanente Medi-Cal Plan muaj cov kws kho mob nyob hauv koj lub cheebtsam tshiab, li hais tas los no.

Txais kev tu kom cuag ncu

Yog tias koj tseem tabtom mus niaj zaum ntsib cov kws kho mob uas tsis nyob hauv pab pawg Kaiser Permanente, tej zaum koj tseem yuav ntsib tau lawv tsis pub ntev tshaj 12 hlis nyob ntawm seb koj muaj licas.

Tej zaum yuav tso cai rau koj mus ntsib tus kws kho mob sab nraum pab pawg twjywm yog tias muaj li nram qab no:

- Koj muaj ib tug mob ntawm sab siab ntsws es koj thiaj yuav tau txais tej yam kev pab uas peb yuav tau lav ris muab rau koj
- Tau kom koj hloov ntawm Covered California los mus koom Medi-Cal



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Koj yog ib tug Neeg Laus Thiab Cov Neeg Muaj Ib Qho Kev Ua Tsis Taus (Seniors and Persons with Disabilities) thiab koj muaj ib qho Daim Tso Cai Txais Kev Tu Yam Uas Them Tom Qab Tau Txais Kev Pab (Fee-For-Service Treatment Authorization Request)
- Koj twb mus ntsib ib tug Tus Kws Tshaj Lij Tu Tus Cwjpm (Behavioral Health Treatment) cuag ncu
- Koj tau thov DHCS rau kev tso cai txawm tias muaj tsis raws cai es lawv tsis tuajyeem
- Koj tseem tabtom noj los siv ib yam tshuaj uas tsuas yog ib lub tuam txhab muag xwb uas kws kho mob tau sau rau koj, thiab tau sau rau koj ua ntej kiag koj tau rau npe nkag lawm

Tej zaum koj kuj yuav tsimnyog ua li ntawd yog tias koj tseem tabtom txais kev tu rau tej yam kev mob nkeeg nram qab no ib yam twg:

- **Ib tug mob loj loj.** Tej zaum peb yuav duav cov kev pab no txog thaum tus mob loj loj ploj mus
- **Ib tug mob loj yam uas kav ntev.** Tej zaum peb yuav duav cov kev pab no txog thaum (1) tau 12 hlis txij thaum koj tau rau npe nkag rau hauv Kaiser Permanente; lossis (2) thawj hnuv tom qab ib qho kev tu tas lawm thaum yuav tsis phomsij muab kev tu tshais rau ib tug kws kho mob nyob hauv pab pawg, raws li Kaiser Permanente tau txiav txim tom qab tau nrog tus tswv cuab thiab tus kws kho mob sab nraum pab pawg tham thiab kom yog yam tsim nyog raws li cov kev ib txwm tu tus mob no raws li neeg tshaj lij pom zoo, qhov twg ua ntej tshaj plaws. Cov mob loj yam uas kav ntev lossis lwm yam mob uas phomsij, yog tias tej yam nram qab no ib yam thiaj muaj tseeb txog tus mob:
 - ♦ Pheej muaj tsis txawj ploj li
 - ♦ Nws haj yam phem tuaj zuj zus
 - ♦ Yuav tau tu cuag ncu mus ntxiv txog thaum tus mob tsis muaj tsos uas pom lossis thiaj tiv thaiv tau kom txhob haj yam phem tuaj
- **Kev xeeb menyuam (suav nrog rau kev tu thaum so).** Tej zaum peb yuav duav cov kev pab no thaum koj tseem tab tom xeeb menyuam thiab thaum koj tau so
- **Tus mob uas yuav caum cuag yus.** Tej zaum peb yuav duav cov kev pab no rau thaum tseem muaj mob. Cov kev mob nkeeg uas yuav caum cuag yus yog tej yam kev mob nkeeg uas kho tsis tau kom zoo thiab feem ntau yuav ua rau tag sim neej ua ntej tseem tsis tau dhau ib xyoos lossis sai dua



- **Kev tu cov menyuam yaus uas tsis tau nto 3 xyoos.** Tej zaum peb yuav duav cov kev pab no txog thaum (1) 12 hlis txij thaum koj tau rau npe nkag rau hauv Kaiser Permanente; lossis (2) hnuv uas tus menyuam nto peb xyoos, qhov twg ua ntej tshaj
- **Kev phais lossis lwm yam kev kho uas yog ib feem ntawm ib txojkev tu.** Yuav tsum yog kev tu no yog ib tug kws kho mob pom zoo ua thiab muab sau cia li ntawd tias yuav tsum tshwmsim hauv 180 hnuv txij hnuv uas pib duav koj yog tias koj yog ib tug Tswv cuab tshiab lossis 180 hnuv txij hnuv uas tus kws kho mob daim ntawv sib cog lus tau kawg

Yuav kawm seb koj puas tsim nyog txais tau kev pab los ntawm ib tug kws kho mob uas tsis nyob hauv pab pawg lossis xav kawm ntxiv, hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY 711).

Thaum ib tug kws kho mob tawm hauv Kaiser Permanente

Yog tias koj tus kws kho mob tsum tsis nrog Kaiser Permanente ua haujlwm ntxiv, tej zaum koj tseem yuav txais tau kev pab mus ntxiv ntawm tus kws kho mob ntawd. Ua li no thiaj tau txais kev pab cuag ncu.

Yog tias tau xa koj mus ntsib ib pab pawg kho mob lossis tsev kho mob uas muab lawv daim ntawv sib cog lus nrog peb tu nrho lawm, lossis koj nyob hauv 15 mais (miles) ib ncig ntawm ib lub tsev kho mob uas muab lawv daim ntawv sib cog lus nrog peb tu nrho lawm, peb yuav sau ntawv tuaj rau koj qhia li ntawd qhov tsawg kawg nkaus yog 60 hnuv ua ntej yuav tu (lossis sai li sai tau).

Yog tias koj txais cov kev pab uas duav los ntawm ib lub tsev kho mob hauv pab pawg lossis ib tug kws kho mob hauv pab pawg (lossis lwm cov kws kho mob) thaum peb daim ntawv sib cog lus nrog lawv tu lawm (tshwj yog tau ua txhaum ntawv sib cog lus thiaj tu), tej zaum koj tseem yuav txais tau tej yam kev pab los ntawm tus kws kho mob rau:

- **Ib tug mob loj loj.** Tej zaum peb yuav duav cov kev pab no txog thaum tus mob loj loj ploj mus
- **Ib tug mob loj yam uas kav ntev.** Tej zaum peb yuav duav cov kev pab no txog thaum (1) tau 12 hlis txij thaum tus kws kho mob daim ntawv sib cog lus tau tu; lossis (2) thawj hnuv tom qab ib qho kev tu tas lawm thaum yuav tsis phomsij muab koj kev tu tshais rau ib tug kws kho mob nyob hauv pab pawg, raws li Kaiser Permanente tau txiav txim tom qab tau nrog tus tswv cuab thiab tus kws kho mob sab nraum pab pawg tham thiab kom yog yam tsim nyog raws li cov kev ib txwm tu tus mob no raws li neeg tshaj lij pom zoo, qhov twg ua ntej tshaj plaws. Cov mob loj yam uas kav ntev lossis lwm yam mob uas phomsij, yog tias tej yam nram qab no ib yam thiaj muaj tseeb txog tus mob:



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- ◆ Pheej muaj tsis txawj ploj li
- ◆ Nws haj yam phem tuaj zuj zus
- ◆ Yuav tau tu cuag ncuu mus ntxiv txog thaum tus mob tsis muaj tsos uas pom lossis thiaj tiv thaiv tau kom txhob haj yam phem tuaj
- **Kev tu thaum tseem tab tom xeeb menyuum.** Tej zaum peb yuav duav cov kev pab no thaum koj tseem tab tom xeeb menyuum thiab thaum koj tau so
- **Tus mob uas yuav caum cuag yus.** Tej zaum peb yuav duav cov kev pab no rau thaum tseem muaj mob. Cov kev mob nkeeg uas yuav caum cuag yus yog tej yam kev mob nkeeg uas kho tsis tau kom zoo thiab feem ntau yuav ua rau tag sim neej ua ntej tseem tsis tau dhau ib xyoos lossis sai dua
- **Kev tu cov menyuum yaus uas tsis tau nto 3 xyoos.** Tej zaum peb yuav duav cov kev pab no txog thaum (1) 12 hlis txij thaum hnuv uas tus kws kho mob daim ntawv sib cog lus tau tu lawm; lossis (2) hnuv uas tus menyuum nto peb xyoos, qhov twg ua ntej tshaj
- **Kev phais lossis lwm yam kev kho uas yog ib feem ntawm ib txojkev tu.** Yuav tsum yog kev tu no yog ib tug kws kho mob pom zoo ua thiab muab sau cia li ntawd tias yuav tsum tshwmsim hauv 180 hnuv uas tus kws kho mob daim ntawv sib cog lus tau kawg

Kaiser Permanente yuav muab cov kev pab cuag ncuu yog tias:

- Koj qhov kev duav los ntawm Kaiser Permanente twb pib duav koj rau hnuv uas koj txais yam kev pab ntawd
- Koj txais kev pab los ntawm ib tug kws kho mob uas nws daim ntawv sib cog lus kawg rau hnuv uas tus kws kho mob teem cia yuav tu
- Tus kws kho mob sau ntawv tias yuav ua raws li cov ntsiab hauv daim ntawv sib cog lus thiab peb cov cai
- Cov kev pab yog ib yam kev kho uas yuav tau muaj xwb xwb thiab yog ib yam kev pab uas yuav tsum duav raws li Phau Ntawv Taw Qhia Tswv Cuab no qhia yog tias yog txais ntawm ib tug kws kho mob uas nyob hauv pab pawg
- Koj thov kom tau cov kev pab hauv 30 hnuv (lossis sai li sai tau) txij hnuv uas tus kws kho mob daim ntawv sib cog lus tau tu lawm

Kaiser Permanente yuav tsis muab cov kev pab cuag ncuu yog tias:

- Medi-Cal tsis duav cov kev pab no
- Koj tus kws kho mob tsis kam nrog Kaiser Permanente koom tes ua haujlwm ua ke. Koj yuav tau mus nrhiav kom tau ib tug kws kho mob tshiab

Yuav kawm ntxiv txog kev muab kev pab cuag ncuu thiab seb puas tsim nyog tau, hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Tej nuj nqis

Tej nuj nqis rau tswv cuab

Qhov Kaiser Permanente Medi-Cal Plan pab cov neeg uas tsim nyog txais tau Medi-Cal. Cov tswv cuab ntawm Kaiser Permanente Medi-Cal Plan tsis tas yuav them cov kev pab uas duav. Koj tsis tas yuav them cov nqi niaj hlis lav kev duav lossis cov nqi uas yuav tau them ua ntej yuav pib duav. Yuav tau ib daim ntawv teev cov kev pab uas peb duav, mus saib Tshooj 4 (“Cov kev duav thiab cov kev pab”).

Rau cov Tswv Cuab uas koom them ib feem ntawm cov nqi

Tej zaum koj yuav tau pab them mentsis ntawm cov nqi txhua hlis. Qhov uas koj yuav tau them npaum lidas nyob ntawm seb koj khwv nyiaj npaum lidas los thiab muaj lidas rau lidas. Txhua hlis koj yuav them koj cov nqi kho mob txog thaum qhov uas koj them yog npaum li koj li feem uas tau xam tias koj yuav tau lav. Tom qab ntawd, Kaiser Permanente yuav duav them koj cov nqi rau lub hlis ntawd. Kaiser Permanente yuav tsis duav them koj txog thaum koj them koj li feem uas koj yuav tau lav. Tom qab koj them koj li feem nqi uas koj yuav tau lav rau lub hlis, koj mus ntsib Kaiser Permanente cov kws kho mob ib tug twg los tau. Yog tias koj yog ib tug tswv cuab uas koom them ib feem, koj tsis tas yuav xaiv ib tug Thawj Kws Kho Mob (Primary Care Provider, PCP).

Peb them cov kws kho mob lidas

Kaiser Permanente them cov kws kho mob li no:

- Them ib pob nyiaj ua ntej
 - ♦ Tej tug kws kho mob mas peb them ib pob nyiaj rau lawv txhua lub hlis rau txhua tus tswv cuab. Qhov no hu tias pob nyiaj uas them ua ntej.
- Cov nqi uas them tom qab txais kev kho mob
 - ♦ Tej tug kws kho mob mas lawv ntsib pab Kaiser Permanente cov Tswv Cuab ces lawv mam xa daim sau nqi tuaj rau Kaiser Permanente rau cov kev pab uas lawv tau muab. Qhov no hu tias kev them nqi tom qab txais kev kho mob.

Yuav kawm ntxiv txog tias Kaiser Permanente them cov kws kho mob lidas, mus saib peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv) lossis hu rau **1-800-464-4000** (TTY **711**).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Kev thov Kaiser Permanente kom lawv them ib tug nqi

Yog tias koj txais tau ib daim ntawv sau nqi rau ib yam kev pab uas duav, hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY 711).

Yog tias koj tau them ib yam kev pab uas koj ntseeg tias Kaiser Permanente yuav tsum duav, koj teev tau ib daim sau nqi rov qab. Koj sau kom tas ib daim sau nqi rov qab es qhia tias yog vim licas koj ho tau them koj lawm. Hu rau **1-800-464-4000** lossis **1-800-390-3510** (TTY 711) es thov kom tau ib daim sau nqi rov qab. Kaiser Permanente yuav xyuas koj daim ntawv sau nqi rov qab seb puas yuav txiav txim muab koj cov nyiaj rov qab rau koj.

Yuav teev ib daim sau nqi rov qab lossis ua kom tau nyiaj rov qab, koj yuav tau ua li no:

- Sau kom tas ib daim sau nqi rov qab es xa tuaj rau peb sai li sai tau. Koj yuav txais daim sau nqi rov qab tau hauv istawnej li no:
 - ♦ Nyob rau hauv peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv)
 - ♦ Ntawm ib tug neeg twg ntawm Lub Chaw Pab Tswv Cuab tim ntsej tim muag rau ntawm ib lub Tsev Koom Qhov Kev Npaj thiab Cov Kws Kho Mob Koom Qhov Kev Npaj. Koj nrhiav tau cov chaw nyob rau hauv qhov teev cov tsev koom qhov kev npaj rau hauv peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv)
 - ♦ Hu rau Lub Chaw Pab Tswv Cuab rau ntawm **1-800-464-4000** lossis **1-800-390-3510** (TTY 711)
- Peb yuav zoo siab heev pab koj yog tias koj yuav tau muaj kev pab sau peb daim sau nqi rov qab
- Yog koj tau them cov kev pab twg, koj yuav tau xa cov ntawv sau nqi thiab cov ntawv povthawj tias tau them (receipts) los ntawm tus kws kho mob sab nraum pab pawg nrog rau daim sau nqi rov qab
- Yog koj xav kom peb them tus kws kho mob sab nraum pab pawg rau cov kev pab twg, koj yuav tsum xa cov ntawv sau nqi los ntawm tus kws kho mob sab nraum pab pawg nrog rau daim sau nqi rov qab. Yog tias tom qab ntawd koj txais cov ntawv sau nqi los ntawm tus kws kho mob sab nraum pab pawg, thov hu rau lub chaw pab tswv cuab rau ntawm **1-800-390-3510** (TTY 711) thiaj txais tau kev pab
- Koj yuav tau xa daim sau nqi rov qab tuaj rau peb sai li sai tau tom qab koj txais kev pab



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Yuav tau xa daim sau nqi rov qab thiab cov ntawv sau nqi lossis receipt tuaj rau:

Kaiser Permanente
Claims Administration - NCAL
P.O. Box 12923
Oakland, CA 94604-2923



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

3. Yuav ua licas thiaj txais tau kev tu

Thaum txais cov kev pab tu

THOV UA ZOO NYEEM COV LUS QHIA NRAM QAB NO XWV KOJ THIAJ YUAV PAUB TIAS KOJ TXAIS TAU KEV PAB LOS NTAWM PAB PAWG KWS KHO MOB TWG.

Cov lus qhia txog cov kev duav hauv Phau Ntawv Taw Qhia Tswv Cuab no yog cuam tshuam rau thaum koj txais kev kho mob hauv koj Thaj Tsam Nyob. Koj Thaj Tsam Nyob yog Kaiser Permanente Thaj Tsam uas koj nyob. Koj Thaj Tsam Nyob yog California Sab Qaum Teb thiab tau sau li ntawd rau ntawm Phau Ntawv Taw Qhia Tswv Cuab no thiab rau ntawm koj Kaiser Permanente Daim Npav ID. Yog koj mus rau tom lwm Thaj Tsam Kaiser Permanente, tsuas yuav duav koj txais kev pab kho mob kub ceev lossis kev pab kho mob sai. Yuav kawm ntxiv txog koj Thaj Tsam Nyob, mus saib peb daim ntawv teev cov kws kho mob cia rau ntawm [kp.org/facilities](https://www.kp.org/facilities) (ua Lus Askiv) lossis hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY 711).

Koj pib txais tau kev pab kho mob hnuv uas pib duav koj. Ntawm no mus yog Kaiser Permanente cov cai ua cov ntsiab lus loj thiab yog rho los ntawm Kaiser Permanente thiab Lub Chav Saib Xyuas Ib Tsoom Pejxeem Cov Kev Kho Mob (Department of Health Care Services, DHCS) daim ntawv sib cog lus.

Koj yuav tsum nqa koj daim npav Kaiser Permanente ID thiab koj daim Medi-Cal Daim Npav Txheeb Xyuas Thiaj Tau Txais Kev Pab (Benefits Identification Card, BIC) nrog nraim koj tas li. Yeej yuav tsum tsis txhob cia lwm tus siv koj daim Kaiser Permanente ID lossis BIC card ib zaug li.

Kaiser Permanente muab cov kev pab rau cov Tswv Cuab los ntawm Kaiser Permanente pab pawg kws kho mob. Lawv koom tes ua haujlwm ua ke thiaj muab tau kev pab tu zoo heev rau koj. Thaum koj xaiv los mus koom Kaiser Permanente, twb yog koj xaiv txais kev tu los ntawm peb qhov khooskas tu mob. Yuav kawm seb Kaiser Permanente cov kws kho mob nyob qhov twg, mus saib peb lub vevxaij rau ntawm [kp.org/facilities](https://www.kp.org/facilities) (ua Lus Askiv).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm [kp.org](https://www.kp.org) (ua Lus Askiv)

Cov tswv cuab tshiab yuav tsum xaiv ib tug thawj kws kho mob (primary care provider, "PCP") uas nyob hauv pab pawg Kaiser Permanente thiab nyob hauv qhov Thajtsam Kaiser Permanente Medi-Cal Duav. Koj yuav tau xaiv ib tug PCP ua ntej tseem tsis tau dhau 30 hnuv txij thaum koj tau ua ib tug Tswv Cuab nrog Kaiser Permanente. Yog koj tsis xaiv ib tug PCP, peb yuav xaiv ib tug rau koj.

Koj yuav tsum xaiv ib tug PCP uas nyob rau ntawm Kaiser Permanente ib lub tsev kho mob twg nyob hauv qhov Thajtsam Kaiser Permanente Medi-Cal Duav. Koj xaiv tib tug PCP lossis xaiv lwm tus PCP rau txhua tus nyob hauv tsev neeg los tau nyob hauv qhov Kaiser Permanente Medi-Cal Plan.

Yog koj muaj ib tug kws kho mob uas koj xav mus ntsib twjywm, lossis koj xav nrhiav kom tau ib tug PCP tshiab, koj mus saib hauv Phau Teev Cov Kws Kho Mob los tau. Nws teev tseg tag nrho cov PCP hauv Kaiser Permanente pab pawg. Phau Teev Cov Kws Kho Mob nws muaj lwm cov lus qhia ntxiv pab tau koj xaiv ib tug PCP. Yog tias koj xav tau Phau Teev Cov Kws Kho Mob, hu rau **1-800-464-4000** (TTY 711). Koj kuj yuav nrhiav tau Phau Teev Cov Kws Kho Mob nyob rau ntawm peb lub vevxaij **kp.org/facilities** (ua Lus Askiv).

Yog tias koj nrhiav tsis tau kev pab uas koj yuav tau muaj los ntawm ib tug kws kho mob nyob hauv Kaiser Permanente pab pawg, koj tus PCP yuav tau thov Pab Permanente Medical Group ("The Medical Group") kom lawv tso cai xa koj mus ntsib ib tug kws kho mob sab nraum pab pawg. Koj tsis tas yuav muaj kev tso cai thiaj tau mus ntsib ib tug kws kho mob sab nraum pab pawg yog yuav txais cov kev pab tej yam uas tej zaum ua rau mentsis txaj muag thiab yuav piav ntxiv txog qhov no nyob hauv lub ntsiab "Kev pab yam uas tej zaum ua rau mentsis txaj muag" tom ntej no nyob hauv tshooj no.

Nyeem kom tas tshooj no thiaj tau nyeem ntxiv txog cov PCP, Phau Teev Cov Kws Kho Mob thiab cov pab pawg kho mob.

Thawj qhov kev soj ntsuam kev noj qab nyob zoo ("IHA")

Kaiser Permanente pom zoo kom, ua ib tug tswv cuab, koj yuav tsum mus ntsib koj tus PCP tshiab ua ntej tseem tsis tau dhau 120 hnuv thiaj tau ua kom tas thawj qhov kev soj ntsuam kev noj qab nyob zoo (Initial health assessment, "IHA"). Lub homphiaj ntawm qhov IHA yog pab koj tus PCP kawm tias koj keebkwm kho mob thiab tej yam uas koj yuav tau muaj yog licas. Tej zaum koj tus PCP yuav nug koj ib co lus txog koj tej keebkwm kho mob lossis tej zaum yuav hais kom koj sau kom tas ib daim soj ntsuam. Koj tus PCP kuj yuav qhia koj txog cov kev kawm txog cov kev kho mob thiab cov chav kawm uas tej zaum yuav pab tau koj.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Thaum koj hu tuaj teem koj qhov IHA, qhia rau tus neeg uas teb xovtooj tias koj yog ib tug tswv cuab ntawm Kaiser Permanente. Qhia tias koj tus lej ntaub ntawv kho mob Kaiser Permanente yog lics.

Nqa koj daim npav BIC thiab koj daim npav Kaiser Permanente ID, thiab koj daim npav muaj koj tus duab mus rau koj lub sijhawm teem cia. Nws kuj yog ib lub tswvyim zoo rau koj nqa ib daim ntawv teev koj cov tshuaj thiab ib daim uas sau cia cov lus uas koj xav nug mus rau koj lub sijhawm teem cia. Npaj siab nrog koj tus PCP tham txog tej yam uas koj yuav tau muaj thiaj noj qab nyob zoo thiab tej yam uas koj txhawj.

Ua zoo hu rau koj tus PCP lub chaw ua haujlwm yog koj yuav tuaj txog lig lossis mus tsis tau koj lub sijhawm teem cia.

Kev niaj zaum kuaj mob

Kev niaj zaum kuaj mob yog qhov uas txais kev kho mob cuag ncu. Qhov no suav nrog rau kev tu tiv thaiv, uas kuj hu tias kev tu kom noj qab nyob zoo. Nws pab tau koj noj qab nyob zoo thiab tiv thaiv tau kom txhob kis mob los. Kev tu tiv thaiv suav nrog rau kev niaj zaum kuaj, kev kawm txog kev kho mob, thiab kev pab tswvyim. Ntxiv rau kev tu tiv thaiv, kev niaj zaum kuaj suav nrog rau kev tu koj thaum muaj mob. Kaiser Permanente duav cov kev niaj zaum kuaj los ntawm koj tus PCP.

Koj tus PCP yuav:

- Ua tag nrho cov kev niaj zaum kuaj rau koj, suav nrog rau kev kuaj cuag ncu, cov koob tshuaj txhaj, cov kev kho, cov tshuaj sau thiab cov tswvyim kho mob
- Khaws koj cov ntaub ntawv kho mob
- Xa koj mus ntsib cov tshaj lij, yog tias yuav tau ua li ntawd
- Txib kom thaj cov duab X-ray, cov kev thaj lub mis thiab cov kev kuaj ntshav kuaj zis yog tias yuav tau ua li ntawd

Thaum koj yuav tau muaj cov kev niaj zaum kuaj, koj hu tau rau koj lub Tsev Koom Qhov Kev Npaj ncaj ke lossis teem ib lub sijhawm tuaj ntsib hauv istawnej. Yuav nrhiav tau cov xovtooj hu teem sijhawm, thov mus saib phau ntawv teev cov tsev kho mob rau hauv peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv). Yuav thov kom teem ib lub sijhawm tuaj ntsib, mus saib peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv).

Yog muaj ib qho xwm txheej kub ceev, hu rau **911** lossis mus rau lub chav mob kub ceev uas ze tshaj plaws.

Yuav kawm ntxiv txog cov kev kho thiab cov kev pab uas peb duav, nyeem Tshooj 4 ("Cov nqi thiab cov kev pab") nyob hauv Phau Ntawv Taw Qhia Tswv Cuab no.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Kev kho mob sai

Kev kho mob sai **tsis yog** yuav siv rau kev kho mob kub ceev lossis thaum muaj teebmeem txov tau txojtia. Nws yog rau thaum yuav tiv thaiv kev puas loj rau kev kaj huv thaum txawm muaj mob tamsid, raug tsoo lossis ib qho teebmeem uas koj muaj cov nyom tuaj. Cov lub sijhawm teem cia rau kev kho mob sai yuav tsum tshwmsim ua ntej tseem tsis tau dhau 48 teev. Yog koj nyob sab nraum thaj tsam rau qhov Kaiser Permanente Medi-Cal Plan, tej zaum yuav duav cov kev pab kho mob sai. Kev kho mob sai yog thaum mob khaub thuas lossis mob caj pas, kub taub hau, mob qhov ntsej lossis ntxee leeg lossis kev pab pojniam xeeb menyuam.

Yuav tau kev pab kho mob sai, hu rau **1-866-454-8855** (TTY **711**) thiab nrog ib tug kws tshaj lij tu mob tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam).

Yog tias koj yuav tau muaj kev kho mob sai sab nraum koj thaj tsam, mus rau lub tsev kho mob sai uas nyob ze tshaj plaws. Koj tsis tas yuav muaj kev tso cai ua ntej. Yog tias koj tawm lub tebchaws United States es mus ncig lwm lub es koj yuav tau muaj kev kho mob sai, Medi-Cal yuav tsis them koj cov kev tu.

Yog tias qhov kev tu sai yog ntsig txog ib qho teebmeem ntawm sab siab ntsws lossis kev nyuaj siab, tiv tauj rau lub cheebtsam qhov Cov Kev Npaj Kho Mob Ntawm Siab Ntsws (Mental Health Plans) tus xovtooj dawb uas qheb 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam. Yuav nrhiav tau tag nrho cov cheebtsam cov xovtooj dawb hauv istawnej, mus saib <http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx> (ua Lus Askiv).

Peb tsis duav cov kev tu taug qab los ntawm cov kws kho mob sab nraum pab pawg tom qab koj tsis tas yuav muaj Kev Kho Mob Sai, tshwj yog cov twj kho mob uas duav. Yog tias koj yuav tau muaj cov twj kho mob uas sib cuam tshuam nrog rau koj Kev Kho Mob Sai, koj tus kws kho mob sab nraum pab pawg yuav tau txais kev tso cai ntawm peb.

Kev Kho Mob Kub Ceev

Yuav tau kev kho mob kub ceev, hu rau **911** lossis mus rau lub chav mob kub ceev (Emergency Room, ER) uas ze tshaj plaws. Yuav tau kev kho mob kub ceev, koj **tsis tas** yuav muaj kev tso cai (kev tso lus) ua ntej ntawm peb.

Kev kho mob kub ceev yog siv rau cov kev mob nkeeg kub ceev. Nws yog rau ib tug mob lossis kev raug mob uas ib tug neeg uas tsis yog ib tug kws kho mob uas paub npaum li luag tej txog kev kho mob thiab tshuaj yuav paub tau tias, yog koj tsis mus nrhiav kev pab tamsid, koj kev noj qab nyob zoo (lossis koj tus menyuam nruab thiab) yuav yog yam phomsij, lossis lub cev li peevxwm, lossis ib yam nruab nrog lossis ib feem ntawm lub cev yuav raug tau puas loj loj. Muab ua pivtxwv li no:



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Thaum tab tom muaj mob plab yug menyuam
- Pob txha lov
- Hnov mob loj, thiab hajyam kub ceev yog tias hnov ntawm lub hauv siab
- Raug kub hnyiab sab
- Qaug tshuaj
- Tsous muag
- Los ntshav hlob
- Mob ntawm sab siab ntsws yam uas kub ceev

Tsis txhob mus lub chav mob kub ceev (ER) rau tej kev niaj zaum kuaj. Koj yuav tsum txais tej kev niaj zaum kuaj los ntawm koj tus PCP, vim nws paub koj zoo tshaj plaws. Yog tias koj tsis paub zoo xyov puas yog ib qho kub ceev, hu rau koj tus PCP. Koj kuj hu tau **1-866-454-8855 (TTY 711)** thiab nrog ib tug kws tshaj lij tu mob tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam).

Yog tias koj yuav tau muaj kev tu thaum koj tsis nyob tsev, mus rau lub chav mob kub ceev uas nyob ze tshaj plaws (ER), txawm tias nws tsis nyob hauv Kaiser Permanente pab pawg. Yog koj mus rau ib lub ER, thov kom lawv hu rau Kaiser Permanente. Koj lossis lub tsev kho mob loj uas koj mus nkag mus pw yuav tsum hu rau Kaiser Permanente ua ntej tseem tsis tau dhau 24 teev txij thaum koj txais kev kho mob kub ceev. Yog mus ncig lwm qhov sab nraum lub tebchaws uas tsis yog Canada lossis Mexico es koj yuav tau muaj kev kho mob kub ceev, Kaiser Permanente yuav **tsis** duav koj cov kev tu.

Yog tias koj yuav tau muaj kev pab thauj thaum mob kub ceev, hu rau **911**. Koj tsis tas yuav thov kev tso cai ntawm koj tus PCP lossis Kaiser Permanente ua ntej koj yuav mus lub ER.

Yog tias koj yuav tau txais kev tu nyob hauv ib lub tsev kho mob sab nraum pab pawg tom qab koj mob kub ceev lawm (kev tu kom nyob xwm yeem), lub tsev kho mob loj yuav hu rau Kaiser Permanente.

Nco ntsoov: Txhob hu rau **911** tsuas yog koj mob kub ceev xwb. Yuav tsum mus nrhiav kom tau kev kho mob kub ceev thaum koj mob kub ceev xwb, tsis yog thaum yuav tau muaj tej kev niaj zaum kuaj xws li thaum muaj mob me me xws li mob khaub thuas lossis mob caj pas. Yog tias muaj mob kub ceev, hu rau **911** lossis mus rau lub chav mob kub ceev uas ze tshaj plaws.



Kev tu tom qab kom nyob xwm yeem

Kev tu tom qab kom nyob xwm yeem yog cov kev pab uas yuav tau muaj xwb xwb nyob hauv lub tsev kho mob (suav nrog rau lub ER) uas koj txais tom qab tus kws kho mob uas tu koj kuaj pom tias koj tus mob kub ceev xwm yeem lawm. Kev tu tom qab kom nyob xwm yeem suav nrog rau cov twj kho mob (Durable Medical Equipment, DME) tsuas yog muaj raws li tej yam nram qab no:

- Lub twj DME yog yam uas duav raws li Phau Ntawv Taw Qhia Tswv Cuab
- Lub DME yog yam uas koj yuav tau muaj xwb xwb tom qab tso koj tawm hauv tsev kho mob
- Lub DME sib cuam tshuam nrog rau cov kev tu mob kub ceev uas koj tau txais nyob hauv lub tsev kho mob

Yuav kawm ntxiv txog cov twj kho mob uas duav raws li Phau Ntawv Taw Qhia Tswv Cuab no, mus saib lub ntsiab "Cov Twj Kho Mob" nyob hauv Tshooj 4 ("Cov nqi uas duav thiab cov kev pab") nyob hauv Phau Ntawv Taw Qhia Tswv Cuab no.

Peb duav cov kev tu kom nyob xwm yeem los ntawm ib tug kws kho mob sab nraum pab pawg tsuas yog peb tso cai rau nws lossis yog yam uas yuav tau duav raws li kev cai lijchoj. Tus kws kho mob uas tu koj yuav tau kev tso cai ua ntej los ntawm peb ua ntej peb yuav them kev tu tom qab kom nyob xwm yeem.

Yuav tau kev tso cai ua ntej rau koj txais kev tu tom qab kom nyob xwm yeem los ntawm ib tug kws kho mob sab nraum pab pawg, tus kws kho mob yuav tsum hu peb rau ntawm **1-800-225-8883 (TTY 711)**. Lawv kuj hu tau rau tus xovtooj ntawm koj daim npav Kaiser Permanente ID sab nram qab. Tus kws kho mob yuav tsum hu tuaj rau peb ua ntej koj txais cov kev pab no.

Thaum tus kws kho mob hu tuaj, peb yuav nrog tus kws kho mob uas tu koj tham txog koj tus mob. Yog peb txiav txim tias koj yuav tau muaj cov kev pab tu tom qab kom nyob xwm yeem, peb yuav duav cov kev pab uas tau tso cai rau. Qee zaum, peb yuav nrhiav kev rau ib tug kws kho mob nyob hauv pab pawg tu koj.

Yog peb txiav txim tias ib lub tsev kho mob loj, ib lub tsev tu mob, lossis lwmm tus kws kho mob muab kev tu, tej zaum peb yuav tso cai thauj koj mus rau lub chaw ntawd yam uas yuav tau muaj xwb xwb xwv koj thiaj ntsib tau tus kws kho mob ntawd. Tej zaum qhov no kuj yuav suav nrog rau kev thauj mus los tshwj xeeb uas feem ntau lub sijhawm peb yuav tsis duav.

Koj yuav tsum nug tus kws kho mob seb peb tau tso cai rau kev tu (nrog rau kev thauj mus los) licas. Peb tsuas duav cov kev pab lossis kev thauj mus los uas peb tau tso cai rau. Yog koj thov thiab txais cov kev pab uas tsis duav, tej zaum peb yuav tsis them tus kws kho mob rau tej yam kev pab no.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev tu uas tej zaum ua rau mentsis txajmuag

Tus hluas uas tsis tau nto kaum yim xyoo tso cai tau txais cov kev pab

Yog koj tsis tau nto 18 xyoo, koj mus ntsib tau ib tug kws kho mob tsis tas yuav muaj kev tso cai ntawm koj niam txiv lossis tus saib xyuas koj rau tej yam kev tu no:

- Kev kho ntawm sab siab ntsws (tsuas yog cov hluas muaj 12 xyoos rov saud xwb) rau:
 - ♦ Kev raug yuam ua dev ua npua lossis raug luag ntaus
 - ♦ Thaum tej zaum koj yuav txov koj tus kheej lossis lwm tus
- Kev xeeb menyuam
- Kev npaj yug los tsis yug menyuam/tshuaj tiv thaiv kev xeeb menyuam (tshwj yog kev ua kom xeeb tsis tau kiag li)
- Thaum raug luag yuam ua dev ua npua, suav nrog rau raug txhom
- Kev tiv thaiv/kuaj/tu HIV/AIDS (tsuas yog cov hluas uas tsis tau nto kaum yim xyoo uas muaj 12 xyoos rov saud xwb)
- Kev Kev tiv thaiv/kuaj/tu tej kev mob kas cees (tsuas yog cov hluas uas tsis tau nto kaum yim xyoo uas muaj 12 xyoos rov saud xwb)
- Kev tu kev siv yeeb tshuaj thiab dej cawv yuam kev (tsuas yog cov hluas uas tsis tau nto kaum yim xyoo uas muaj 12 xyoos rov saud xwb)

Tus kws kho mob lossis lub tsev kuaj mob tsis tas yuav yog ib lub hauv pab pawg Kaiser Permanente thiab koj tsis tas yuav kom koj tus PCP ua ntawv xa koj mus txais cov kev pab no ua ntej. Yuav tau kev pab nrhiav ib tug kws kho mob thiaj txais tau cov kev pab no, koj hu tau rau **1-800-464-4000 (TTY 711)**. Koj kuj hu tau rau **1-866-454-8855 (TTY 711)** thiaj nrog ib tug kws tshaj lij tu mob tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam).

Cov hluas uas tsis tau nto kaum yim xyoo nrog ib tug sawv cev tham tau txog lawv tej kev txhawj ntawm sab kev noj qab nyob zoo yog lawv hu rau **1-866-454-8855 (TTY 711)** es nrog ib tug kws tshaj lij tu mob tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam).

Cov kev pab rau cov laus uas tej zaum ua rau mentsis txajmuag

Koj ua ib tug laus mas tej zaum koj yuav tsis xav mus ntsib koj tus PCP rau cov kev tu uas yog tej yam uas tej zaum ua rau mentsis txaj muag. Yog muaj li ntawd, koj xaiv mus ntsib tus kws kho mob twg los tau rau cov hom kev tu no:

- Kev npaj yug los tsis yug menyuam
- Kev kuaj HIV/AIDS
- Tej kev mob kas cees



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Tus kws kho mob lossis lub tsev kuaj mob tsis tas yuav yog ib feem ntawm Kaiser Permanente pab pawg. Koj tsis tas yuav kom koj tus PCP ua ntawv xa koj mus txais cov kev pab no ua ntej. Yuav tau kev pab nrhiav ib tug kws kho mob thiaj txais tau cov kev pab no, koj hu tau rau **1-800-464-4000** (TTY **711**). Koj kuj hu tau **1-866-454-8855** (TTY **711**) thiab nrog ib tug kws tshaj lij tu mob tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam).

Cov ntawv qhia ua ntej tias xav kho mob licas fajseeb

Daim ntawv qhia ua ntej tias xav kho mob licas fajseeb yog ib daim ntawv lijchoj. Nyob rau ntawm daim no koj sau qhia tau tias koj xav kho mob licas fajseeb yog tias koj hais tsis tau lus lossis tsis zoo txiav txim yav tom ntej. Koj kuj sau qhia tau tias koj **tsis** xav tau kev tu licas. Koj kuj tsa tau lwm tus, xws li koj tus txij nkawm, los ua tus txiav txim rau koj yog tias koj ua tsis tau.

Koj nrhiav tau daim ntawv qhia ua ntej tias xav kho mob licas fajseeb rau ntawm Kaiser Permanente Cov Tsev Koom Qhov Kev Npaj tsis tsub nqi rau koj li. Kuj muaj cov ntawv no nyob rau tom cov khw muag tshuaj, tsev kho mob loj, chaw kws lijchoj, thiab chaw kws kho mob. Tej zaum koj yuav tau them daim ntawv no yog tias koj tsis txais ntawm peb. Koj kuj theej tawm tau daim ntawv tsis tsub nqi rau koj li ntawm peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv). Koj thov tau koj tsev neeg, tus PCP lossis lwm tus uas koj tso siab tau kom lawv pab koj sau daim ntawv.

Koj muaj cai kom lawv muab koj daim ntawv qhia ua ntej tias xav kho mob licas fajseeb tso rau hauv koj qhov ntaub ntawv kho mob. Koj muaj cai muab koj daim ntawv qhia ua ntej tias xav kho mob licas fajseeb hloov thaum twg los tau.

Koj muaj cai yuav kawm tau txog tias cov cai uas tswj txog cov ntawv qhia ua ntej tias xav kho mob licas fajseeb tau hloov licas. Kaiser Permanente yuav qhia koj paub tias lub xeev tau muab cov cai no hloov licas tsis pub ntev dua 90 hnuv tom qab tau raug muab hloov lawm.

Yuav txais tau cov kev pab tu qhov twg

Koj yuav txais feem ntau koj cov kev tu los ntawm koj tus PCP. Koj tus PCP yuav ua tus niaj zaum kuaj koj cuag ncuu (kev tu koj noj qab nyob zoo). Koj kuj yuav mus ntsib koj tus PCP rau thaum koj muaj mob. Ua zoo hu rau koj tus PCP ua ntej koj txais kev kho mob twg uas tsis kub ceev. Koj tus PCP yuav ua ntaub ntawv xa koj mus ntsib cov kws tshaj lij kho ib yam twg yog tias koj yuav tau muaj yam kev pab ntawd.

Yuav kawm seb Kaiser Permanente cov kws kho mob nyob qhov twg, mus saib peb lub vevxaij rau ntawm **kp.org/facilities** (ua Lus Askiv).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Yuav tau kev pab teb koj cov lus nug, koj kuj hu tau rau **1-866-454-8855** (TTY 711) thiaj nrog ib tug kws tshaj lij tu mob tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam).

Yog tias koj yuav tau txais kev kho sai, hu rau koj tus PCP. Kev kho mob sai yog yam uas koj yuav tau tu ua ntej tseem tsis dhau 48 teev, tiamsis tsis yog mob kub ceev. Nws yog tu tej yam xws li mob khaub thuas, mob caj pas, kub taub hau, mob qhov nstej lossis ntxee leeg.

Yog muaj ib qho xwm txheej kub ceev, hu rau **911** lossis mus rau lub chav mob kub ceev uas ze tshaj plaws.

Thaum tsis tuaj yeem ua ib yam vim siab tsis kheev tim txojkev ntseeg

Ib co kws kho mob lub siab tsis kheev lawv muab qee yam kev pab vim lawv tej kev ntseeg. Qhov no txhais tias lawv muaj cai tias **yuav tsis** muab qee yam kev pab yog tias lub siab tsis kheev tim tej kev ntseeg. Yog tias koj tus kws kho mob ho pab tsis tau licas vim lub siab tsis kheev vim nws txojkev ntseeg, nws yuav pab tau koj nrhiav kom tau lwm tus kws kho mob uas yuav pab tau koj li ntawd. Kaiser Permanente kuj pab tau koj nrhiav kom tau ib tug kws kho mob. Yog tias koj yuav tau muaj kev pab nrhiav kom tau dua ib tug kws kho mob, hu rau **1-800-464-4000** (TTY 711).

Ib txhia tsev kho mob thiab tej tug kws kho mob tsis muab tej yam kev tu li qhia nram qab no uas koj qhov kev npaj yeej duav thiab koj lossis koj tsev neeg ib tug yuav tau muaj: Kev npaj yug los tsis yug menyuam; kev pab kom tsis txhob xeeb menyuam, suav nrog rau kev tiv thaiv kom txhob xeeb yam uas kub ceev; kev ua kom txhob xeeb tau menyuam, suav nrog rau kev muaj hlab zuas qe khi thaum lub sijhawm yug kiag menyuam thiab kev txais menyuam; kev pab rau qhov uas xeeb tsis tau menyuam; lossis kev rho menyuam. Koj yuav tsum kawm kom paub ntxiv ua ntej koj rau npe nkag. Hu rau koj tus kws kho mob, pab pawg kho mob, lossis tsev kuaj mob, lossis hu rau qhov kev npaj rau ntawm **1-800-464-4000 (TTY 711) thiaj tso siab tau tias koj yuav txais tau cov kev pab kho mob uas koj yuav tau muaj.**

Phau Teev Cov Kws Kho Mob

Kaiser Permanente Phau Teev Cov Kws Kho Mob teev tseg cov kws kho mob uas koom Kaiser Permanente pab pawg. Pab pawg no yog pab kws kho mob uas nrog Kaiser Permanente koom tes ua haujlwm ua ke.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Kaiser Permanente Cov Ntawv Teev Cov Kws Kho Mob teev tseg cov tsev thiab kws kho mob uas nyob hauv Kaiser Permanente pab pawg. Phau Teev Cov Kws Kho Mob kuj qhia txog cov tsev kho mob loj, cov tsev kuaj mob, cov PCP, cov kws kho mob tshwjxeeb, cov Federally Qualified Health Centers, cov Rural Health Clinics uas koom tes nrog Kaiser Permanente pab pawg.

Phau Teev Cov Kws Kho Mob qhia cov npe, cov chaw nyob, cov lej xovtooj, cov sijhawm uas qhib ua lag luam, thiab tias lawv hais tej yam lus twg. Nws qhia koj seb tus kws kho mob twg puas txais cov neeg mob tshiab. Nws kuj qhia txog tias yoojyim npaum licas nkag rau hauv lub tsev, xws li chaw nres tshab, cov kev ntxhab nce, cov ntaiv muaj pas tuav, thiab cov chav dej muaj qhov rooj dav thiab tus pab tuav.

Koj kuj yuav nrhiav tau Phau Teev Cov Kws Kho Mob nyob rau ntawm **kp.org/facilities** (ua Lus Askiv).

Yog tias koj xav tau Phau Teev Cov Kws Kho Mob ua ib phau uas muab luam tawm, hu rau **1-800-464-4000** (TTY **711**).

Pab pawg kho mob

Pab pawg kws kho mob no yog ib pab kws kho mob, tsev kho mob loj, thiab lwm cov kws tu mob uas nrog Kaiser Permanente koom tes ua haujlwm ua ke. Koj yuav txais koj cov kev pab uas duav no los ntawm Kaiser Permanente pab pawg.

Kaiser Permanente yog ib qho kev npaj kho mob uas raug muab hwjxwm. Thaum koj xaiv los mus koom Kaiser Permanente, twb yog koj xaiv txais kev tu los ntawm peb qhov khooskas tu mob. Koj yuav tau txais feem ntau ntawm koj cov kev pab los ntawm Kaiser Permanente pab pawg kws kho mob.

Yog tias koj tus kws kho mob nyob hauv pab pawg, suav nrog rau tus PCP, lub tsev kho mob loj lossis lwm tus kws tu mob, ho tsis kam muab ib yam kev pab twg rau koj vim tias nws lub siab tsis kheev vim nws txojkev ntseeg, xws li kev pab npaj yug los tsis yug menyuam lossis kev rho menyuam, hu rau **1-800-464-4000** (TTY **711**). Saib Tshooj 4 (“Cov nqi uas duav thiab cov kev pab”) thiaj kawm tau ntxiv txog qhov uas ua tsis tau vim siab tsis kheev vim txojkev ntseeg.

Yog tias koj tus kws kho mob ho pab tsis tau licas vim lub siab tsis kheev vim nws txojkev ntseeg, nws pab tau koj nrhiav kom tau lwm tus kws kho mob uas yuav pab tau koj li ntawd. Kaiser Permanente kuj pab tau koj nrhiav kom tau ib tug kws kho mob.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Nyob hauv pab pawg

Koj yuav mus ntsib cov kws kho mob nyob hauv Kaiser Permanente pab pawg rau cov kev kho mob uas koj yuav tau muaj. Koj tus PCP yuav ua tus niaj zaum kuaj koj cuag ncuab thiab muab kev pab tiv thaiv kom txhob muaj mob. Koj kuj yuav ntsib tau cov kws tshaj lij kho ib yam twg, cov tsev kho mob loj, thiab lwm cov kws tu mob nyob hauv Kaiser Permanente pab pawg.

Yuav tau ib Phau Teev Cov Kws Kho Mob nyob hauv pab pawg, hu rau **1-800-464-4000 (TTY 711)**. Koj kuj yuav nrhiav tau Phau Teev Cov Kws Kho Mob nyob rau hauv istawnej rau ntawm **kp.org/facilities** (ua Lus Askiv).

Yuav tau kev kho mob kub ceev, hu rau **911** lossis mus rau lub chav mob kub ceev uas ze tshaj plaws.

Koj yuav tau thov kom tau kev tso cai ntawm Kaiser Permanente ua ntej koj yuav mus ntsib ib tug kws kho mob sab nraum Kaiser Permanente pab pawg tshwj yog yuav mus txais kev kho mob kub ceev, kev kho mob sai, lossis kev pab tu tej yam uas tej zaum ua tau rau mentisis txaj muag. Yog koj tsis tau kev tso cai ua ntej es koj tseem mus ntsib ib tug kws kho mob sab nraum pab pawg thiab tsis yog yuav mus txais kev kho mob kub ceev, kev kho mob sai, lossis kev pab tu tej yam uas tej zaum ua tau rau mentisis txaj muag, tej zaum koj yuav tau them cov kev pab uas koj txais ntawm tus kws kho mob uas sab nraum pab pawg ntawd. Cov kws kho mob Kaiser Permanente uas sab nraum koj Thaj Tsam Nyob yog kws kho mob sab nraum pab pawg.

Sab nraum pab pawg lossis Sab Nraum koj Thaj Tsam Nyob

Cov kws kho mob uas sab nraum pab pawg yog cov uas tsis tau nrog Kaiser Permanente ua ntawv sib cog lus ua haujlwm ua ke.

Koj yuav tau kev tso cai ua ntej (kev tso lus ua ntej) koj mus ntsib ib tug kws kho mob sab nraum pab pawg kho mob, tshwj yog:

- Kev Kho Mob Kub Ceev
- Kev kho mob sai
- Cov kev tu uas tej zaum ua rau mentisis txajmuag

Yog koj tsis tau kev tso cai ua ntej, tej zaum koj yuav tau them cov kev pab uas txais los ntawm cov kws kho mob sab nraum pab pawg. Yuav kawm ntxiv txog kev kho mob kub ceev, kev kho mob sai, thiab kev tu tej yam uas tej zaum ua rau mentisis txaj muag, mus saib cov ntsiab lus ntawd hauv tshooj no.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Yog tias muaj ib yam kev kho mob uas koj yuav tau muaj xwb xwb uas yog yam uas Medi-Cal duav tiamsis ho nrhiav tsis tau hauv pab pawg Kaiser Permanente, peb yuav tso cai rau thiab xa koj mus ntsib ib tug kws kho mob sab nraum pab pawg koj thiaj txais tau cov kev pab ntawd.

Yog tias koj yuav tau muaj kev pab ntsig txog ib yam kev pab sab nraum pab pawg, nrog koj tus PCP tham, lossis hu rau **1-800-464-4000** (TTY **711**).

Yog koj nyob sab nraum Thajtsam Kaiser Permanente Medi-Cal Duav thiab yuav tau muaj kev pab uas tsis yog kev kho mob kub ceev lossis kev kho mob sai, hu rau **1-866-454-8855** (TTY **711**) thiab nrog ib tug kws tshaj lij uas muaj ntawv povthawj txawj ua haujlwm tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam). Yog tias koj tawm lub tebchaws United States es mus ncig lwm lub es koj yuav tau muaj kev kho mob sai, Medi-Cal yuav tsis them koj cov kev tu.

Yuav tau kev kho mob kub ceev, hu rau **911** lossis mus rau lub chav mob kub ceev uas ze tshaj plaws. Kaiser Permanente duav cov kev kho mob kub ceev uas txais sab nraum pab pawg. Yog tias koj mus ncig tebchaws Canada lossis Mexico es koj yuav tau muaj kev pab kho mob kub ceev yam uas koj yuav tau pw tsev kho mob loj, Kaiser Permanente yuav duav koj cov kev tu no. Yog mus ncig lwm lub tebchaws uas tsis yog Canada lossis Mexico es koj yuav tau muaj kev kho mob kub ceev, Kaiser Permanente yuav tsis duav koj cov kev tu.

Yog koj muaj lus nug txog cov kev pab uas txais tau ntawm cov kws kho mob sab nraum pab pawg lossis sab nraum koj Thaj Tsam Nyob, hu rau **1-800-464-4000** (TTY **711**).

Cov kws kho mob

Koj yuav xaiv ib tug kws kho mob lossis tus thawj kws kho mob (PCP) los ntawm Kaiser Permanente Phau Teev Cov Kws Kho Mob. Tus PCP uas koj xaiv yuav tsum yog ib tug uas nrog peb koom tes ua haujlwm ua ke. Qhov no yog txhais tias nws nyob hauv Kaiser Permanente pab pawg. Yuav tau Kaiser Permanente Phau Teev Cov Kws Kho Mob, hu rau **1-800-464-4000** (TTY **711**).

Koj kuj yuav tsum hu yog koj xav nug seb tus PCP puas txais cov neeg mob tshiab.

Yog tias koj twb muaj ib tug kws kho mob uas koj niaj zaum mus ntsib ua ntej koj tau ua ib tug tswv cuab ntawm Kaiser Permanente, tej zaum koj tseem yuav mus ntsib tau nws twjywm rau ib ntus. Qhov no hu tias qhov uas txais kev tu cuag ncu. Koj nyeem tau ntiv txog kev txais kev kho mob cuag ncu no nyob hauv Phau Taw Qhia Tswv Cuab no. Yuav kawm ntiv, hu rau **1-800-464-4000** (TTY **711**).

Yog tias koj yuav tau mus ntsib ib tug kws tshaj lij kho ib yam twg, koj tus PCP yuav xa koj mus ntsib ib tug nyob hauv Kaiser Permanente pab pawg.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Nco ntsoov tias yog koj tsis xaiv ib tug PCP, peb yuav xaiv ib tug rau koj. Koj yog tus uas paub tias koj ho yuav tau muaj dabtsi rau koj cov kev kho mob, yog li, yuav zoo dua yog tias koj xaiv koj. Yog tias koj muaj Medicare thiab Medi-Cal tibs, koj tsis tas yuav xaiv ib tug PCP.

Yog tus koj xav muab koj tus PCP hloov rau lwm tus, koj yuav tau xaiv ib tug PCP nyob hauv Kaiser Permanente Phau Teev Cov Kws Kho Mob. Ua zoo xyuas seb tus PCP puas txais cov neeg mob tshiab. Yuav kawm tias yuav ua licas xaiv lossis hloov tus PCP, thov mus saib peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv), lossis hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Koj kuj yuav nrhiav tau phau teev cov kws kho mob cov uas Koom Qhov Kev Npaj nyob rau ntawm peb lub vevxaij **kp.org/facilities** (ua Lus Askiv).

Cov tsev kho mob loj

Yog muaj ib qho xwm txheej kub ceev, hu rau **911** lossis mus rau lub tsev kho mob loj uas ze tshaj plaws.

Yog tias nws tsis yog ib yam kev mob kub ceev es koj yuav tau txais kev tu hauv tsev kho mob loj, koj tus PCP yuav txiav txim xa koj mus rau lub tsev kho mob loj twg. koj yuav tau mus rau tom lub tsev kho mob loj uas nyob hauv pab pawg. Tau muab cov tsev kho mob loj nyob hauv Kaiser Permanente pab pawg teev tseg hauv Phau Teev Cov Kws Kho Mob.

Tus Thawj Kws Kho Mob ("PCP")

Koj yuav tau xaiv ib tug PCP ua ntej tseem tsis tau dhau 30 hnuv txij thaum tau rau npe nkag Kaiser Permanente.

Koj mus saib tau peb cov kws kho mob thiab lawv piav mentsis txog lawv tus kheej rau ntawm **kp.org/facilities** (ua Lus Askiv) thiaj pab tau koj xaiv ib tug kws kho mob zoo rau koj. Koj mam li pom tau tias cov kws kho mob twg thiaj tseem txais cov neeg mob tshiab thiab xaiv ib tug uas phim tej yam uas koj yuav tau muaj.

Cov neeg laus xaiv tau ib tug kws kho mob ntawm

- Kev kho mob rau cov neeg laus
- Kev kho mob rau tsev neeg
- Cov kws tshaj lij kho pojniam thiab pojniam xeeb menyuum (OB/Gyn) uas The Permanente Medical Group ("Medical Group") suav tias ua tau PCP



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov niam txiv xaiv tau ib tug kws kho mob ntawm cov kho mob rau cov menyuam/hluas lossis ib tug kws kho mob rau tsev neeg (rau cov menyuam tsis tau nto 18 xyoo) los ua lawv tus menyuam tus PCP.

Txhua tus hauv tsev neeg uas raug duav mas nyias xaiv tau nyias li kws kho mob rau lawv tus kheej. Nyob ntawm seb tus kws kho mob yog hom twg, tiamsis tej zaum koj xaiv tau tib tug PCP rau tag nrho koj tsevneeg cov uas yog Tswv Cuab ntawm Kaiser Permanente.

Koj kuj xaiv tau mus txais kev tu los ntawm ib lub Federally Qualified Health Center ("FQHC"), ib lub Indian Health Service Facility ("IHF"), lossis ib lub Rural Health Clinic ("RHC") nyob hauv peb pab pawg nyob hauv qhov Thajtsam Kaiser Permanente Medi-Cal Duav . Koj yuav tau xaiv ib tug kws kho mob FQHC lossis RHC los ua koj tus PCP. Cov chaw kho mob no nyob hauv cov chaw uas tsis muaj ntau yam kev pab tu mob.

Yog koj tsis xaiv ib tug PCP ua ntej tseem tsis tau dhau 30 hnuv txij thaum rau npe nkag, peb yuav xaiv ib tug rau koj PCP.

Koj hloov los xaiv lwm tus kws kho mob Kaiser Permanente thaum twg los tau, txawm yog tim lidas los xij. Koj hloov pauv kws kho mob thaum twg los tau rau ntawm **kp.org** (ua Lus Askiv) lossis koj hu tau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**).

Koj tus PCP yuav:

- Kawm seb koj tej keebkwm kho mob thiaj tej yam kev kho mob uas koj yuav tau muaj ho yog lidas
- Khaws koj cov ntaub ntawv kho mob
- Niaj zaum kuaj koj thiaj muab cov kev pab tiv thaiv koj mob rau koj uas koj yuav tau muaj
- Xa koj mus ntsib ib tus tshaj lij, yog tias yuav tau ua li ntawd
- Npaj rau koj mus txais kev tu tom lub tsev kho mob loj yog tias koj yuav tau muaj

Koj mus saib Phau Teev Cov Kws Kho Mob thiaj nrhiav tau ib tug PCP nyob hauv pab pawg Kaiser Permanente. Phau Teev Cov Kws Kho Mob muaj ib daim teev cov kws kho mob uas nrog Kaiser Permanente koom tes ua haujlwm ua ke.

Koj nrhiav tau Phau Teev Cov Kws Kho Mob hauv istawnej nyob rau ntawm **kp.org/facilities** (ua Lus Askiv). Lossis koj thov tau kom xa ib Phau Teev Cov Kws Kho Mob tuaj rau koj yog tias hu rau **1-800-464-4000** (TTY **711**).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Kev xaiv kws kho mob lossis lwm tus kws tu mob

Koj yog tus uas paub tias koj ho yuav tau muaj dabtsi rau koj cov kev kho mob, yog li, yuav zoo dua yog tias koj xaiv tus koj PCP koj.

Qhov zoo tshaj yog mus ntsib tib tug PCP tas li ua li tus ntawd thiaj paub tias koj yuav tau muaj cov kev tu mob licas. Tiamsis, yog tias koj xav hloov mus ntsib lwm tus PCP tshiab, koj hloov thaum twg los tau. Koj yuav tau xaiv ib tug PCP nyob hauv pab pawg Kaiser Permanente thiab tseem tab tom txais cov neeg mob tshiab.

Koj hloov los xaiv lwm tus kws kho mob Kaiser Permanente thaum twg los tau, txawm yog tim licas los xij. Koj hloov pauv kws kho mob thaum twg los tau rau ntawm **kp.org** (ua Lus Askiv) lossis koj hu tau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**).

Tej zaum peb yuav thov kom koj hloov koj tus PCP yog tus PCP tsis txais cov neeg mob tshiab, tau tawm peb pab pawg lossis tsis tu cov neeg mob uas muaj hnuv nyoog li koj. Peb los yog koj tus PCP tej zaum yuav thov kom koj hloov mus ntsib ib tug PCP tshiab yog tias koj nrog tus PCP tsis sib haum lossis tsis sib raug zoo, los yog koj qhaj lossis tuaj lig rau koj cov sijhawm teem cia mus ntsib. Yog peb yuav tau hloov koj tus PCP, peb yuav sau ntawv tuaj rau koj.

Cov sijhawm teem cia thiab thaum tuaj ntsib

Thaum koj yuav tau muaj kev tu mob:

- Hu rau koj tus PCP
- Npaj txhij yuav qhia koj tus lej ntaub ntawv kho mob Kaiser Permanente (nyob rau ntawm koj daim npav Kaiser Permanente ID) rau lawv thaum koj hu
- Tso xov qhia koj lub npe thiab tus xovtooj yog tias lub chav tsis qhib
- Nqa koj daim npav BIC, koj daim npav Kaiser Permanente ID, thiab koj daim npav ID muaj koj tus duab mus rau koj lub sijhawm teem cia
- Thov kom tau kev thauj mus koj lub sijhawm teem cia, yog tias xav tau
- Thov kom tau kev pab txhais lus, yog tias yuav tau muaj
- Tuaj rau koj lub sijhawm teem cia ncav sijhawm
- Hu qhia tamsid yog tias koj tuaj tsis tau lossis yuav tuaj txog lig
- Npaj koj cov lus nug thiab cov lus qhia txog tshuaj kom txhij fajseeb

Yog tias muaj mob kub ceev, hu rau **911** lossis mus rau lub chaw mob kub ceev uas ze tshaj plaws.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Kev them nqi

Koj **tsis** tas yuav them cov kev pab uas peb duav. Feem ntau koj yuav tsis txais ib daim sau nqi los ntawm ib tug kws kho mob. Tej zaum koj yuav txais ib daim Piav Cov Kev Duav Nqi (Explanation of Benefits, “EOB”) lossis ib daim qhia tias tau them nqi licas los ntawm Kaiser Permanente. Cov EOB thiab cov ntawv qhia tias tau them nqi licas tsis yog cov ntawv sau nqi.

Yog koj txais ib daim sau nqi, hu rau **1-800-464-4000 (TTY 711)**. Qhia rau peb paub tias tus nqi uas tsub yog licas, hnuv uas tau txais kev pab thiab yog vim licas koj ho txais daim sau nqi. Koj tsis tas yuav lav cov nqi es them ib tug kws kho mob rau cov nqi uas Kaiser Permanente tshuav rau cov kev pab uas duav ib yam twg.

Koj yuav tau kev tso cai ua ntej (kev tso lus ua ntej) koj mus ntsib ib tug kws kho mob sab nraum pab pawg kho mob, tshwj yog:

- Kev Kho Mob Kub Ceev
- Kev kho mob sai
- Cov kev tu uas tej zaum ua rau mentsis txajmuag

Yog koj tsis tau kev tso cai ua ntej, tej zaum koj yuav tau them cov kev pab uas txais los ntawm cov kws kho mob sab nraum pab pawg. Yuav kawm ntxiv txog kev kho mob kub ceev, kev kho mob sai, thiab kev tu tej yam uas tej zaum ua rau mentsis txaj muag, mus saib cov ntsiab lus ntawd hauv tshooj no.

Yog tias muaj ib yam kev kho mob uas koj yuav tau muaj xwb xwb uas yog yam uas Medi-Cal duav tiamsis ho nrhiav tsis tau hauv pab pawg Kaiser Permanente, peb yuav tso cai rau thiab xa koj mus ntsib ib tug kws kho mob sab nraum pab pawg koj thiaj txais tau cov kev pab ntawd.

Yog koj txais ib daim sau nqi lossis raug thov kom koj them tus nqi nrog thaum lub sijhawm mus ntsib kiag es koj ntseeg tias koj tsis tas yuav them, koj kuj teev tau ib daim sau nyiaj rov qab. Koj yuav tau sau ntawv tuaj qhia tias yog vim licas koj tau raug them yam khoom ntawd lossis yam kev pab ntawd. Peb yuav nyeem koj daim sau nqi rov qab es mam txiav txim koj puas yuav tau nyiaj rov qab. Koj nrhiav tau daim sau nqi rov qab hauv istawnej rau ntawm **kp.org** (ua Lus Askiv). Koj kuj hu tau rau chaw pab tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Peb yuav zoo siab heev pab koj yog tias koj yuav tau muaj kev pab sau peb daim sau nqi rov qab.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Kev xa mus ntsib lwm tus kws kho mob

Koj tus PCP yuav muab ib daim xa koj mus ntsib lwm tus es xa koj mus ntsib ib tug kws tshaj lij kho ib yam twg yog koj yuav tau muaj. Ib tug kws tshaj lij kho ib yam twg yog ib tug kws kho mob uas tau mus kawm kom paub ntxiv txog ib sab kev kho mob twg. Koj tus PCP yuav nrog koj koom tes ua ke xaiv ib tug kws tshaj lij kho ib yam twg. Koj tus PCP lub chaw ua haujlwm pab tau koj teem sijhawm mus ntsib tus kws tshaj lij kho ib yam twg.

Cov kws tshaj lij kho ib yam twg uas yuav tau kev tso cai xa mus ntsib ua ntej suav nrog rau:

- Kev Phais
- Kev kho pob txha thiab pob qij txha
- Kev kho plawv
- Kev kho mob kheesxaws
- Kev kho tawv nqaij
- Kev ua exawxais kom ib ce rov tuaj zog, kom rov ua taus haujlwm, thiab xyaum hais lus

Thiab, koj tus PCP yuav tau xa koj mus ntsib cov kws tshaj lij tu autism ua ntej koj yuav txais tau kev pab ntawm cov kws tshaj lij tu autism.

Yog tias koj muaj ib tug mob uas yuav tau txais kev tu tshwjxeeb mus ntev, tej zaum koj yuav tau muaj ib daim xa koj mus ntsib mus ntev thiab. Qhov no yog txhais tias koj rov mus ntsib tib tug tshaj lij kho ib yam twg mus ntev ntau zaum es koj tsis tas yuav muaj ib daim xa koj mus ntsib txhua zaum.

Yog tias nyuaj rau koj tau ib daim xa koj mus ntsib mus ntev lossis koj xav tau Kaiser Permanente tsab cai ntsig txog kev xa neeg mob mus ntsib lwm tus kws kho mob, hu rau **1-800-464-4000** (TTY **711**).

Koj tsis tas yuav muaj ib daim xa koj mus ntsib cov no:

- Tus PCP
- Cov kws kho cov laus, tag nrho tsev neeg, thiab cov menyuam yaus
- Cov kws tshaj lij txiav tsom iav, kho mob ntawm sab siab ntsws, thiab tu kev siv yeeb tshuaj thiab dej cawv yuam kev
- Cov kws saib xyuas kev xeeb menyuam/pojniam
- Thaum yuav tau muaj kev kho mob sai lossis kev kho mob kub ceev
- Cov kev tu rau cov neeg laus rau tej yam uas tej zaum ua tau rau yus txaj muag, xws li kev tu tom qab raug txhom



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Kev npaj muaj los tsis muaj menyuam (yuav kawm ntxiv, hu rau California Kev Pab Qhia Thiab Xa Mus Ntsib Cov Tshaj Lij Pab Npaj Muaj Los Tsis Muaj Menyam [Family Planning Information and Referral Service] rau ntawm **1-800-942-1054**)
- Kev kuaj thiab pab tswvym ntsig txog HIV/AIDS (tsuas yog cov hluas uas tsis tau nto kaum yim xyoo uas muaj 12 xyoos rov saud xwb)
- Kev tu tej kev mob kas cees (tsuas yog cov hluas uas tsis tau nto kaum yim xyoo uas muaj 12 xyoos rov saud xwb)
- Kev hno koob dim pa
- Cov kev pab tu kotaw
- Cov kev pab nyom pob qij txha (chiropractic services)

Cov tsis tau nto kaum yim xyoo tsis tas yuav muaj ib daim xa mus ntsib cov no:

- Kev pab kho ntawm sab siab ntsws (tsuas yog cov hluas muaj 12 xyoos rov saud xwb) rau:
 - ♦ Kev raug yuam ua dev ua npua lossis raug luag ntaus
 - ♦ Thaum tej zaum koj yuav txov koj tus kheej lossis lwm tus
- Kev tu thaum xeeb menyuam
- Thaum raug luag yuam ua dev ua npua, suav nrog rau raug txhom
- Kev pab tu kev siv yeeb tshuaj thiab dej cawv yuam kev (tsuas yog cov hluas uas tsis tau nto kaum yim xyoo uas muaj 12 xyoos rov saud xwb)

Txawm tias tsis tas yuav muaj ib daim xa mus ntsib lossis kev tso cai ua ntej thiaj txais tau kev pab ntawm cov kws kho mob no feem ntau, tej zaum yuav tau muaj ib daim xa mus ntsib rau thaum muaj li no:

- Tus kws kho mob yuav tau muaj kev tso cai ua ntej rau tej yam kev pab
- Tus kws kho mob tej zaum yuav tau xa koj mus ntsib ib tug kws tshaj lij uas tau kawm txog koj tus mob lossis qhov teebmeem

Kev tso cai ua ntej

Rau tej yam kev tu, koj tus PCP lossis tus kws tshaj lij yuav tau thov kev tso cai ntawm The Permanente Medical Group ua ntej koj txais kev tu. Qhov no hu tias kev thov kom tau kev tso cai ua ntej. Qhov no yog txhais tias Medical Group yuav tau ua zoo xyuas seb kev tu no puas yog yam uas yuav tau muaj tiag tiag.



Yuav suav tias kev tu yog yam uas yuav tau muaj tiag tiag yog tias nws yog yam uas yuav tau muaj thiaj ceev tau koj txojtsia, yuav tiv thaiv kom txhob mob loj tuaj lossis muaj ib qho kev ua tsis taus, lossis txo qhov mob loj los ntawm qhov uas kuaj pom lossis tu ib tug mob, ib yam kev kho mob, lossis qhov uas raug mob.

Tej yam nram qab no yog tej yam kev pab uas yuav tau muaj kev tso cai ua ntej txhua zaum:

- Cov twj kho mob
- Tej khoom tu qhov to tso quav thiab kev tso zis
- Cov kev pab uas txais tsis tau ntawm cov kws kho mob nyob hauv pab pawg
- Kev phais pauv khoom nruab nrog
- Cov Kev Pab Sab Nraum Pab Pawg, suav nrog rau kev pw tsev kho mob loj (tshwj yog cov kev pab tu yam uas tej zaum ua rau mentsis txaj muag)

Yuav tau ib daim teev tag nrho cov kev pab uas yuav tau muaj kev tso cai ua ntej, thiab cov cai uas siv los txiav txim tso cai, thov mus saib peb lub vevxaij rau ntawm **kp.org/UM** (ua Lus Askiv) lossis hu rau lub chaw pab tswv cuab **1-800-464-4000** (TTY 711).

Koj tsis tas yuav muaj kev tso cai ua ntej rau kev pab kho mob kub ceev, kev kho mob sai, lossis kev tu tej yam uas tej zaum ua rau mentsis txaj muag, txawm tias koj txais sab nraum pab pawg kho mob los xij. Qhov no suav nrog rau qhov uas mob plab yuav yug menyuum thiab thaum yug menyuum, yog tias koj xeeb menyuum.

Koj yuav tau muaj kev tso cai ua ntej rau qee yam kev kho mob. Raws li Health and Safety Code Section (Txoj Cai Tswj Txog Kev Noj Qab Nyob Zoo Thiab Kev Nyab Xeeb Ntu) 1367.01(h)(1), The Permanente Medical Group ("Medical Group") yuav txiav txim txog cov kev thov kom tau kev tso cai yam uas tsis kub ceev hauv 5 hnuv ua haujlwm pib thaum Medical Group txais cov lus qhia uas nws yuav tau muaj thiaj zoo txiav txim.

Yog tias tau thov kom tso cai es tus kws kho mob qhia lossis tus kws sawv cev rau Medical Group pom tias tos ntev li ntawd yuav yog yam phomsij heev rau koj txojtsia lossis txojkev noj qab nyob zoo lossis qhov peevxwm ncav kom cuag, ceev, lossis rov muaj kev nyob kom zoo li zoo tau, Medical Group yuav txiav txim tas kom ceev zog. Peb yuav qhia kom paub kom sai li tsim nyog rau koj tus mob thiab tsis pub dhau 72 teev tom qab tau txais lo lus thov kom tso cai rau cov kev pab.

Kaiser Permanente tsis them cov uas xyuas kom lawv txiav txim tias tsis tuaj yeem duav lossis tsis tuaj yeem pab. Yog tias Medical Group tsis tso cai rau lo lus thov, peb yuav xa koj ib tsab ntawv Cov Lus Qhia Txog Kev Txiaiv Txim (Notice of Action, "NOA"). Tsab ntawv NOA no yuav qhia tias koj yuav teev tau ib daim qhia tias tsis txaus siab lics yog koj tsis pom zoo rau kev txiav txim.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Peb yuav tiv tauj koj yog tias Medical Group yuav tau muaj cov lus qhia ntxiv lossis sijhawm ntxiv thiaj xyuas tau koj lo lus thov no.

Mus Ntsib Tus Kws Kho Mob Thib Ob

Tej zaum koj uav xav mus ntsib tus kws kho mob thib ob txog kev tu uas koj tus kws kho mob tias koj yuav tau muaj lossis txog qhov uas kuaj pom tias muaj mob lics lossis yuav tsum tu lics. Piv xam li, tej zaum koj yuav xav mus ntsib tus kws kho mob thib ob yog koj tsis tshua tso siab rau ib yam kev tu lossis phais uas txib rau koj txais, lossis koj twb sim tu raws li tau npaj tseg es ho tsis pab.

Yuav tau mus ntsib tus kws kho mob thib ob, hu rau koj tus PCP. Koj tus PCP xa tau koj mus ntsib ib tug kws kho mob nyob hauv pab pawg uas tsim nyog kuaj koj tus mob seb nws xav lics. Koj kuj hu tau rau **1-800-464-4000** (TTY **711**) thiaj pab tau koj teem sijhawm mus ntsib ib tug hauv pab pawg kho mob.

Peb yuav them yog mus ntsib tus kws kho mob thib ob yog tias koj lossis koj tus kws kho mob hauv pab pawg thov kom ua li ntawd thiab tus kws kho mob thib ob ntawd nyob hauv pab pawg. Koj tsis tas yuav muaj kev tso cai ua ntej mam mus ntsib tus kws kho mob thib ob.

Yog tias tsis muaj ib tug kws kho mob thib ob nyob hauv pab pawg Kaiser Permanente rau koj mus ntsib, peb yuav them rau koj mus ntsib tus kws kho mob thib ob sab nraum pab pawg. Yog tias tsis muaj ib tug kws kho mob nyob hauv pab pawg uas tsim nyog kuaj koj tus mob, lub chaw pab tswv cuab yuav pab koj teem sijhawm mus ntsib ib tug kws kho mob sab nraum pab pawg thiaj tau nrog nws sab laj. Peb yuav qhia koj hauv 5 hnuv ua lag luam seb puas tso cai rau koj mus ntsib tus kws kho mob thib ob uas koj tau xaiv tseg. Yog tias koj muaj ib yam kev mob nkeeg yam uas kav ntev, uas loj lossis phem heev, lossis ntsib ib yam dabtsi uas yuav txov tau koj kev kaj huv tamsid, suav nrog rau, thiab tseem muaj tau ntxiv tshaj, ib feem loj ntawm lub cev lossis ib yam uas lub cev ua tau, peb yuav txiav txim ua ntej tseem tsis tau dhau 72 teev.

Yog peb tsis tuaj yeem tso cai koj mus ntsib tus kws kho mob thib ob, koj teev tau daim tsis txaus siab. Yuav kawm ntxiv txog kev tsis txaus siab, mus saib Tshooj 6 (“Kev Qhia Txog Thiab Daws Tebmeem”) nyob hauv Phau Taw Qhia Tswv Cuab no.

Cov kws tshaj lij tu pojniam

Koj mus ntsib ib tug kws tshaj lij tu pojniam hauv pab pawg rau cov kev tu uas duav xwv thiaj tau cov kev niaj zaum kuaj pojniam thiab cov kev pab tiv thaiv kom txhob muaj mob los tau. Koj tsis tas yuav muaj ib daim xa mus ntsib los ntawm koj tus PCP ua ntej.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Yuav tau kev pab nrhiav ib tug kws tshaj lij tu pojniam, koj hu tau rau **1-800-464-4000** (TTY **711**). Koj kuj hu tau **1-866-454-8855** (TTY **711**) thiab nrog ib tug kws tshaj lij tu mob tham (24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam).

Txais kev tu tsis sej ntev

Hom Kev Teem Sijhawm Tuaj Ntsib	Yuav Tau Teem Sijhawm Tuaj Ntsib Tsis Pub Ntev Tshaj
Cov sijhawm kho mob sai (tsis tas yuav muaj kev tso cai ua ntej thaum teem sijhawm kho mob sai)	48 teev
Cov sijhawm tuaj ntsib thawj tus kws kho mob yam uas tsis kho sai	10 hnuv ua lag luam
Tus kws tshaj lij kho ib yam twg yam uas tsis tas yuav kho sai	15 hnuv ua lag luam
Tus kws tshaj lij tu ntawm sab siab ntsws (tsis yog kws kho mob)	10 hnuv ua lag luam
Cov sijhawm tuaj txais cov kev pab uas pab kws kho mob kuaj pom lossis tu qhov uas raug mob, muaj ib tug mob, lossis lwm yam teebmeem	15 hnuv ua lag luam
Lub sijhawm tos tham nrog ib tug ntawm lub chaw pab tswv cuab thaum lub sijhawm qhib ua lag luam	10 nathis
Kev sablaj seb tus mob puas yog yam phomsij – muaj kev pab no 24/7	Cov kev pab 24/7 – Tsis pub ntev tshaj 30 nathis
Kev pab tu thaum xub xeeb menyuam	10 hnuv ua lag luam

Yog koj xum tos ntev mentsis mam mus ntsib rau lub sijhawm uas zoo dua rau koj lossis xwv thiaj tau ntsib tus kws kho mob hauv Kaiser Permanente uas koj xaiv tseg, peb yuav saib taus qhov ntawd. Qee zaum, koj yuav tau tos ib nyuag ntev zog qhov uas sau cia yog tias tus kws tshaj lij tu mob txiav txim tias qhov uas mus ntsib ib nyuag ntev zog yuav tsis txov koj li kev noj qab haus huv.

Cov cai uas siv rau kev teem sijhawm tsis yog cuam tshuam txog cov kev pab tiv thaiv kom txhob muaj mob. Tej zaum koj tus kws kho mob yuav hais kom teem sijhawm txais cov kev pab tiv thaiv kom txhob muaj mob nyob ntawm seb koj yuav tau muaj lics. Cov cai no kuj tsis cuam tshuam rau kev niaj zaum tuaj ntsib taug kev rau tus mob uas kav ntev lossis cov ntawv xa mus ntsib ib tug kws tshaj lij kho mob mus ntev.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev pab txhais lus

Yog koj yuav tau muaj kev pab txhais lus thaum koj hu peb lossis thaum koj txais cov kev pab uas duav, thov qhia peb paub. Muaj cov kev pab txhais lus, nrog rau cov kev pav txhais lus piav tes, thaum tag nrho cov teev uas qhib ua lag luam uas koj tsis tas yuav them li. Peb yeej tsis pom zoo siv cov menyuam tsis tau nto kaum yim xyoo lossis cov txheeb ze txhais lus. Yuav kawm ntiv txog cov kev pab txhais lus uas peb muab, thov hu rau peb lub chaw pab tswv cuab.

Lub sijhawm siv mus los thiab yuav tau mus hov deb thiaj txais tau kev tu

Kaiser Permanente yuav tau ua raws li cov cai haujsim rau lub sijhawm siv mus los thiab yuav tau mus hov deb thiaj txais tau kev tu. Cov cai no pab tso siab tias koj yuav txais tau kev pab tsis tas yuav siv sijhawm ntau mus los lossis mus kev deb dhau ntawm koj qhov chaw nyob thiaj txais tau kev pab. Cov cai haujsim rau lub sijhawm siv mus los thiab yuav tau mus hov deb yeej txawv rau txhua qhov nyob ntawm seb koj nyob cheebtsam twg.

Yog tias peb muab tsis tau kev tu rau koj raws li cov cai haujsim rau lub sijhawm siv mus los thiab yuav tau mus hov deb, ces tej zaum yuav siv lwm cai hu tias lwm yam cai txhawb kev txais kev tu. Yuav saib cov cai haujsim rau lub sijhawm siv mus los thiab yuav tau mus hov deb rau koj chaw nyob, thov mus saib **kp.org** (ua Lus Askiv). Koj kuj hu tau rau lub Chaw Pab Tswv Cuab rau ntawm **1-800-464-4000** (TTY **711**).

Yog tias koj yuav tau txais kev tu ntawm ib tug kws tshaj lij lossis ib tug kws kho mob nyob deb ntawm koj chaw nyob, koj hu tau rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**) thiaj tau kev pab nrhiav ib tug kws tshaj lij uas nyob ze zog koj. Yog tias peb nrhiav tsis tau ib tug kws tshaj lij nyob ze zog, koj thov tau kom txais kev pab thauj koj mus ntsib ib tug kws tshaj lij txawm tias tus kws tshaj lij ntawd nyob deb ntawm koj chaw nyob. Yuav suav tias nyob deb yog tias koj mus ntsib tsis tau tus kws tshaj lij ntawd hauv lub sijhawm luv li cov cai haujsim rau lub sijhawm siv mus los thiab yuav tau mus hov deb hom tseg, txawm tias muaj lwm txoj cai txhawb kev txais kev tu rau koj tus ZIP Code.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

4. Cov kev duav nqi thiab cov kev pab

Koj qhov kev npaj duav tej yam twg

Ntu no piav txog tag nrho koj cov kev pab uas raug duav ua ib tug tswv cuab ntawm Kaiser Permanente. Koj cov kev pab uas duav yeej dawb rau koj yog tias yog yam uas yuav tau muaj xwb xwb thiab yog muab los ntawm ib tug kws kho mob hauv pab pawg. Tej zaum yuav muaj qee zaum uas peb tuaj yeem duav kev kho mob rau tej yam as yuav tau muaj xwb xwb los ntawm ib tug kws kho mob sab nraum pab pawg. Koj yuav tau thov kom tau kev tso cai ntawm peb ua ntej yog tus kws kho mob sab nraum pab pawg tsis yog tu tej yam uas ua tau rau yus txaj muag, mob kub ceev lossis mob uas yuav tau tu sai. Yuav suav tias kev tu yog yam uas yuav tau muaj tiag tiag yog tias nws yog yam uas yuav tau muaj thiaj ceev tau koj txoj sia, yuav tiv thaiv kom txhob mob loj tuaj lossis muaj ib qho kev ua tsis taus, lossis ua rau qhov mob loj ntaug los ntawm qhov uas kuaj pom lossis tu ib tug mob, ib yam kev kho mob, lossis qhov uas raug mob.

Koj yuav tau txais feem ntau ntawm koj cov kev pab los ntawm Kaiser Permanente pab pawg kws kho mob. Tsuas pub koj txais cov kev pab nram qab no xwb los ntawm cov kws kho mob sab nraum pab pawg:

- Kev tu rau ntawm ib lub tsev kho mob Indian Health Service
- Cov kev thauj neeg mob kub ceev mus los
- Cov kev tu mob kub ceev thiab cov kev tu tom qab kom nyob xwm yeem
- Cov kev npaj kev muaj los tsis muaj tub ki
- Cov kev kho mob yam uas tu sai sab nraum koog
- Kev xa mus ntsib kws kho mob sab nraum pab pawg kho mob
- Qee yam kev pab uas tej zaum mentsis txajmuag tham txog

Peb muab cov kev pab no:

- Kev pab tu sab nraum tsev kho mob loj (uas mus tsev tib hnuv ntawd)
- Cov kev pab mob kub ceev
- Kev tu kom txhob txom nyem thiab txo cov tsos mob



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Kev pw tsev kho mob loj
- Kev tu kev xeeb menyuum thiab menyuum nyuam qhuav yug los
- Cov tshuaj uas sau
- Cov kev pab thiab twj uas pab kom rov ua taus
- Cov kev kuaj ntshav kuaj zis thiab thaj duab fai fab
- Cov kev pab tiv thaiv kom txhob mob tuaj thiab kom noj qab nyob zoo thiab kev hwjxwm cov kev mob nkeeg yam kav ntev
- Cov kev pab kho ntawm sab siab ntsws
- Cov kev pab kuaj qhov uas siv yeeb tshuaj thiab dej cawv yuam kev
- Cov kev pab menyuum yaus
- Cov kev pab sab pom kev
- Cov kev pab tshawb fawb
- Kev thauj mus los yam uas tsis yog mob kub ceev (Non-Emergency Medical Transportation, “NEMT”)
- Kev thauj mus los yam uas tsis sib cuam tshuam nrog kev kho mob (Non-Medical Transportation, “NMT”)
- Kev phais kho dua tshiab
- Cov kev pab thiab txhawb nqa mus ntev (Long-Term Services and Supports, “LTSS”)
- Cov kev pab txais ntawm tus kws kho mob ntsib yus hauv koospistawj tuaj

Nyeem cov ntu nram qab no thiaj kawm tau ntiv txog cov kev pab uas koj txais tau.

Cov kev pab kho mob uas muab rau cov Tswv Cuab ntawm Kaiser Permanente yog raug hwjxwm raws li cov ntsiab, kev cai, kev txwv thiab kev cais npho nyob hauv Kaiser Permanente thiab Lub Chav Saib Xyuas Ib Tsoom Pejxeem Cov Kev Kho Mob (Department of Health Care Services, DHCS) daim ntawv sib cog lus raws li tau teev tseg hauv Phau Taw Qhia Tswv Cuab no thiab cov kev kho twg tom qab.

Cov kev pab duav nqi Medi-Cal

Kev pab tu sab nraum tsev kho mob loj (uas mus tsev tib hnuv ntawd)

- **Cov Koob Tshuaj Txhaj Tiv Thaiv Rau Cov Laus**

Koj txais tau cov koob tshuaj txhaj tiv thaiv kab mob los ntawm ib lub khw ntim tshuaj hauv pab pawg lossis ib tug kws kho mob hauv pab pawg tsis tas yuav thov kev tso cai ua ntej. Peb duav cov koob tshuaj no raws li Pab Pawg



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Pab Tswvyim Rau Cov Kev Txhaj Koob Tshuaj Tiv Thaiv Kab Mob (Advisory Committee for Immunization Practices, ACIP) ntawm lub Centers for Disease Control and Prevention (CDC) pom zoo.

▪ ***Kev tu tej kev fab txhaum***

Peb duav cov kev kuaj thiab kho cov kev fab txhaum, suav nrog rau qhov uas pab kom txhob fab txhaum zuj zus, kom txhob fab txhaum npaum li qhov qub zuj zus, thiab txhawb siv lub cev li peevxwm ntaus kab mob kho.

▪ ***Cov kev pab tso tshuaj loog tshuaj tsaug zog***

Peb duav cov kev tso tshuaj loog tshuaj tsaug zog yam uas yuav tau muaj xwb xwb thaum koj txais kev kho es mus tsev tib hnuv ntawd.

Hos rau cov kev kho hniav, peb duav cov kev pab nram qab no yog tias The Permanente Medical Group tso cai rau:

- Kev tso tshuaj hauv txoj IV kom ib ce zooj lossis tsaug zog kiag uas yog ib tug kws kho mob muab
- Cov kev pab uas sib cuam tshuam nrog kev tso tshuaj kom ib ce zooj lossis tsaug zog kiag nyob hauv ib lub tsev phais tso mus tsev tib hnuv, ib lub Federally Qualified Health Clinic (“FQHC”), lub chav kho hniav, lossis lub tsev kho mob loj

Peb tsis duav lwm cov kev pab uas sib cuam tshuam rau kev kho hniav, xws li tus kws kho mob cov kev pab

▪ ***Cov kev pab nyom pob qij txha (chiropractic services)***

Peb duav kev pab chiropractic, tsuas pub txais kom tau kev kho cov txha nqaj qaum los ntawm qhov uas xuas tes nyom. Cov kev pab chiropractic yog tsuas pub txais tau ob zaug tuaj ib hlis nrog rau kev pab hno koob, kuaj qhov ntsej, xyaum ua haujlwm kom rov ua taus thiab cov kev xyaum hais lus. Tej zaum peb kuj yuav tso cai rau lwm yam kev pab ntxiv yog tias yog yam uas yuav tau muaj xwb xwb.

Cov tswv cuab nram qab no thiaj tsim nyog txais tau cov kev pab chiropractic:

- Tej menyuam tsis tau nto 21 xyoos;
- Cov pojniam xeeb menyuam mus txog thaum lub hli xaus suav nrog rau 60-hnuv tom qab tau so lawm;
- Cov uas nyob hauv ib lub tsev nyob txais kev tu ntawm cov kws tu mob mus ntev, ib lub tsev tu mob ib ntus, lossis lub tsev tu cov uas tsis mob loj; lossis
- Tag nrho cov tswv cuab thaum txais kev pab ntawm ib lub chav hauv tsev kho mob loj uas tso yus mus tsev tib hnuv ntawd, ib lub FQHC lossis RHC



▪ ***Kev phais es mus tsev tib hnuv ntawd thiab lwm cov kev kho uas tso mus tsev tib hnuv***

Peb duav cov kev phais es mus tsev tib hnuv ntawd thiab lwm cov kev kho uas tso mus tsev tib hnuv yog tias yog yam uas yuav tau muaj xwb xwb.

▪ ***Cov kev pab lim ntshav***

Peb duav cov kev lim ntshav yog tias yog yam uas yuav tau muaj xwb xwb. Peb kuj duav cov kev pab lim ntshav (kev lim ntshav mus ntev) thiab lim dej. Koj yuav tsum tau muaj raws li cov cai ntsig txog kev mob nkeeg uas npaj tseg raws li The Permanente Medical Group thiab lub tsev uas muab kev pab lim ntshav.

Peb tsis duav:

- Cov twj, khoom siv, lossis cov txuj
- Cov khoom uas tsis yog siv kho mob, xws li cov tshuab roj teeb lossis khoom ntxiv rau xwv thiaj thauj tau cov khoom siv lim ntshav lim dej mus los

▪ ***Cov kev pab los ntawm kws kho mob***

Peb duav cov kev pab los ntawm kws kho mob yam uas yuav tau muaj xwb xwb. Cov kev pab no qee yam tej zaum yuav yog mus koom ib pab pawg ua ke mam txais.

▪ ***Cov kev pab tu kotaw***

Peb duav cov kev pab tu txhais kotaw yog tias yog yam uas yuav tau muaj xwb xwb rau kev kuaj kom pom tus mob thiab kev kho mob, kev phais, kev siv, kev nyom, thiab kev siv fai fab tu rau tibneeg txhais kotaw, suav nrog rau lub dab taws thiab cov leeg muab cov nqaij ntshiv txuas kiag ntawm kotaw thiab cov kev tu uas tsis yog kev phais rau cov nqaij ntshiv thiab cov leeg muab cov nqaij ntshiv ceg txuas cov uas tswj txhais kotaw kev txav mus los.

▪ ***Cov kev pab kho mob***

Peb duav cov kev pab kho mob yam uas yuav tau muaj xwb xwb, suav nrog rau:

- Kev tso tshuaj tua kheesxaws
- Kev siv fai fab tua kheesxaws
- Kev muab tshuaj thiab lwm yam khoom Cov no yog cov tshuaj lossis khoom uas ib tug kws tshaj lij kho mob yuav tsum tau muab. Peb duav cov khoom no thaum ib tug kws kho mob hauv pab pawg sau rau koj, raws li peb qhov kev npaj duav tshuaj, thiab yog muab hauv ib lub Tsev Koom Pab Pawg lossis thaum tuaj xyuas tom tsev. Nram no yog ib qho qauv qhia tias cov tshuaj uas peb muab uas raug duav:



- ◆ Cov ntshav tag nrho, cov ntshav liab, cov ntshav dej, thiab cov ntshav nkoog
- ◆ Tshuaj thiab khoom uas yog muab hauv ib txoj yas uas ntxig rau hlab ntsha lossis ua koob tshuaj txhaj uas tsis yog siv los tua kheexaws, suav nrog rau khoom muaj ntshav thiab cov khoom tsim ntawm tej yam ciai sia ("biologics") uas yog muab npluag cev, keeb, lossis ntshav ua
- ◆ Kev muab lwm yam tshuaj thiab lwm yam khoom

Cov kev pab kho ntawm sab siab ntsws

▪ ***Cov kev pab kho ntawm sab siab ntsws uas mus txais es mus tsev tib hnuv***

Peb duav cov kev pab los ntawm ib tug kws kho ntawm sab siab ntsws los ntawm ib tug kws kho mob hauv pab pawg. Koj tsis tas yuav muaj ntawv xa mus ntsib thiaj ntsib tau ib tug kws kho mob ntawm sab siab ntsws nyob hauv pab pawg Kaiser Permanente. Koj mus ntsib thawj zaug soj ntsuam kev noj qab nyob zoo ntawm sab siab ntsws tsis tas yuav muaj kev tso cai lossis ntawv xa mus ntsib ua ntej. Yog koj tus kws kho mob ntawm sab siab ntsws soj ntsuam pom tias koj muaj ib qho teebmeem me lossis loj tsawv ntawm sab siab ntsws lossis raug cuam tshuam yam uas ua rau ua tsis taus ntawm sab siab ntsws lossis tus cwj pwm, peb maub tau cov kev pab kho mob ntawm sab siab ntsws rau koj.

Peb duav cov kev pab rau cov teebmeem me lossis loj tsawv ntawm sab siab ntsws:

- Cov kev pab kho ntawm sab siab ntsws uas mus txais es mus tsev tib hnuv
 - ◆ Cov kev soj ntsuam thiab tu yus tib leeg thiab nrog ib pab neeg (kev tu hloov cwj pwm)
 - ◆ Kev kuaj lajlim tswvyim thiab lub siab lub ntsws thaum tsim nyog thiaj soj ntsuam tau ib qho teebmeem ntawm sab siab ntsws
 - ◆ Kev xyaum cov txuj pab kom kev quav ntsej, lub cim xeeb lossis kev daws teebmeem zoo zuj zus tuaj
 - ◆ Cov kev pab uas mus tsev tib hnuv thiaj saib xyuas tau cov kev siv tshuaj tu
 - ◆ Cov kev sablaj ntsig txog kev hloov cwj pwm
- Cov tshuaj uas siv sab nraum tsev kho mob uas kws kho mob sau, tej khoom siv, tej khhom ntxiv pab rau koj qhov teebmeem ntawm sab siab ntsws (saib "Cov tshuaj uas sau")
- Cov kev pab thaj duab thiab kuaj ntshav kuaj zis rau koj qhov teebmeem ntawm sab siab ntsws (saib "Cov kev pab kuaj ntshav kuaj zis thiab thaj duab")

Yuav kawm ntxiv txog cov kev pab ntawm sab siab ntsws uas Kaiser Permanente muab, koj hu tau rau **1-800-464-4000** (TTY **711**).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev pab kho tshwjxeeb ntawm sab siab ntsws rau cov Tswv Cuab nyob hauv Cheebtsam Amador, El Dorado, thiab Placer.

Peb tsis duav cov kev pab kho tshwjxeeb ntawm sab siab ntsws rau cov Tswv Cuab nyob hauv Cheebtsam Amador, El Dorado, thiab Placer. Yuav kawm ntxiv txog cov kev pab tshwjxeeb ntawm sab siab ntsws uas muaj rau cov tswv cuab hauv Cheebtsam Amador, El Dorado, thiab Placer, thov mus saib “Cov kev pab uas koj txais tau ntawm (Fee-for-Service, FFS) Medi-Cal yam uas them tom qab txais kev tu” hauv qab lub ntsiab “Tej yam uas Kaiser Permanente tsis duav” tom ntej no hauv tshooj no.

Cov kev pab kho tshwjxeeb ntawm sab siab ntsws rau cov Tswv Cuab nyob hauv Cheebtsam Sacramento.

Hais txog cov Tswv Cuab nyob hauv Cheebtsam Sacramento, Kaiser Permanente yeej muab cov kev pab ntawm sab siab ntsws tshwjxeeb (Specialty Mental Health Services, SMHS). Koj yuav tau txais SMHS los ntawm cov kws kho mob hauv Kaiser Permanente pab pawg. Yuav kawm ntxiv txog cov kev pab ntawm sab siab ntsws uas Kaiser Permanente muab, koj hu tau rau **1-800-464-4000 (TTY 711)**.

Peb duav cov kev pab kho ntawm sab siab ntsws tshwjxeeb nram qab no:

- ***Cov kev pab uas txais es mus tsev tib hnuv:***
 - Cov kev pab kho mob ntawm sab siab ntsws (cov kev soj ntsuam, kev tsim kev npaj, kev tu, kev kho kom rov ua taus thiab ntaub ntawv qhia)
 - Cov kev pab siv tshuaj
 - Cov kev pab teebmeem loj nruab hnuv
 - Cov kev pab kom rov ua tau nruab hnuv
 - Cov kev pab cuam tshuam thaum muaj xwmtxheej loj
 - Cov kev pab kom teebmeem loj xwmyeem tuaj
 - Cov kev pab hwjxwm tsi ntsees rau ib yam twg
 - Cov kev pab tu cwjpw
- ***Cov kev pab uas txais rau qhov chaw nyob:***
 - Cov kev pab tu cov laus rau qhov chaw nyob
 - Cov kev pab uas txais rau qhov chaw nyob thaum muaj xwmtxheej loj
- ***Cov kev pab uas txais thaum pw hauv tsev kho mob loj***
 - Cov kev pab thaum mob ntawm sab siab ntsws loj uas txais thaum pw hauv tsev kho mob loj
 - Cov kev pab tshaj lij ntawm sab siab ntsws uas txais thaum pw hauv tsev kho mob loj



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Cov kev pab uas txais los ntawm cov chaw kho mob ntawm sab siab ntsws

Nram qab no kuj muaj cov kev pab kho mob tshwjxeeb ntawm sab siab ntsws uas txais tau ntawm Cheebtsam Sacramento. Yog tias koj yuav tau muaj cov kev pab teev cia nram qab no, koj tus kws kho mob Kaiser Permanente yuav xa koj mus ntsib ib tug kws kho mob koom tes nrog lub cheebtsam qhov kev npaj kho mob ntawm sab siab ntsws:

- Cov hwxwm kev kho mob loj (Intensive Care Coordination, ICC)
- Cov kev pab tu mob loj tom tsev (Intensive Home-Based Services, IHBS)
- Cov kev coj los tu ib tus ua kev kho (Therapeutic Foster Care, TFC)

Cov kev pab mob kub ceev

- ***Cov kev pab uas txais thaum pw tsev kho mob thiab cov kev pab uas txais es mus tsev tib hnuv thiaj kho tau mob kub ceev***

Peb duav tag nrho cov kev pab uas yuav tau muaj los tu ib qho kev kho mob kub ceev yam uas tshwm sim hauv lub tebchaws U.S. lossis yog yam uas koj yuav tau pw hauv tebchaws Canada lossis Mexico. Ib yam kev mob kub ceev yog ib tug mob uas hnov mob loj heev lossis raug mob sab. Tus mob yog yam phomsij tas npaud yog tias tsis muab kho tamsid, leejtwg uas paub mentsis xwb txog cov kev kho mob thiab tshuaj yuav paub tias yuav:

- Phomsij heev rau koj kev noj qab haus huv; **lossis**
- Phomsij heev rau lub cev li peevxwm hwjxwm nws; **lossis**
- Yuav ua puas loj rau khoom nruab nrog cev lossis ib feem; **lossis**
- Ntsig txog tus pojniam tseem tab tom mob plab yuav yug menyuum, uas yog txhais tau tias mob plab yuav yug thaum tej no ib qho twg tshwmsim tau:
 - ♦ Tsis muaj sijhawm txaus muab koj tshais mus rau lwm lub tsev kho mob ua ntej yuav yug
 - ♦ Kev tshais mus nyob lwm lub yuav yog yam phomsij rau koj lossis koj tus menyuum nruab thiab kev noj qab nyob zoo lossis kev nyab xeeb

- ***Cov kev thauj mus los thaum mob kub ceev***

Pev duav cov kev pab thauj mus los xwv koj thiaj mus tau kom txog lub chaw tu ze tshaj plaws thaum mob kub ceev. Qhov no yog txhais tias tus mob no phomsij txaus es yog siv lwm txoj hau kev thauj koj mus, tej zaum yuav phomsij rau koj kev noj qab nyob zoo lossis txoj sia. Peb tsis duav cov kev pab li sab nraum lub tebchaws U.S., tshwj yog cov kev pab kho mob kub ceev uas yog yam uas koj yuav tau pw hauv tsev kho mob loj hauv tebchaws Canada lossis Mexico.



- ***Cov kev pab chav mob kub ceev***

Peb duav cov kev pab uas yuav tau muaj thiaj kho tau ib yam kev mob kub ceev. Nco ntsoov, ib yam kev mob kub ceev yog ib tug mob uas hnov mob loj heev lossis raug mob sab. Tus mob no phomsij txaus yog tias tsis muab kho tamsid, nws txov tau koj kev noj qab nyob zoo lossis lub cev heev.

Kev kawm txog kev noj qab nyob zoo

Peb duav ntau yam kev kawm txog kev noj qab nyob zoo xws li cov kev pab tswvyim, khooskas, thiab ntaub ntawv uas koj tus Tus Thawj Kws Kho Mob (primary care provider, PCP) lossis lwm cov kws kho mob muab thaum mus ntsib lawv.

Peb kuj duav ntau yam kev kawm txog kev noj qab nyob zoo xws li cov kev pab tswvyim, khooskas, thiab ntaub ntawv uas pab kom koj nqes tes tiv thaiv koj kev kaj huv thiab ua kom zoo zuj zus, suav nrog rau cov khooskas thum luam yeeb, kev hwjxwm kev ntxhov siab, thiab cov kev mob nkeeg uas kav ntev (xws li mob ntshav qab zib thiab mob hawb pob asthma).

Yuav kawm ntxiv txog kev noj qab nyob zoo xws li cov kev pab tswvyim, khooskas, thiab ntaub ntawv, thov tiv tauj lub hoobkas kawm rau ntawm koj lub Tsev Koom Kev Npaj. Koj kuj hu tau rau chaw pab tswv cuab rau ntawm **1-800-464-4000 (TTY 711)** lossis mus saib peb qhov vevxaij rau ntawm **kp.org** (ua Lus Askiv).

Kev tu kom txhob txom nyem thiab txo cov tsos mob

- ***Kev tu kom txhob txom nyem***

Cov tswv cuab uas tab tom yuav mus xaiv tau tias lawv yuav txais cov kev pab tu kom txhob txom nyem rau lawv tus mob uas caum yuav cuag lawv. Cov kev pab no pab tus uas tab tom yuav mus kom txhob txom nyem thiab kuj pab tau tus neeg ntawd tus saib xyuas thiab tsev neeg.

Yog koj xaiv txais kev pab tu kom txhob txom nyem:

- Cov neeg laus hnuv nyoog 21 xyoos rov saud yuav txais kev pab ua rau qhov mob thiab lwm cov tsos mob ntaug ntawm lawv tus mob uas caum yuav cuag lawv, tiamsis yuav tsis kho kom zoo kiag
- Cov menyuam hnuv nyoog 21 xyoos rov haud yuav txais kev pab ua rau qhov mob thiab lwm cov tsos mob ntaug ntawm lawv tus mob uas caum yuav cuag lawv thiab tseem xaiv txais tau kev kho mob mus ntxiv rau lawv tus mob

Yog koj xaiv txais kev tu kom txhob txom nyem, koj hloov siab thaum twg los tau. Qhov uas koj xaiv pib lossis tsum kev pab tu kom txhob txom nyem yuav tsum yog muab sau cia qhia thiab muaj raws li Medi-Cal cov cai.



Peb tsuas duav kev tu kom txhob txom nyem xwb yog tias muaj raws li tag nrho cov cai nram qab no:

- Ib tug kws kho mob hauv pab pawg kuaj pom tias koj muaj ib tug mob uas yuav caum cuag koj thiab pom tias koj tshuav 6 hlis lossis tsawg dua
- Cov kev pab no yog muab rau ib thaj tsam uas Kaiser Permanente muaj ntawv tso cai dhia haujlwm
- Cov kev pab yog muab los ntawm ib lub koomhaum muab ntawv tso cai tu kom txhob txom nyem uas nyob hauv pab pawg
- Ib tug kws kho mob hauv pab pawg pom tias yog yam uas yuav tau muaj xwb xwb thiaj txo tau kev mob uas hnov thiab hwjxwm koj tus mob uas caum yuav cuag koj thiab cov teebmeem uas sib cuam tshuam nrog

Yog muaj raws li tag nrho cov cai hais tas los no, peb duav cov kev pab tu kom txhob txom nyem no:

- Cov kev pab los ntawm cov kws kho mob uas nyob hauv pab pawg
- Cov kev pab tu los ntawm ib tug kws tu mob, suav nrog rau kev pab soj ntsuam thiab hwjxwm cov kev pab tu uas yuav tau muaj, kev tu mob thiab tswj cov tsos mob, kev txhawb ntawm sab siab ntsws rau koj thiab koj tsev neeg, thiab kev qhia cov uas saib xyuas
- Kev pab ua exawsxais rau lub cev, xyaum ua haujlwm, thiab xyaum hais lus thiaj tswj tau cov tsos mob lossis xwv thiaj ua tau ub no txhua hnuv
- Kev pab ua pa
- Cov kev pab tswvyim nrhiav cov kev pab tu ntxiv
- Ib tug kws pab yus hauv tsev uas yuav pab tau rau kev noj mov, da dej, thiab hnav khaub ncaws
- Tshuaj tswj qhov mob thiab pab rau lwm cov tsos mob los ntawm koj tus mob uas caum yuav cuag koj rau qhov ntev tshaj plaws yog txaus kav 100 hnuv txhua zaum uas mus txhab ntxiv raws li pab cov kev npaj duav tshuaj. Koj yuav tsum tau cov tshuaj no ntawm ib lub khw muag tshuaj hauv pab pawg. Rau qee yam tshuaj peb duav kom txaus 30 hnuv rau txhua ntus muaj 30 hnuv. Hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000 (TTY 711)** thiaj tau daim teev cov tshuaj uas duav tamsim no
- Cov twj kho mob
- Qee sijhawm rau cov saib xyuas koj so. Qhov uas qee sijhawm rau lawv so yog yuav cia tus neeg mob mus pw hauv tsev kho mob loj tsis pub ntev tshaj tsib hnuv sib raws txhua zaum
- Cov kev pab txhawb nqa thaum plam tej yam
- Cov tswvyim pab qhia kev noj mov



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Peb kuj duav cov kev pab tu kom txhob txom nyem nram qab no tiamsis tsuas yog duav thaum muaj xwm txheej kub ceev thaum yuav tau muaj xwb xwb thiaj txo tau qhov mob lossis hwjxwm cov tsos mob phem heev:

- Kev tu los ntawm ib tug kws tu mob cuag nua rau qhov ntev tshaj plaws yog 24 teev tuaj ib hnuv raws li yuav tau muaj koj thiaj tau nyob hauv tsev
- Kev tu hauv tsev kho mob loj rau ib ntus vim yuav tau muaj kev tu ntau yam uas muab tsis tau hauv yus tsev

▪ ***Kev tu txo cov tsos mob***

Peb duav cov kev pab txo tej tsos mob rau cov Tswv Cuab uas tsim nyog txais raws li Medi-Cal cov cai rau cov kev pab no. Kev pab txo tej tsos mob txo tau qhov uas hnov mob ntawm sab cev nqaj daim tawv, sab siab ntsws, thiab sab kev ntseeg rau ib tug tswv cuab uas muaj mob loj.

Cov neeg laus uas muaj 21 xyoos rov saud txais tsis tau kev tu txo tej tsos mob thiab kev tu kom txhob txom nyem thooj txhij. Yog tias koj txais kev tu txo tej tsos mob thiab ho pom tias koj tsim nyog txais kev tu kom txhob txom nyem, koj thov tau kom hloov es txais kev tu kom txhob txom nyem thaum twg los tau.

Kev pw tsev kho mob loj

▪ ***Cov kev pab tso tshuaj loog tshuaj tsaug zog***

Peb duav cov kev pab tso tshuaj loog tshuaj tsaug zog yam uas yuav tau muaj xwb xwb thaum pw tsev kho mob loj. Tus kws tso tshuaj loog tshuaj tsaug zog yog ib tug tshaj lij muab cov tshuaj loog tshuaj tsaug zog. Tej tshuaj loog tshuaj tsaug zog yog tej tshuaj uas siv thaum ua tej yam kev kho mob.

▪ ***Kev pw hauv tsev kho mob loj***

Peb duav cov kev pab tu uas txais hauv tsev kho mob loj thaum koj nkag pw hauv tsev kho mob loj. Cov kev pab no suav nrog rau lub chav pw, tej tshuaj, tej twj, kev thaj duab thiab kev kuaj ntshav kuaj zis, thiab lwm cov kev pab uas feem ntau yuav muab hauv tsev kho mob loj.

▪ ***Cov kev pab phais***

Peb duav cov kev phais uas ua hauv tsev kho mob loj yam uas yuav tau muaj xwb xwb.

Kev tu kev xeeb menyuam thiab menyuam nyuam qhuav yug los

Peb duav cov kev pab tu leej niam thiab menyuam nyuam qhuav yug no yam uas yuav tau muaj xwb xwb:



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- ***Kev qhia txog kev pub mis niam rau menyuam noj***

Peb duav cov kev pab qhia txog thiab txhawb kev pub mis niam rau menyuam noj.

- ***Cov tshuab nqus kua mis thiab cov khoom siv nrog***

Peb yuav muab ib lub tshuab yam zoo li cov muag tom khw nqus kua mis rau txhua zaum uas xeeb menyuam thiab ib xuv khoom siv nrog lub tshuab nqus. Yog tias koj yuav tau muaj lub nqus kua mis zoo li cov uas siv hauv tsev kho mob xwb xwb, peb yuav duav tus nqi xauj lossis yuav ib lub. Cov tshuab nqus kua mis zoo li cov uas siv hauv tsev kho mob yog cov Khoom Siv Kho Mob (Durable Medical Equipment, “DME”) thiab yuav tsu kev tso cai ua ntej. Peb yuav xaiv lub tuam txhab thiab koj yuav tau muab lub tshuab nqus kua mis zoo li cov uas siv hauv tsev kho mob xa rov qab thaum koj tsis tas yuav siv ntxiv.

- ***Kev yug menyuam thiab kev tu thaum so lawm***

Peb duav cov kev pab hauv tsev kho mob loj thiab kev tu thaum so lawm.

- ***Cov kev pab los ntawm tus kws txais menyuam***

Peb duav cov kev pab los ntawm ib tug kws tshaj lij txais menyuam.

- ***Kev tu menyuam nruab thiab***

Peb duav tej kev pab kuaj menyuam nruab thiab.

- ***Cov kev pab hauv chaw yug menyuam***

Peb duav cov kev pab rau ntawm cov chaw yug menyuam Peb duav cov kev pab rau ntawm cov chaw yug menyuam uas yog Comprehensive Perinatal Services Program (CPSP) uas Medi-Cal tso cai rau. uas Medi-Cal tso cai rau. Cov chaw yug menyuam no yog lwm yam txawv ntawm cov tsev kho mob loj uas tu pojniam yug menyuam thiab yog rau cov pojniam uas xeeb menyuam tsis tshua muaj tej kev pheej hmoo phomsij. Yog koj xav yug menyuam ntawm cov chaw no ib lub thiab xav paub seb koj puas tsim nyog ua li ntawd, nug koj tus kws kho mob.

- ***Kev kuaj seb menyuam nruab thiab puas muaj kev mob vim cov keeb thiab kev pab tswvyim***

Cov tshuaj, khoom siv, thiab khoom ntxiv rau uas kws kho mob sau

Cov tshuaj uas duav

Peb duav tej khoom kho mob uas yuav tau muaj xwb xwb uas kws kho mob yuav tau sau rau yus txais thiab qho yam uas yauv tau tom khw yus tus kheej. Peb duav cov



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

khoom uas cov kws kho mob hauv peb pab pawg sau, uas yog yam uas lawv txawj sau raws li tau kawm thiab muaj ntawv tso cai ua haujlwm, thiab kom raws li peb cov cai rau kev npaj duav tshuaj.

Peb qhov kev npaj duav tshuaj muaj ib daim teev cov tshuaj uas tso cai rau peb cov Tswv Cuab mus nqa. Tej thaum kuj muab daim no hu tias daim teev cov tshuaj uas xum sau. Cov tshuaj nyob hauv qhov kev npaj duav no nyab xeeb thiab zoo pab. Ib pab kws kho mob thiab kws muab tshuaj muab daim teev tshuaj no kho ib sij ib zaug. Qhov uas kho daim teev tshuaj no pab kom peb paub zoo tias cov tshuaj no nyab xeeb thiab pab zoo. Peb duav ib yam tshuaj uas tsis nyob rau ntawm qhov kev npaj duav tshuaj no yog tias koj tus kws kho mob ntseeg tias yog yam uas yuav tau muaj xwb xwb.

Peb kuj duav cov khoom uas cov kws kho mob sab nraum pab pawg nram qab no sau:

- Cov kws kho hniav, yog tias qho tshuaj yog siv kho hniav
- Cov kws kho mob sab nraum pab pawg, yog tias The Permanente Medical Group tso cai sau ntawv xa mus ntsib tus kws kho mob sab nraum pab pawg thiab yam khoom uas yuav duav yog ib feem ntawm daim ntawv xa mus ntsib
- Cov kws kho mob sab nraum pab pawg, yog tias yam uas yuav duav no yog ib feem ntawm cov kev kho mob kub ceev lossis kho mob sai sab nraum thaj tsam
 - ♦ Tus kws muab tshuaj sab nraum pab pawg lossis tsev kho mob loj chav kho mob kub ceev tej zaum muab txaus kav 72 teev
- Cov kws kho mob sab nraum pab pawg, yog tias qhov tshuaj yog ib feem ntawm cov kev kho mob ntawm sab siab ntsws Short-Doyle
- Cov kws kho mob sab nraum pab pawg, yog tias qhov tshuaj yog ib feem ntawm cov kev pab kho mob ntawm sab siab ntsws tshwjxeeb rau cov Tswv Cuab hauv cheebtsam Amador, El Dorado, lossis Placer

Yuav kawm seb ib yam tshuaj twg puas raug duav hauv qhov kev npaj duav lossis yuav tau qhov kev npaj duav ua daim ntawv khaws cia, hu rau **1-800-464-4000** (TTY 711). Koj kuj saib tau peb lub vevxaij ntawm **kp.org/formulary** (ua Lus Askiv).

Nco ntsoov: qhov uas ib yam tshuaj twg nyob ntawm qhov kev npaj duav tsis yog txhais tias koj tus kws kho mob yuav sau yam tshuaj ntawd rau koj siv rau ib kev mob nkeeg twg.

Muab txaus kav pestsawg hnuv

Muaj cai txwv tias ntim tau tshuaj lossis lwm yam npaum licas ib zaug.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- **Cov tshuaj haujmoos (hormone) tiv thaiv kom txhob xeeb menyuam**

Tus kws kho mob uas sau tshuaj txiav txim tias yuav muab tau tshuaj lossis lwm yam npaum licas ib zaug. Raws li cov cai uas qhia tias ib hnuv tso cai muab tshuaj npaum licas, cov kws kho mob hauv pab pawg yuav txiav txim tias cov tshuaj tiv thaiv kom txhob xeeb menyuam npaum licas thiaj txaus kav 30 hnuv, 100 hnuv, lossis 365 hnuv. Hais txog cov tshuaj tiv thaiv kom txhob xeeb menyuam qhov ntau tshaj plaws uas muab tau ib zaug yog txaus kav 365 hnuv.

- **Lwm cov khoom tag nrho**

Tus kws kho mob lossis kho hniav uas sau yuav txiav txim tias yuav tsum sau tshuaj, twj, lossis khoom ntxiv zog npaum licas. Cov kws kho mob hauv pab pawg yuav txiav txim tias yuav tsum sau tshuaj, twj, lossis khoom ntxiv zog npaum licas yam uas yuav tau muaj kom txaus kav 30 hnuv lossis 100 hnuv rau koj. Qhov ntau tshaj plaws uas koj yuav mus nqa tau ib zaug yog txaus kav 30 hnuv txhua 30 hnuv lossis txaus kav 100 hnuv txhua 100 hnuv. Yog sau tshuaj kom ntau tshaj qhov uas tso cai rau mus nqa ib zaug mas yuav tsis raug duav.

Lub khw muag tshuaj tej zaum yuav txo qhov uas ntim tshuaj npaum licas kom txaus kav 30 hnuv xwb rau txhua 30 hnuv yog tias lub khw muag tshuaj pom tias yam tshuaj ntawd muaj tsis ntau rau hauv thaj tsam ntawd (koj lub khw muag tshuaj nyob hauv pab pawg yuav qhia tau rau koj seb yam tshuaj uas koj siv puas yog cov tshuaj no ib hom).

Cov khw muag tshuaj

Koj yuav tsum mus nqa tshuaj rau ntawm ib lub khw muag tshuaj hauv pab pawg lossis kom peb xa tshuaj tuaj rau koj (tshwj yog yam ntawd yog ib feem ntawm cov kev pab kho mob kub ceev lossis kho mob sai sab nraum thaj tsam uas duav). Mus saib Phau Teev Cov Kws Kho Mob **kp.org/facilities** (ua Lus Askiv) lossis hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**) thiaj kawm tau seb muaj cov khw muag tshuaj hauv pab pawg hauv koj thaj tsam thiab lawv ho qhib thaum twg.

Thaum koj xaiv tau ib lub khw muag tshuaj lawd, nqa koj daim ntawv sau tshuaj mus rau lawv. Muab daim ntawv sau tshuaj rau lub khw muag tshuaj nrog rau koj daim npav ID Kaiser Permanente. Ua zoo qhia lub khw muag tshuaj paub txog tag nrho cov tshuaj uas koj tseem tab tom siv thiab seb koj puas fab txhaum tej yam twg. Yog koj muaj lus nug txog cov tshuaj uas sau rau koj, kuj ua zoo nug tus kws ntim tshuaj.

Thaum koj yuav tau txhab tshuaj ntxiv, koj hu tuaj qhia, thov kom xa rau koj, lossis thov hauv istawnej los tau. Qee lub khw muag tshuaj txhab tshuaj ntxiv tsis tau, thiab kuj muaj qee yam tshuaj uas xa tsis tau rau yus. Nrog lub khw muag tshuaj tham lossis xyuas Phau Teev Cov Kws Kho Mob rau ntawm peb lub vevxaij rau ntawm **kp.org/facilities** (ua Lus Askiv) yog koj muaj lus nug seb koj cov tshuaj puas yog yam



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

uas xa tau rau koj lossis mus nqa tau rau ntawm ib lub khw muag tshuaj hauv pab pawg. Cov tshuaj uas yuav xa los xa tsis tau tuaj kuj raug muab hloov thaum twg los tau tsis tas qhia ua ntej.

Cov tshuaj theem II

Koj lossis koj tus kws kho mob qhia tau rau lub khw ntim tshuaj muab tsawg dua li qhov tau sau rau ib qho tshuaj Theem II rau ib zaug. Yog koj tsis paub seb cov tshuaj uas sau rau koj puas yog Theem II, koj nug tau koj lub khw ntim tshuaj.

Medicare Feem D

Yog tias Medi-Cal duav koj thiab koj tsim nyog txais lossis twb rau npe nkag rau Medicare nrog rau Feem D, Medicare Feem D yuav them ua ntej. Tej thaum ib yam tshuaj uas Medi-Cal duav yuav tsis raug duav los ntawm Medicare Feem D. Yog Medicare ho tsis duav ib yam tshuaj uas Medi-Cal duav, tej zaum Medi-Cal tseem yuav duav rau koj. Yog koj yog Kaiser Permanente Senior Advantage ib tug tswv cuab thiab koj kawm ntxiv txog koj qhov kev duav tshuaj los ntawm Medicare Feem D, kuj mus saib koj qhov Senior Advantage Evidence of Coverage (Kev Povthawj Tias Muaj Kev Duav). Koj kuj kawm tau seb yuav txais tau kev pab ntxiv them cov nqi tshuaj uas koj yuav tau lav licas thiab.

Yuav kawm ntxiv txog Medicare Feem D (suav nrog rau qhov tias yuav rau npe nrog Feem D licas), thov hu rau lub chaw pab tswv cuab rau ntawm **1-800-443-0815** (TTY **711**). Koj kuj hu tau rau Medicare dawb rau ntawm **1-800-MEDICARE** (**1-800-633-4227**) (TTY **1-877-486-2048**) lossis mus saib lawv lub vevxaij rau ntawm **www.medicare.gov** (ua Lus Askiv).

Cov kev pab thiab twj uas pab kom rov ua taus

Peb duav cov kev pab thiab twj uas pab kom rov ua taus uas piav nram qab no yog tias muaj raws li tag nrho cov cai no:

- Cov kev pab yog yam uas yuav tau muaj xwb xwb
- Cov kev pab no yog yuav siv los mus tu ib tug mob
- Cov kev pab yuav pab koj ceev, kawm, lossis xyaum kom zoo dua qhov qub ib tug txuj uas niaj hnuv siv ua neej nyob
- Koj txais cov kev pab nyob rau ntawm ib lub tsev hauv pab pawg tsuas yog ib tug kws kho mob hauv pab pawg txiav txim tias qhov uas koj txais cov kev pab ntawm ib tug kws kho mob sab nraum pab pawg yog yam uas yuav tau muaj xwb xwb



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Peb duav cov kev pab nram qab no rau cov Tswv Cuab uas yuav tau muaj kev pab kom rov ua taus:

- ***Kev hno koob dim pa***

Peb dua cov kev pab hno koob yam uas yuav tau muaj xwb xwb thiaj tiv thaiv, kho, lossis txo qhov uas hnov mob loj, yam uas kav ntev uas yog los ntawm ib yam kev mob nkeeg uas kheev pom tibneeg muaj. Cov kev pab hno koob (nrog lossis tsis nrog qhov uas xa fai fab hauv cov koob mus) ob zaug tuaj ib hlis, nrog rau kev pab kho qhov ntsej, kev pab chiropractic, xyaum ua haujlwm kom rov ua taus thiab cov kev xyaum hais lus. Tej zaum peb kuj yuav tso cai rau lwm yam kev pab ntxiv yog tias yog yam uas yuav tau muaj xwb xwb.

- ***Kev pab kho qhov ntsej (kev hnov ntsej)***

Peb duav cov kev pab kho hnov ntsej. Cov kev pab kho qhov ntsej ob zaug tuaj ib hlis, nrog rau kev pab hno koob, kev pab chiropractic, xyaum ua haujlwm kom rov ua taus thiab cov kev xyaum hais lus. Tej zaum peb kuj yuav tso cai rau lwm yam kev pab ntxiv yog tias yog yam uas yuav tau muaj xwb xwb.

- ***Cov kev tu cwj pwm***

Cov Kev Tu Cwj pwm (Behavioral health treatment, BHT) suav nrog rau cov khooskas pab thiab tu, xws li kev siv tswvyim soj ntsuam cwj pwm thiab cov kev tu cuam tshuam raws li cov tub txawb tub ntse tau kawm kom tau povthawj, yam uas pab kom muaj zuj zus lossis kom rov muaj dua tshiab, kom ntau li ntau tau, xwv tus neeg thiaj ua tau neej nyob.

Peb duav cov kev pab BHT yog koj tsis tau nto 21 xyoos, coj tej tug cwj pwm uas cuam tshuam rau lub neej tom tsev lossis tom tej (xws li kev chim, kev ua nruj ua tsiv, kev txov tus kheej, kev khiav ntawm yus lub tsev, lossis nyuaj rau yus ua neej nyob, ua si thiab/lossis kev sib txuas lus), thiab xwm yeem ntawm sab kev kho mob.

Cov kev pab BHT qhia tej txuj los ntawm kev saib thiab qhia tas qhia thiab, lossis qhov uas maj mam qhia ib tug cwj pwm ib ruam rau ib ruam zuj zus. Cov kev pab BHT no yog rhawv los ntawm cov povthawj uas tshawb tau los lawm thiab tsis yog kev sim. Cov kev pab BHT muaj xws li kev cuam tshuam hloov cwj pwm, cov khooskas pab hloov cwj pwm ntawm lajlim tswvyim, kev tu tag nrho tus cwj pwm thiab kev siv tswvyim soj ntsuam cwj pwm.

Cov kev pab BHT yuav tsum yog yam uas yuav tau muaj xwb xwb, yog ib tug kws kho mob lossis kws kho ntawm sab siab ntsws muaj ntawv xyaum ua haujlwm li ntawd sau, The Permanente Medical Group tso cai rau, thiab yog muab rau ib txojke uas yog raws nram li qhov kev npaj tu uas tau tso cai rau lawm.



Qhov kev npaj kho:

- Yuav tsum yog ib tug kws tsim nyog tu autism nyob hauv pab pawg thiab yog muab tau los ntawm ib tug kws tshaj lij tu autism, tus kws tu autism, lossis tus kws pab cov kws tu autism
- Muaj cov homphiaj rau ib tug uas ncav cuag tau zuj zus rau ib lub sijhawm twg uas yog tsim thiab tso cai rau los ntawm tus kws tsim nyog tu autism rau tus tswv cuab uas yuav txais kev tu
- Yog kws tsim nyog tu autism xyuas tsis pub tsawg dua rau hlis ib zaug thiab raug muab kho thaum twg tsim nyog
- Ua zoo muab cov kev pab kom raws li kev tshawb los povthawj tias cov kev tu BHT twg thiaj pab tau
- Suav nrog rau kev hwjxwm kev tu sib koom ua ke nrog cov niam txiv lossis tus saib xyuas, lub tsev kawm ntawv, lub xeev cov khooskas rau cov uas ua tsis taus, thiab lwm cov raws li tsim nyog
- Suav nrog rau kev qhia, txhawb, thiab koom tes ua ke nrog niam txiv/tus saib xyuas
- Piav txog tus tswv cuab muaj tej kev ua tsis taus ntawm nws tus cwjpwu uas yuav kho thiab tej uas yuav ntsuas thiaj li pom tau tias pab tau ncav kom cuag cov homphiaj kho cwjpwu zuj zus
- Suav nrog rau hom kev pab, yuav yog pestsawg teev, thiab niam txiv yuav tsum koom tes ntau npaum licas thiaj ncav kom cuag lub homphiaj thiab ntsiab ntawm qhov kev npaj, thiab yuav soj ntsuam thiab qhia tawm tias tau hau ntsoov tom ntej tuab licas
- Siv cov kev tu uas tshawb tau tias pab tau tiag, nrog rau povthawj tias cov kev tu cov kev lajlim tswvyim qeeb lossis autism pab tau tiag

Nco ntsoov: cov kev pab BHT yuav raug muab tu nrho thaum ncav cuag tau cov homphiaj thiab ntsiab lossis tsis tsim nyog ntxiv

Peb tsis duav:

- Cov kev pab BHT thaum pom tias yuav tsis pab ntxiv
- Cov kev pab uas feem ntau yog cia tus saib xyuas so, zov menyuam, lossis kawm ntawv
- Kev them niam txiv tuaj koom qhov khooskas tu
- Cov kev tu uas lub homphiaj yog kawm ua haujlwm lossis ua si
- Cov kev tu uas tsis yog kev kho mob (i) uas pab tau ua neej nyob (xws li da dej, hnav khaub ncaws, noj mov, thiab tu tus kheej kom du lug), (ii) xwv thiaj pab tau kom tus tswv cuab lossis lwm tus nyob nyab xeeb, thiab (iii) yog muab tau los ntawm cov neeg uas tsis tau mus kawm kom tshaj lij ua tej txuj twg



- Cov kev pab, twj, lossis kev kho uas yog muab hauv ib qho chaw uas tsis yog hom uas kheev muab yam kev pab ntawd, suav nrog rau cov chaw so ua si, da dej ua si, thiab yos hav zoov, thiab tseem muaj tau lwm qhov chaw ntxiv
- Cov kev pab uas yog muab los ntawm niam txiv, tus saib xyuas, lossis tus neeg lav raws cai lijchoj

Yog koj muaj lus nug twg hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY 711).

▪ ***Kev ua exawxais kom lub plawv rov muaj zog***

Peb duav cov kev pab ua exawxais kom lub plawv rov muaj zog thaum pw hauv tsev kho mob thiab thaum tuaj ua exawxais es mus tsev tib hnuv ntawd.

▪ ***Cov twj kho mob ("DME")***

Yuav tsum tau kev tso cai ua ntej rau tej twj kho mob. Peb duav cov khoom uas yuav tau muaj xwb xwb uas kws kho mob sau rau koj. Yuav tsum yog yuav tau muaj yam khoom ntawd xwb xwb thiaj ua tau neej nyob lossis thiaj tiv thaiv tau ib qho kev ua tsis taus loj.

Peb duav cov nqi mus yuav lossis xauj tej twj khoom siv, twj, lossis lwm yam kev pab kho mob nrog rau ib daim ntawv uas kws kho mob sau yog tias yam ntawd yog yam uas yuav tau muaj xwb xwb thiab tau tso cai rau koj ua ntej. Tsuas yuav duav yam khoom uas kheev muab uas pab tau koj txaus raws li kev kho mob uas koj yuav tau muaj. Peb yuav xaiv lub tuam txhab. Koj yuav tsum muab yam twj thim rov qab lossis them rau peb tus nqi uas ncaj ncees raws li qhov uas yam ntawd muaj nqi npaum licas ziag ntawd thaum uas peb tsis duav ntxiv.

Peb tsis duav:

- Cov khoom siv kom haj yam xis nyob, yoojyim, lossis cov kim tshwj yog cov tshuab nqus kua mis yam uas zoo li cov uas muag tom khw raws li piav tseg hauv qab "Cov tshuab nqus kua mis thiab cov khoom siv nrog" huav qab lub ntsiab lus "Kev tu pojniam xeeb menyuum thiab menyuum nyuum qhuav yug los" hauv tshooj no
- Cov khoom uas tsis yog tsim rau siv xwv thiaj tau ub no uas yog ib feem ntawm kev ua neej nyob, xws li cov khoom siv ua exawxais (suav nrog rau cov twj tsim los pab ua si lossis ua kislav)
- Cov twj tu tus kheej
- Cov khoom uas tsis yog siv rau kev tu mob, xws li cov chav pa kub lossis cov elevator
- Kev kho koj lub tsev lossis tsheb
- Cov tej kuaj ntshav lossis lwm yam kua cev (tshwj yog cov tshuab kuaj ntshav qab zib thiab cov khoom siv nrog)



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Cov tshuab fai fab ntsuas plawv lossis ntsws tshwj yog cov ntsuas me ab qhov kev ua pa
- Kho lossis theej ib yam twj vim plam, raug nyiag, lossis siv yuam kev

▪ ***Cov khoom noj uas yog siv txoj yas tso rau lub plab lossis txoj hlab ntsha***

Cov kev xa khoom noj rau lub cev yog siv rau thaum muaj ib yam kev mob nkeeg uas ua rau koj noj tsis tau mov. Peb duav cov khoom noj uas yog siv txoj yas tso rau lub plab lossis txoj hlab ntsha thaum yog yam yuav tau muaj xwb xwb.

▪ ***Cov tso pob ntseg hnov***

Peb duav cov tso pob ntseg hnov yog kuaj pom tias koj tsis hnov ntsej li qub, cov pob ntseg hnov yog yam uas yuav tau muaj, thiab koj tus kws kho mob sau rau koj. Tsuas yuav duav cov tso pob ntseg hnov uas pheejyig tshaj thiab zoo txaus rau koj siv raws li kev kho mob uas koj yuav tau muaj. Peb yuav xaiv lub tuam txhab uas yuav txiav lub tso pob ntseg. Peb tsuas duav ib sab pob ntseg xwb tsuas yog pom tias muaj ob lub yuav pab kom hnov zoo dua ib lub xwb ntau npaug. Peb duav qhov uas puab qauv pob ntseg kom haum, ib pob roj teeb haujsim, cov sijhawm tuaj ntsib thiaj xyuas tau tias nws ua haujlwm zoo, cov sijhawm tuaj ntsib ntxuav thiab kho kom haum, thiab kho lub tso pob ntseg.

▪ ***Cov kev pab tu mob tom tsev***

Peb duav tag nrho cov kev tu mob tom tsev uas muab hauv koj lub tsev, thaum uas yog yam uas yuav tau muaj xwb xwb thiab kws kho mob sau, thaum tej yam no muaj tseeb:

- Koj tawm hauv koj lub tsev tsis tau (feem ntau tawm tsis tau hauv koj lossis ib tug phoojywg lossis txheeb ze lub tsev)
- Koj yuav tau muaj kev pab los ntawm ib tug kws tu mob, kws tshaj lij pab ua exawxais rau lub cev, kws pab xyaum ua haujlwm, lossis kws xyaum hais lus
- Ib tug kws kho mob hauv pab pawg pom tias yeej saib xyuas thiab tswj tau koj cov kev tu hauv koj lub tsev
- Ib tug kws kho mob hauv pab pawg pom tias yeej muab tau cov kev pab hauv koj lub tsev yam uas nyab xeeb thiab pab tau
- Koj txais cov kev pab los ntawm cov kws kho mob hauv pab pawg.

Cov kev pab tu mob hauv tsev uas muab tsuas yog cov uas Medi-Cal duav xwb, xws li:

- Cov kev pab los ntawm cov kws tu mob ib feem sijhawm
- Cov kev pab los ntawm ib tug kws pab tu hauv tsev ib feem sijhawm



- Cov kev pab tswvyim nrhiav cov kev pab tu ntxiv
- Tej khoom siv kho mob

▪ ***Cov khoom siv, twj, thiab tshuab kho mob***

Peb duav cov khoom siv kho mob uas yuav tau muaj xwb xwb uas kws kho mob tso cai rau, suav nrog rau lub tso pob ntseg hnov uas nruab rau.

▪ ***Kev xyaum ua haujlwm***

Peb duav cov kev pab xyaum ua haujlwm, suav nrog rau kev soj ntsuam seb ho yuav tau muaj kev pab xyaum ua haujlwm licas, kev npaj tu, kev tu, kev qhia, thiab cov kev pab sab laj. Cov kev pab xyaum ua haujlwm kom rov ua taus tsuas pub txais tau ob zaug tuaj ib hlis nrog rau kev pab hno koob, kuaj qhov ntsej, kev pab chiropractic thiab cov kev xyaum hais lus. Tej zaum peb kuj yuav tso cai rau lwm yam kev pab ntxiv yog tias yog yam uas yuav tau muaj xwb xwb.

▪ ***Cov khoom xiab/twj siv***

Peb duav cov khoom tiag taw lossis cov khoom txhawb ib feem cev thiab cov kev pab uas muab nrog uas yog yam uas yuav tau muaj xwb xwb thiab yog kws kho mob sau rau koj. Yuav tsum tau kev tso cai ua ntej rau yam ntawd. Tej no suav nrog rau cov pob ntseg hnov uas muab nruab, cov khiab mis muaj lub mis cuav, cov ntaub looj zawm qhov chaw raug kub hnyiab thiab cov khoom txhawb lossis theej ib feem cev uas tsis muaj zog lossis raug puas. Tsuas yuav duav yam khoom uas kheev muab uas pab tau koj txaus raws li kev kho mob uas koj yuav tau muaj. Peb yuav xaiv lub tuam txhab.

▪ ***Tej khoom tu qhov to tso quav thiab kev tso zis***

Yuav tau tso cai rau cov khoom tu lub qhov to tso quav thiab kev tso zis ua ntej.

Peb duav cov hnab ntim quav, cov yas txhuav zis, cov hnab nqus tawm, cov khoom yang thiab ntaub nplaum. Peb tsis duav cov khoom uas yog siv kom haj yam xis nyob lossis kom yoojyim. Peb kuj tsis duav cov khoom kim kim.

▪ ***Kev ua exawxais rau lub cev***

Peb duav cov kev ua exawxais rau lub cev, suav nrog rau kev soj ntsuam seb ho yuav tau muaj kev ua exawxais rau lub cev licas, kev npaj tu, kev tu, kev qhia, cov kev pab sab laj, thiab kev pleev tshuaj.

▪ ***Kev pab kom lub ntsws rov zoo tuaj***

Peb duav cov kev pab kom lub ntsws rov zoo tuaj yam uas yuav tau muaj xwb xwb thiab kws kho mob sau.



▪ **Cov tsev uas txais kev pab ntawm cov kws tu mob**

Peb duav cov kev pab los ntawm cov tsev uas txais kev pab ntawm cov kws tu mob yam uas yuav tau muaj xwb xwb, koj muaj ib qho kev ua tsis taus thiab yuav tau txais kev pab ntau heev. Cov kev pab no suav nrog rau lub chav pw nyob hauv lub tsev muaj ntawv tso cai dhia haujlwm nrog rau kev tu los ntawm cov kws tu mob 24 teev tuaj ib hnuv.

Peb duav cov kev pab los ntawm cov tsev uas txais kev pab ntawm cov kws tu mob rau lub hlis uas yuav koj nkag pw thiab lub hlis tom qab.

▪ **Kev xyaum hais lus**

Peb duav cov kev pab xyaum hais lus yam uas yuav tau muaj xwb xwb. Cov kev pab xyaum hais lus tsuas pub txais tau ob zaug tuaj ib hlis nrog rau kev pab hno koob, kuaj qhov ntsej, kev pab chiropractic thiab cov kev xyaum ua haujlwm kom rov ua taus. Tej zaum peb kuj yuav tso cai rau lwm yam kev pab ntxiv yog tias yog yam uas yuav tau muaj xwb xwb.

Cov Kev Tshawb Fawb Sim Kho Kheesxaws

Peb duav cov kev pab uas koj txais txuam nrog rau ib qho kev tshawb fawb sim kho kheesxaws yog muaj raws li tag nrho tej yam nram qab no:

- Peb yuav duav cov kev pab ntawd yog tias tsis yog ib feem ntawm ib qho kev tshawb fawb sim kho kheesxaws
- Koj tsim nyog koom tau qhov kev tshawb fawb sim kho raws li cov cai tswj txog kev tu ntsig txog kev kho mob kheesxaws lossis lwm yam uas txov tau txojsia (ib tug mob uas yeej yuav tsum caum cuag yus yog tias ho tsis cuam tshuam rau qhov teebmeem), yam uas txiav txim raws li tej yam nram qab no:
 - ♦ Ib tug kws kho mob hauv pab pawg Kaiser Permanente yog tus txiav txim
 - ♦ Koj muab cov lus qhia ntawm sab kev kho mob thiab sab kev tshawb fawb uas tau siv los mus txiav txim
- Yog tias Kaiser Permanente pab pawg kho mob koom qhov kev tshawb fawb sim kho thiab yuav yuav koj ua ib tug koom qhov kev tshawb fawb sim kho, koj yuav tau tuaj mus koom qhov kev tshawb fawb sim kho hauv Kaiser Permanente pab pawg, tsuas yog qhov kev tshawb fawb sim kho nyob sab nraum lub xeev uas koj nyob
- Qhov kev tshawb fawb sim kho yog ib Qhov Kev Tshawb Fawb Sim Kho Uas Tso Cai Rau



“Qhov Kev Tshawb Fawb Sim Kho Uas Tso Cai Rau” yog txhais tias yog ib qho kev tshawb fawb sim kho ntu I, ntu II, ntu III, lossis ntu IV uas sib cuam tshuam nrog rau kev tiv thaiv, kuaj pom, lossis tu kheesxaws lossis lwm tus mob uas txov tau txoj sia. Qhov kev tshawb fawb sim kho yuav tsum muaj raws li cov cai nram qab no ib qho:

- Qhov kev tshawb fawb lossis tshuaj xyuas yog ua hauv qab ib daim thov kom tshuaj xyuas ib yam tshuaj tshiab uas lub Tebchaws U.S. Lub Koomhaum Tswj Mov thiab Tshuaj (U.S. Food and Drug Administration) tau xyuas
- Qhov kev tshawb fawb lossis tshuaj xyuas yog ib yam sim tshuaj uas tsis tas yuav ua hauv qab ib daim thov kom tshuaj xyuas ib yam tshuaj tshiab
- Qhov kev tshawb fawb lossis tshuaj xyuas yog tso cai lossis tau nyiaj txhawb los ntawm cov nram qab no ib lub twg:
 - ◆ Lub Koomhaum Ntawm Kev Noj Qab Nyob Zoo (The National Institutes of Health)
 - ◆ Lub Koomhaum Tswj Thiab Tiv Thaiv Kev Mob Nkeeg (The Centers for Disease Control and Prevention)
 - ◆ Lub Koomhaum Rau Kev Tshawb Thiab Kev Dhia Zoo Ntawm Kev Noj Qab Nyob Zoo (The Agency for Health Care Research and Quality)
 - ◆ Lub Koomhaum Rau Cov Kev Pab Medicare & Medicaid (The Centers for Medicare and Medicaid Services)
 - ◆ Ib pab pawg ntawm ib co koomhaum saum toj no lossis Lub Koomhaum Tiv Thaiv Tebchaws (Department of Defense) lossis Lub Koomhaum Saib Xyaus Cov Qub Tub Rog (Department of Veterans Affairs)
 - ◆ Ib lub koomhaum uas tsis yog lub tseemfwm dhia uas tsim nyob tshawb fawb uas tau txheeb xyuas tseg hauv lub National Institutes of Health uas pab kom tau nyiaj dawb txhawb
 - ◆ Lub Koomhaum Saib Xyaus Cov Qub Tub Rog (Department of Veterans Affairs) lossis lub Lub Koomhaum Tiv Thaiv Tebchaws (Department of Defense) lossis lub the Lub Koomhaum Hwjxwm Fai Fab (Department of Energy), tiamsis tsuas yog kev tshawb fawb lossis kev tshuaj xyuas tau raug xyuas thiab tso cai los ntawm ib txoj kab ke uas cov kws tshaj lij xyuas uas lub Lub Tebchaws U.S. Tus Coj (U.S. Secretary) ntawm Chav Saib Xyuas Ib Tsoom Pejxeem Kev Noj Qab Nyob Zoo (Health and Human Services) txiav txim tias muaj raws li tag nrho cov cai no: (1) nws zoo thooj li lub Koomhaum Ntawm Kev Noj Qab Nyob Zoo (National Institutes of Health) txoj kab ke uas cov kws tshaj lij xyuas cov kev tshawb fawb thiab tshuaj xyuas thiab (2) nws lav tau kom yuav xyuas kom raws li cov cai tswj txog kev tshawb txuj siab tshaj plaws kom ncaj ncees los ntawm cov neeg uas tsim nyog uas yuav tsis cuam tshuam rau lawv licas txawm tias xyuas pom licas los xij peem



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Peb tsis duav cov kev pab uas yog maub rau kev sau tswvyim los thiab muab xam los xwb.

Cov kev kuaj ntshav kuaj zis thiab thaj duab fai fab

Peb duav cov kev pab kuaj ntshav kuaj zis thiab kev thaj duab thaum pw thiab tsis pw tsev kho mob loj thaum yog yam kev kho mob uas yuav tau muaj xwb xwb. Qee yam kev thaj duab tshwjxeeb yuav raug duav yog tias yog yam uas yuav tau muaj xwb xwb.

Cov kev pab tiv thaiv kom txhob mob tuaj thiab kom noj qab nyob zoo thiab kev hwjxwm cov kev mob nkeeg yam kav ntev

Qhov kev npaj duav:

- Cov koob tshuaj pom zoo txhaj tiv thaiv kab mob raws li Pab Pawg Pab Tswvyim Rau Cov Kev Txhaj Koob Tshuaj Tiv Thaiv Kab Mob (Pab Advisory Committee for Immunization Practices)
- Cov kev npaj kev muaj los tsis muaj tub ki
- Cov kev pab uas pom zoo raws li Cov Kev Pab Kho Mob Thiab Pab Dhia Haujlwm Rau Lub Neej Zoo Yav Tom Ntej (Health Resources and Service Administration’s Bright Futures)
- Cov kev pab tiv thaiv kab mob rau pojniam pom zoo rau los ntawm Lub Koomhaum Tawm Tswvyim Kho Mob (Institute of Medicine)
- Cov kev pab txiav thum luam yeeb
- Cov kev pab uas pom zoo rau los ntawm Tebchaws United States Pab A thiab B Rau Cov Kev Pab Tiv Thaiv (Preventive Services Task Force A and B)

Yuav muab cov kev pab muaj tsis muaj tub ki rau cov Tswv Cuab muaj hnuv nyoog uas tseem muaj tau menyuam thaj pab tau lawv txiav txim seb yuav muaj pestsawg tus menyuam thiab yuav kem sijhawm hauv nruab nrab ntev lidas. Cov kev pab no suav nrog rau tag nrho cov kev tiv thaiv kev xeeb menyuam uas lub Koomhaum Saib Xyuas Khoom Noj Thiab Tshuaj tso cai rau lawm. Koj ua ib tug tswv cuab yog tus uas xaiv ib tug kws kho mob nyob ze koj thiab nws yuav muab cov kev pab rau koj uas koj yuav tau muaj.

Kaiser Permanente cov PCP thiab cov Ob/Gyn pab tau rau sab kev pab npaj muaj tsis muaj tub ki. Ntsig txog cov kev pab npaj muaj tsis muaj tub ki, koj kuj xaiv tau ib tug kws kho mob lossis tsev kuaj uas tsis yog ib feem ntawm Kaiser Permanente thiab tsis tas yuav tau ntawv xa mus ntsib lossis kev tso cai ua ntej. Peb yuav them tus kws kho mob lossis lub tsev kuaj mob rau cov kev npaj muaj tsis muaj tub ki uas koj txais.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev pab kuaj qhov uas siv yeeb tshuaj thiab dej cawv yuam kev

Peb duav kev soj ntsuam thiab kev pab tswvyim rau kev siv dej cawv yuam kev. Peb tsis duav cov kev pab tu qhov uas siv yeeb tshuaj yuam kev.

Yuav kawm ntxiv txog ov kev pab tu qhov uas siv yeeb tshuaj yuam kev, tiv tauj koj lub cheebtsam qhov kev npaj kho mob ntawm sab siab ntsws. Yuav nrhiav tau koj lub cheebtsam qhov kev npaj kho mob ntawm sab siab ntsws cov lej xovtooj hu dawb hauv istawnej, mus saib <http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx> (ua Lus Askiv).

Cov kev pab menyuum yaus

Qhov Kev Npaj duav:

- Cov kev pab soj ntsuam, kuaj pom, thiab tu thaum ntxov thiab cuag ncuu (Early and Early and Periodic Screening, Diagnostic and Treatment Services, EPSDT).
- Yog tias koj lossis koj tus menyuum tseem tsis tau nto 21 xyoos, Kaiser Permanente yuav duav cov sijhawm tuaj kuaj menyuum yaus kev noj qab nyob zoo. Cov sijhawm tuaj kuaj menyuum yaus kev noj qab nyob zoo yog cov kev pab tiv thaiv, soj ntsuam, kuaj pom, thiab tu.
- Kaiser Permanente yuav teem sijhawm thiab muab kev pab thauj mus los thiaj pab tau cov menyuum txais cov kev pab uas lawv yuav tau muaj.
- Cov kev pab tiv thaiv yog cov kev pab kuaj cuag ncuu thiab soj ntsuam pab koj tus kws kho mob nrhiav tau teebmeem kom ntxov. Cov kev kuaj cuag ncuu pab tau koj tus kws kho mob nrhiav seb puas pom teebmeem ntawm sab kev kho mob, kho hniav, pom kev, hnov ntsej, kho mob siab ntsws, thiab kev siv yeeb tshuaj yuam kev. Kaiser Permanente kuj duav cov kev soj ntsuam thaum twg yuav tau muaj (suav nrog rau kev kuaj txhuas hauv ntshav), txawm tias tsis tau txog lub sijhawm uas kuaj cuag ncuu. Tsis tas li ntawd xwb, cov kev tu tiv thaiv suav nrog rau cov koob txhaj uas koj lossis koj tus menyuum yuav tau muaj. Kaiser Permanente yuav tau ua zoo xyuas seb tag nrho cov menyuum uas tau rau npe nkag puas tau txais cov koob tshuaj uas lawv yuav tau muaj txhua zaum uas tuaj kho mob.
- Thaum nrhiav tau ib qho teebmeem ntawm lub cev nqaij daim tawv lossis ntawm sab siab ntsws thaum tuaj kuaj lossis soj ntsuam, tej zaum muaj kev tu yuav kho lossis pab tau qhov teebmeem ntawd. Yog tias cov kev tu ntawd yog yam uas yuav tau muaj xwb xwb thiab Kaiser Permanente yog tus uas yuav tsum lav them cov kev tu, ces peb mam li duav cov kev tu tsis tsub nqi rau koj li. Cov kev pab no suav nrog rau:



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- ◆ Cov kev pab los ntawm kws kho mob, tus kws tu mob uas xyaum ua haujlwm kho mob, thiab kev pab hauv tsev kho mob loj
- ◆ Koob txhaj pab tiv thaiv kom koj noj qab nyob zoo
- ◆ Kev ua exawxais kom ib ce rov tuaj zog, xyaum hais lus, thiab kom rov ua taus haujlwm
- ◆ Cov kev pab tu uas txais tom tsev, suav nrog rau cov twj kho mob, cov khoom siv kho mob, thiab cov tshuab
- ◆ Cov kev pab tu kev pom kev thiab hnov ntsej, uas suav nrog rau tsom iav thiab cov tso pob ntseg hnov
- ◆ Cov Kev Pab Tu Cwjpwm rau autism thiab lwm cov kev lajlim tswvyim qeeb
- ◆ Kev hwjxwm kev kho mob, kev hwjxwm tsi ntsees rau ib yam twg, thiab kev qhia txog kev noj qab nyob zoo
- ◆ Kev phais kho dua tshiab, uas yog kev phais kho tej yam ntawm lub cev uas txawv txav vim tias tau xeeb txawm los li ntawd, kev loj hlob tsis thwj, raug mob, voos tuaj, hlav qog, lossis kev mob nkeeg thiaj siv tau zoo dua lossis koj saib zoo li luag tej.

Yog tias cov kev tu ntawd yog yam uas yuav tau muaj xwb xwb thiab Kaiser Permanente tsis yog tus uas yuav tsum lav them cov kev tu, ces pab mam li pab koj txais kom tau cov kev tu uas koj yuav tau muaj. Cov kev pab no suav nrog rau:

- Cov kev pab tu thiab kho kom rov ua tau rau kev mob ntawm sab siab ntsws thiab kev siv yeeb tshuaj yuam kev
- Cov kev kho hniav, suav nrog rau kev kho hniav tuaj yuam kev
- Cov kev pab tu mob rau tus kheej

Kev Pab Rau Cov Hloov Qhov Uas Yog Pojnim Lossis Txivneej

Peb duav cov kev pab rau cov hloov qhov uas yog pojnim lossis txivneej (cov kev pab hloov kom phim qhov uas yog pojnim lossis txivneej) thaum yog yam uas yuav tau muaj xwb xwb lossis thaum cov kev pab muaj raws li cov cai tswj txog kev phais kho dua tshiab.

Cov kev pab sab pom kev

Peb yuav duav cov kev pab nram qab no:

- ***Cov kev kuaj qhov muas cuag ncu***

Peb tsuas duav kev kuaj qhov muag cuag ncu ib zaug txhua 24 hlis. Yuav duav lwm cov kev kuaj qhov muag yog tias yog yam uas yuav tau muaj xwb xwb



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- **Tsom iav**

Peb duav cov kev pab nram qab no:

- Tsom iav (lub coj thiab daim iav) txhua 24 hlis thaum kws kho sau rau koj tias yog 0.75 diopter
- Tsom iav theej cov qub hauv 24 hlis yog tias qhov uas pom kev licas tau hloov qhov tsawg kawg yog 0.50 diopter lossis koj muab tsom iav ua poob, tub sab nyiag, lossis puas lawm (es kho tsis tau), es tsis yog tim koj. Koj yuav tsum muab rau peb ib daim ntawv qhia tias koj muab tsom iav ua poob, lossis tub sab nyiag lossis raug puas lawm licas. Lub coj tshiab yuav tib yam li lub coj qub (tsis pub ntau tshaj \$80) yog tias tsawg dua 24 hlis tau dhau txij thaum txiav tsom iav rau koj zaum tas los

- **Daim iav tsom pom kev**

Lub xeev yog tus muab iav tsom pom kev tshiab lossis cov theej cov qub.

- **Lub coj daim iav**

Lub coj tshiab lossis lub theej lub qub uas yog \$80 lossis tsawg dua. Yog tias koj xaiv lub coj uas kim dua \$80, koj yuav tsum them tus nqi rau lub coj uas ntau tshaj \$80.

- **Cov iav Npuab Qhov Muag Tshwjxeeb**

Yog koj muaj ib tug mob uas yog tus kws kho mob lossis kws kho qhov muag hauv pab pawg txiav txim tias qhov uas npuab daim iav yog yam uas yuav tau muaj xwb xwb, peb yuav duav cov iav npuab. Cov kev mob uas tsim nyog tau cov iav npuab tshwj xeeb suav nrog rau aniridia, aphakia, keracotonus, thiab tej zaum muaj lwm yam ntxiv.

Peb yuav theej koj cov iav npuab qhov muag uas yuav tau muaj xwb xwb yog tias koj muab ua poob lossis tub sab nyiag. Koj yuav tsum muab rau peb ib daim ntawv qhia tias koj muab tsom iav ua poob, lossis tub sab nyiag licas.

Cov kev pab tshawb

Cov kev pab tshawb yog cov tshuaj, twj, kev kho lossis lwm cov kev pab kho mob uas tseem tabtom tshawb fawb ntawm tib neeg seb puas ntxim thiab nyab xeeb. Peb tsuas duav cov kev pab tshawb thaum muaj raws li cov cai nram qab no:

- Cov kev uas ib txwm kho pab tu qhov teebmeem tsis txaus
- Cov kev uas ib txwm kho yuav tsis cheem kev uas ua tsis taus zuj zus lossis tag sim neej ntxov



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Tus kws kho mob uas yuav muab kev pab no tej keebkwm qhia tias nws ua haujlwm kom nyab xeeb thiab zoo
- Cov kev pab tsis yog ib feem ntawm ib qho uas tub txawg tub ntse tshawb fawb
- Ntseeg txaus tias yam kev pab yuav ua tau rau nyob ntev zog lossis yuav ceev lossis pab kom rov ua tau tej yam uas niaj hnuv ua

Tag nrho cov kev pab tshawb no yuav tau muaj kev tso cai ua ntej. Mus saib “Tus Kws Kho Mob Sab Nraud Rov Xyuas Dua” hauv Tshooj 6 (“Kev Qhia Thiab Daws Teebmeem”) thiaj kawm tau ntxiv txog qhov uas tus kws kho mob sab nraum xyuas cov kev thov cov kev pa tshawb.

Kev thauj mus los yam uas tsis yog mob kub ceev (“NEMT”)

Koj siv tau cov kev pab thauj rau yam uas tsis yog mob kub ceev (“NEMT”) thaum koj caij tsheb, npav, tsheb nqaj lossis taxi tuaj koj lub sijhawm teem cia tuaj ntsib kws kho mob, kho hniav, kho mob ntawm sab siab ntsws thiab kho kev siv yeeb tshuaj yuam kev tim lub cev nqaj daim tawv lossis vim muaj ib yam kev mob nkeeg, thiab Kaiser Permanente them koj tus mob lossis teebmeem ntawm cev nqaj. Ua ntej koj yuav txais tau NEMT, koj yuav tau thov kev pab los ntawm koj tus kws kho mob es lawv mam li sau kom koj txais yam kev thauj mus los uas phim koj tus mob.

NEMT yog ib lub tsheb thauj thaum mob kub ceev, tsheb muaj txaj pw, tsheb thauj tau lub laub, lossis kev ya dav hlau. NEMT tsis yog ib lub tsheb, npav lossis taxi. Kaiser Permanente tso cai rau yam kev NEMT rau koj cov kev pab kho mob uas koj yuav tau muaj uas pheejyig tshaj plaws yam uas koj yuav tau muaj thiaj mus tau koj lub sijhawm teem cia. Qhov no txhais tias, piv xam li no, yog koj caij tau ib lub tsheb uas thauj tau laub, peb yuav tsis them rau ib lub tsheb thauj thaum mob kub ceev. Koj tsuas txais tau kev pab thauj hauv dav hlau yog tias koj caij tsheb tsis tau kiag li vim koj tus mob.

Yuav tau siv NEMT thaum:

- Yog yam uas yuav tau muaj vim lub cev nqaj lossis kev mob nkeeg raws kws kho mob txiav txim thiab sau tseg; lossis koj caij tsis tau npav, taxi, tsheb, lossis tsheb loj mus koj lub sijhawm teem cia vim lub cev nqaj lossis kev mob nkeeg
- Koj yuav tau muaj kev pab los ntawm tus tsav tsheb thiaj tawm thiab rov mus rau koj lub tsev, tsheb, lossis chaw tu mob vim lub cev nqaj lossis muaj mob ntawm sab siab ntsws
- Yog ib tug kws kho mob hauv pab pawg thov kom tau thiab tau kev tso cai ua ntej



Koj tus kws kho mob hauv pab pawg txiav txim tias koj yuav tau muaj NEMT, nws yuav sau yam NEMT zoo tshaj phim koj ua li koj thiaj muaj yam uas koj yuav tau muaj. Peb yuav hu koj teem sijhawm thauj koj mus los.

Cov kev txwv ntawm NEMT

Tsis muaj cov kev txwv tias yuav txais tau NEMT npaum cas mus los cov sijhawm teem cia mus ntsib kws kho mob, kho hniav, lossis kho mob ntawm sab siab ntsws los yog tias txais los ntawm Kaiser Permanente thaum ib tug kws kho mob sau rau koj txais. Yog tias lub sijhawm teem cia tuaj ntsib yog hom uas Medi-Cal duav tiamsis tsis yog Kaiser Permanente duav, peb yuav nrhiav tau tus uas teem hwjxwm kev thauj mus los rau koj (yog tias muaj).

Yuav txais tsis tau tim tej yam twg?

Yuav tsis muab kev pab thauj mus los yog tias koj tseem caij tau tsheb, npav, taxi, lossis lwm yam kev thauj mus los uas yoojyim siv tau txawm tias muaj mob ntawm lub cev nqaj lossis lwm yam kev mob nkeeg los xij. Yuav tsis muab kev pab thauj mus los yog tias Medi-Cal tsis duav. Muaj ib daim teev cov kev pab uas duav nyob hauv Phau Taw Qhia Tswv Cuab.

Tus tswv cuab lav cov nqi twg

Koj tsis tas yuav lav nqi yog tias peb muab cov kev pab thauj mus los.

Kev thauj mus los yam uas tsis sib cuam tshuam nrog kev kho mob (“NMT”)

Koj siv tau kev thauj mus los uas tsis yog rau kev kho mob (“NMT”) thaum koj:

- Mus los ntawm ib lub sijhawm teem cia tuaj ntsib rau ib yam kev pab uas Medi-Cal duav.
- Mus nqa tshuaj uas kws kho mob sau lossis khoom siv tu mob.

Kaiser Permanente tso cai rau koj siv ib lub tsheb, taxi, npav, lossis lwm yam kev pab uas ib tsoom neeg siv tau/ib lub tuam txhab muab xwv thiaj yuav mus los koj cov sijhawm teem cia tuaj ntsib los rau ib yam kev pab uas Medi-Cal duav. Peb tso cai rau yam pheejyig tshaj NMT hom uas phim koj thiaj txais tau tej kev kho mob uas koj yuav tau muaj.

Peb yuav muab nyiaj rov qab rau cov mais (mile) thaum thauj mus los ntawm ib lub tsheb ntawm ib tug neeg uas yog tus uas yuav txais tau teem cia thiab tsis yog teem los ntawm ib lub tuam txhab, tsis yog cov pib caij npav, caij taxi lossis tsheb nqaj. Kev thauj mus los hauv ib tug neeg twg lub tsheb, thiab kev pab them rov qab rau cov mais



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

yog yam uas duav (raws li Medi-Cal cov cai) thaum tso cai rau ua ntej (tsis tau caij mus lawm). Yuav thov kom tau kev tso cai thiab cov cai uas siv los mus txiav txim txog kev tso cai hu rau **1-844-299-6230** (TTY **711**). Tus sawv cev kuj teb tau cov lus nug txog kev them nyiaj rov qab rau cov mais.

Yuav thov kom tau cov kev pab NMT thiaj mus tau kom txais ib yam kev pab uas Medi-Cal duav, thov hu rau Kaiser Permanente lub tuam txhab muab kev pab thauj mus los **1-844-299-6230** qhov tsawg kawg yog peb hnuv ua lag luam (Hnuv Ib txog Hnuv Tsib) ua ntej koj lub sijhawm teem cia tuaj ntsib lossis sai li sai tau yog tias koj yuav tau txais kev pab kho mob sai. Thaum koj hu thov koj npaj kom txhij tej yam no:

- Koj daim npav ID Kaiser Permanente
- Hnuv thiab lub sijhawm teem cia rau koj tuaj ntsib
- Chaw nyob ntawm qhov chaw uas yuav tos koj thiab chaw nyob ntawm qhov chaw uas koj yuav mus
- Seb puas yuav tau muaj kev pab xa koj rov qab mus
- Seb puas yuav muaj leejtwg nrog koj mus (pivxam li ib tug niam txiv/tus saib xyuas lossis tus tu)

Cov kev txwv ntawm NMT

Tsis muaj cov kev txwv tias yuav txais tau NMT npaum cas mus los cov sijhawm teem cia mus ntsib kws kho mob, kho hniav, lossis kho mob ntawm sab siab ntsws los yog tias txais los ntawm Kaiser Permanente thaum ib tug kws kho mob tso cai rau koj txais. Yog tias hom sijhawm teem cia tuaj ntsib ntawd yog hom uas Medi-Cal duav tiamsis qhov kev npaj ho tsis duav, koj qhov kev npaj yuav muab rau koj lossis pab koj teem kev pab thauj mus los.

Yuav txais tsis tau tim tej yam twg?

Yuav tsis txais kev pab NMT:

- Yuav tau muaj ib lub tsheb thauj mus los thaum mob kub ceev, lub tsheb muaj txaj pw, lub tsheb thauj tau laub, lossis lwm yam NEMT vim yus tus mob thiaj mus tau kom txais ib yam kev pab uas duav.
- Koj yuav tau muaj kev pab los ntawm tus tsav tsheb thiaj tawm thiab rov mus rau koj lub tsev, tsheb, lossis chaw tu mob vim lub cev nqaij lossis muaj ib tug mob.
- Nov tsis yog ib yam kev pab uas Medi-Cal duav.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Tus tswv cuab lav cov nqi twg

Koj tsis tas yuav lav nqi rau kev pab thauj mus los thaum yog ib yam yuav tau muaj thiaj tau mus txais ib yam kev pab uas Kaiser Permanente lossis Medi-Cal duav.

Kev phais kho dua tshiab

Peb duav:

- Kev phais thaum muaj ib qho teebmeem ntawm koj lub cev. Tej zaum yuav yog ib qho teebmeem uas xeeb txawm los li ntawd, vim muaj mob nkeeg lossis raug mob. Peb duav cov kev pab uas yuav tau muaj xwb xwb uas ua rau saib zoo dua lossis ua tau haujlwm zoo dua
- Tom qab muab ib feem lossis tag nrho lub mis tshem, peb yuav duav kev phais kho lub mis dua tshiab thiab kev phais kho lub mis sab tod dua tshiab kom ob lub zoo sib xws. Peb duav cov kev pab tu qhov uas o tuaj tom qab tshem cov qog lim dej (lymph)

Peb tsis duav cov kev phais uas uav kho kom hloov mentsis xwb.

Cov kev pab thiab thawb nqa mus ntev (“LTSS”)

Cov Kev Pab Rau Cov Laus Rau Ntawm Thaj Tsam Uas Nyob (Community Based Adult Service, CBAS) yog ib yam kev pab uas tej zaum koj yuav tsim nyog txais tau yog tias koj muaj teebmeem ntawm sab kev mob nkeeg uas ua rau koj nyuaj tu koj tus kheej thiab koj yuav tau muaj kev pab ntxiv Cov chaw CBAS kuj muab kev pab qhia thiab txhawb nqa rau koj tsev neeg thiab/lossis tus tu koj.

Yuav kawm ntxiv txog cov kev pab CBAS hu rau peb Pawg Pab Kom Medicaid Zoo Dua Qhov Qub Zuj Zus (Medicaid Improvement Unit) rau ntawm **1-866-842-2574 (TTY 711)** thiaj kawm tau seb koj puas tsim nyog txais. Yog koj tsim nyog txais CBAS, peb yuav tso cai rau cov kev pab uas phim tej yam uas koj yuav tau muaj. Yog tias tsis muaj cov chaw CBAS hauv peb pab pawg, peb yuav ua zoo pab kom koj txais tau cov kev pab uas koj yuav tau muaj los ntawm lwm cov kws kho mob hauv pab pawg.

Cov kev pab txais ntawm tus kws kho mob ntsib yus hauv koospistawj tuaj

Tej zaum Kaiser Permanente yuav siv tau tus kws kho mob uas ntsib hauv koospistawj muab qee yam kev pab rau koj. Kev sib ntsib hauv koospistawj yog ib txojkev txais kho mob uas koj tsis tas yuav nrog tus kws kho mob nyob hauv tib qhov chaw. Tej zaum kev sib ntsib hauv koospistawj yuav yog nrog koj tus kws kho mob sib tham tim ntsej tim muag. Tseemceeb uas koj thiab koj tus kws kho mob neb tibi yuav tsum sib pom zoo



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

tias siv kev sib ntsib hauv koospistawj rau ib yam kev pab twg yog yam tsim nyog rau koj. Tsis yog yuav sib ntsib hauv koospistawj tau rau txhua yam kev mob lossis txhua yam kev pab uas duav. Koj tsis tas yuav sib ntsib hauv koospistawj.

Tej yam uas Kaiser Permanente tsis duav

Cov kev pab uas koj txais tau los ntawm Fee-For-Service (FFS) Medi-Cal

Tej thaum Kaiser Permanente tsis duav qee yam kev pab, tiamsis koj tseem txais tau los ntawm Txais Kev Tu Yam Uas Them Tom Qab Tau Txais Kev Pab (Fee For Service, FFS) Medi-Cal. Ntu no teev tseg cov kev pab no. Yuav kawm ntxiv hu rau koj Cheebtsam Tus Xyuas Seb Puas Tsim Nyog Txais (County Eligibility Worker) lossis Medi-Cal dawb rau ntawm **1-800-541-5555** (Lus Askiv thiab Lus Mev).

Cov kev pab kho hniav rau cov Tswv Cuab nyob hauv Cheebtsam Amador, El Dorado, thiab Placer

Medi-Cal duav qee yam kev pab kho hniav, suav nrog rau:

- Cov kev pab kuaj thiab tiv thaiv cov hniav kom nyob zoo (xws li cov kev soj ntsuam, thajj duab x-ray, thiab kev ntxuav hniav)
- Cov kev pab kub ceev kom qhov mob ntaug
- Kev rho hniav
- Cov ntsaws hniav
- Cov kev kho cag hniav (pem hauv ntej/nram qab)
- Cov looj kaus hniav (Cov twb tsim mas koj los siv/cov tsim tom qab)
- Kev ntxuav cov pos hniav mus tob tob
- Kev tu cov pos hniav cuag ncu
- Cov lo hniav ib feem lossis ob sab tibsi
- Cov kev kho hniav tuaj nkhaus rau cov menyuum tsim nyog tau

Yog koj muaj lus nug lossis xav kawm ntxiv txog cov kev pab kho hniav, hu rau Denti-Cal rau ntawm **1-800-322-6384** (TTY **1-800-735-2922**). Tej zaum koj kuj xav mus saib Denti-Cal lub vevxaj rau ntawm **denti-cal.ca.gov** (ua Lus Askiv).

Nco ntsoov: Yuav duav cov kev pab tso tshuaj loog tshuaj tsaug zog rau qee yam kev kho hniav raws li cov cai hauv Phau Taw Qhia Tswv Cuab no. Mus saib lub ntsiab hu tias “Cov kev pab tso tshuaj loog tshuaj tsaug zog” hauv qab “Kev Pab Uas Txais Es Mus Tsev Tib Hnub” hauv Tshooj 4 no (“Cov kev duav nqi thiab kev pab”) thaj kawm tau ntxiv.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnub, 7 hnub tuaj ib lub lim tiam (tshwj yog cov hnub koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev pab kho hniav rau cov Tswv Cuab hauv Cheebtsam Sacramento

Thov mus saib ntu hauv qab hu tias “Lwm cov Khooskas thiab kev pab rau cov neeg muaj Medi-Cal” thiaj kawm tau ntxiv txog cov kev pab kho hniav uas muaj

Nco ntsoov: Yuav duav cov kev pab tso tshuaj loog tshuaj tsaug zog rau qee yam kev kho hniav raws li cov cai hauv Phau Taw Qhia Tswv Cuab no. Mus saib lub ntsiab hu tias “Cov kev pab tso tshuaj loog tshuaj tsaug zog” hauv qab “Kev Pab Uas Txais Es Mus Tsev Tib Hnub” hauv Tshooj 4 no (“Cov kev duav nqi thiab kev pab”) thiaj kawm tau ntxiv.

Kev pab kho tshwjxeeb ntawm sab siab ntsws rau cov tswv cuab nyob hauv Cheebtsam Amador, El Dorado, thiab Placer

Lub cheebtsam cov kev npaj kho mob ntawm sab siab ntsws yuav muaj kev pab kho mob ntawm sab siab ntsws tshwjxeeb (SMHS) rau cov Tswv Cuab Medi-Cal uas muaj raws li cov cai qhia thaum yog yam uas yuav tau muaj xwb xwb hauv cov Cheebtsam Amador, El Dorado, thiab Placer. SMHS tej zaum yuav suav nrog rau cov kev pab uas txais thaum pw hauv tsev kho mob thiab thaum tsis pw tibi thiab thaum nyob hauv ib lub tsev tu mob:

- ***Cov kev pab uas txais es mus tsev tib hnub:***
 - Cov kev pab kho mob ntawm sab siab ntsws (cov kev soj ntsuam, kev tsim kev npaj, kev tu, kev kho kom rov ua taus thiab ntaub ntawv qhia)
 - Cov kev pab siv tshuaj
 - Cov kev pab teebmeem loj nruab hnub
 - Cov kev pab kom rov ua tau nruab hnub
 - Cov kev pab cuam tshuam thaum muaj xwmtxheej loj
 - Cov kev pab kom teebmeem loj xwmyeem tuaj
 - Cov kev pab hwjxwm tsi ntsees rau ib yam twg
 - Cov kev pab tu cwjpw
 - Cov hwjxwm kev kho mob loj (ICC)
 - Cov kev pab tu mob loj tom tsev (IHBS)
 - Cov kev coj los tu ib tus ua kev kho (TFC)
- ***Cov kev pab uas txais rau qhov chaw nyob:***
 - Cov kev pab tu cov laus rau qhov chaw nyob
 - Crisis residential treatment services thaum muaj xwmtxheej loj



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnub, 7 hnub tuaj ib lub lim tiam (tshwj yog cov hnub koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

▪ ***Cov kev pab uas txais thaum pw hauv tsev kho mob loj***

- Cov kev pab thaum mob ntawm sab siab ntsws loj uas txais thaum pw hauv tsev kho mob loj
- Cov kev pab tshaj lij ntawm sab siab ntsws uas txais thaum pw hauv tsev kho mob loj
- Cov kev pab uas txais los ntawm cov chaw kho mob ntawm sab siab ntsws

Yuav kawm ntxiv txog kev pab kho mob ntawm sab siab ntsws tshwjxeeb los ntawm lub cheebtsam qhov kev npaj kho mob ntawm sab siab ntsws, koj hu tau rau lub cheebtsam. Yuav nrhiav tau tag nrho cov cheebtsam cov xovtooj dawb hauv istawnej, mus saib <http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx> (ua Lus Askiv).

Cov kev pab tu qhov uas siv yeeb tshuaj thiab dej cawv yuam kev

Cov cheebtsam cov kev npaj kho mob ntawm sab siab ntsws duav cov kev pab tu qhov uas siv yeeb tshuaj yuam kev. Yuav nrhiav tau koj lub cheebtsam qhov kev npaj kho mob ntawm sab siab ntsws cov lej xovtooj hu dawb hauv istawnej, mus saib <http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx> (ua Lus Askiv).

Cov kev tu mus ntev hauv ib lub tsev tu

Kaiser Permanente duav cov kev pab mus ntev hauv ib lub tsev tshaj lij tu mob, lub tsev uas nyob tu mob ib ntus, lossis lub tsev tu kev mob tsis loj rau lub hlis uas koj nkag rau lub tsev thiab lub hlis tom qab. Peb tsis duav kev tu mus ntev yog koj nyob ntev zog. Yog tias koj txais kev pab tu kom txhob txom nyem uas duav, ces txoj cai nws tsis cuam tshuam txog koj.

Qhov Regular Medi-Cal duav lub sijhawm uas koj nyob hauv lub tsev yog tias koj nyob ntev tshaj lub hlis uas koj xub nkag rau lub tsev ntawd. Yuav kawm ntxiv, hu rau **1-800-464-4000** (TTY 711).

Kev thov vajtswv lossis kev kho ntawm sab kev ntseeg

Kaiser Permanente daim ntawv sib cog lus nrog DHCS tsis duav kev thov vajtswv lossis kev kho ntawm sab kev ntseeg raws li qhia tseg ntawm Title 22 CCR Section 51312. Thov tiv tauj koj lub cheebtsam thiaj kawm tau txog seb yuav ua lidas thiaj txais tau cov kev pab no.

Cov kev pab ntsuam xyuas ntawm lub Koomhaum Saib Xyuas Kev Kawm Rau Thaj Tsam (LEA)

Kaiser Permanente daim ntawv sib cog lus nrog DHCS tsis duav lub Koomhaum Saib Xyuas Kev Kawm Rau Thaj Tsam (Local Education Agency, LEA) cov kev pab ntsuam



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

xyuas raws li qhia tseg ntawm Title 22 CCR Section 51360(b) thaum yog muab rau ib tug tswv cuab uas tsim nyog tau kev pab LEA raws li qhia tseg ntawm Title 22 CCR Section 51190.1.

Cov kev pab LEA raws li qhia tseg ntawm Title 22 CCR Section 51360

Kaiser Permanente daim ntawv sib cog lus nrog DHCS tsis duav cov kev pab LEA kom raws li ib qho Individualized Education Plan (IEP) raws li qhia tseg ntawm Education Code, Section 56340 et seq. lossis ib qho Individualized Family Service Plan (IFSP) raws li qhia tseg ntawm Government Code Section 95020, lossis cov kev pab LEA uas muab hauv qab ib qho Individualized Health and Support Plan (IHSP), raws li piav tseg ntawm Title 22 CCR Section 51360.

Cov kev pab kuaj cov alphafetoprotein hauv ntshav ua ib feem ntawm ib qho khooskas uas lub Xeev dhia uas yog Ceg Genetic Disease Branch of California Department of Public Health dhia.

Kev Kho Mob Rau Menyuum Yaus Nruab Hnub.

Cov kev pab hwjxwm tsi ntsees rau ib yam twg raws li qhia tseg ntawm Title 22 CCR Sections 51185 thiab 51351, thiab raws li piav tseg ntawm Exhibit A, Attachment 11, Provision 3 ntawm Kaiser Permanente daim ntawv sib cog lus nrog DHCS

Cov kev pab hwjxwm qhov uas menyuum yaus raug txhuas lom uas yog lub cheebtsam hoobkas saib xyuas kev noj qab nyob zoo muab.

Cov tshuaj siv pab qhov uas lub hlwb tsis paub yam twg tseeb yam twg tsis tseeb uas teev cia hauv Medi-Cal Phau Ntawv Taw Qhia Kws Kho Mob (Medi-Cal Provider Manual, MCP): Qhov Qauv Ob Qho Kev Npaj, ntu txog Cov Tshuaj Uas Them Ua Ntej/Cov Tsis Them Ua Ntej, uas teev cia tias cov tshuaj rau qhov uas lub hlwb tsis paub yam twg tseeb yam twg tsis tseeb thiaj raug cais tawm.

Cov tshuaj siv rau Human Immunodeficiency Virus (HIV) thiab AIDS uas teev cia hauv Medi-Cal Phau Ntawv Taw Qhia Kws Kho Mob (MCP): Qhov Qauv Ob Qho Kev Npaj, ntu txog Cov Tshuaj Uas Them Ua Ntej/Cov Tsis Them Ua Ntej, uas teev cia tias cov tshuaj rau HIV/AIDS thiaj raug cais tawm.



Cov kev pab uas koj txais tsis tau los ntawm Kaiser Permanente lossis Medi-Cal

Muaj qee yam kev pab uas Kaiser Permanente thiab Medi-Cal yuav tsis duav hlo li, suav nrog rau:

- California Children's Services (CCS)
- Qee yam kev soj ntsuam thiab kev pab
- Tej yam khoom kom hajyam xis nyob lossis kom ua taus yoojyim
- Cov kev pab kho kom zoo nkauj dua
- Cov uas siv ib zaug mam muab povtseg
- Cov kev pab sim kho
- Cov kev pab kom xeeb taus menyuam (suav nrog rau cov kev pab rau cov uas xeeb tsis taus menyuam, kev siv twj xa cov kua phev, thiab cov txuj pab kom muaj taus menyuam)
- Kev tu kom txhob plam plaubhau lossis kom nws hlav tau zoo
- Tej khoom thiab cov kev pab uas tsis yog tej yam lossis cov kev pab siv kho mob
- Cov kev pab zaws
- Cov kev pab rau tus kheej
- Kev kho qhov uas hloov kom txhob muaj menyuam kom rov qab muaj taus
- Cov khoom thiab cov kev pab rau txhais kotaw
- Cov kev pab uas lub tseem fvw loj lub Food and Drug Administration tsis tso cai rau
- Cov kev pab uas txais ntawm cov neeg tsis tau muaj ntawv povthawj tias txawj ua haujlwm
- Cov kev pab uas sib cuam tshuam nrog ib yam kev pab uas tsis raug duav

Nyeem cov ntu nram qab no tag nrho thiaj kawm tau ntxiv lossis hu rau **1-800-464-4000 (TTY 711)**.

California Children's Services (CCS)

CCS yog lub xeev ib qho khooskas rau cov menyuam uas tsis tau nto 21 xyoos uas muaj tej yam kev mob nkeeg lossis cov teeb meem ntawm sab kev mob nkeeg uas kav ntev thiab muaj raws li CCS qhov khooskas cov cai. Yog Kaiser Permanente lossis koj tus PCP ntseeg tias koj tus menyuam muaj ib tug mob uas tsim nyog txais kev pab los ntawm CCS, yuav xa nws mus rau qhov khooskas CCS seb puas tsim nyog tau.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov neeg ua haujlwm rau qhov khooskas CCS yuav txiav txim seb koj tus menyuam puas tsim nyog txais tau cov kev pab CCS. Yog tias koj tus menyuam tsim nyog txais cov kev pab no, cov kws kho mob uas ua haujlwm nrog CCS yuav tu nws tus mob CCS. Kaiser Permanente yuav duav qee yam kev pab mus ntxiv uas tsis sib cuam tshuam nrog rau tus mob CCS xws li cov kev niaj zaum kuaj ib ce, cov koob tshuaj txhaj, thiab cov kev kuaj kom menyuam yaus noj qab nyob zoo.

Kaiser Permanente tsis duav cov kev pab uas yog muab los ntawm qhov khooskas CCS. Yuav kom CCS duav cov kev pab no, CCS yuav tau tso cai rau tus kws kho mob, cov kev pab, thiab tej twj.

CCS tsis duav txhua yam kev mob nkeeg. CCS duav feem ntau cov kev mob nkeeg uas ua rau muaj ib qho kev ua tsis taus lossis yuav tau muaj tshuaj, kev phais, lossis kev ua exawxais kom rov ua tau thiaj tu. CCS duav cov menyuam yaus uas muaj cov teebmeem ntawm sab kev mob nkeeg xws li:

- Lub plawv xeeb txawm los muaj mob
- Kheesxaws
- Qog hlav
- Mob ntshav cam tsis txawj nkoog tuaj
- Mob uas tej noob ntshav zoo li rab liag
- Mob ntawm lub qog thyroid
- Mob ntshav qab zib
- Mob raum loj yam uas kav ntev
- Mob daim siab
- Mob txoj hnyuv
- Khi ntswg/ru ncauj
- Mob uas npluag ib ncig ntawm txha nqaj qaum tsis kaw
- Plam kev hnov ntsej
- Mob qhov muag hlav pos huab
- Mob cerebral palsy
- Qee yam kev mob qaug dab peg
- Mob pob qij txha (rheumatoid arthritis)
- Mob nqaij ntshiv txhav (muscular dystrophy)
- AIDS
- Raug mob loj ntawm taub hau, paj hlwb, lossis leeg xa xov fai fab hauv cov txha nqaj qaum



4 | Cov kev duav nqi thiab cov kev pab

- Raug kub hnyiab sab
- Kaus hniav nkhaus heev

Lub xeev them cov kev pab CCS. Yog tias koj tus menyuam tsis tsim nyog txais kev pab los ntawm qhov khooskas CCS, nws yuav txais cov kev pab yam uas yuav tau muaj xwb xwb los ntawm Kaiser Permanente.

Yuav kawm ntxiv txog CCS, hu rau **1-800-464-4000** (TTY 711).

Qee yam kev soj ntsuam thiab kev pab

Medi-Cal tsis duav cov kev soj ntsuam thiab pab uas yuav tau muaj:

- Thiaj nrhiav tau lossis muaj haujlwm khov kho
- Thiaj txais tau isalas
- Thiaj txais tau ib yam daim ntawv tso cai ua haujlwm twg
- Uas tsev hais plaub xaj, lossis yog rau qhov uas thov kom tawm hauv nkuaj lossis kev zov tom qab tawm hauv nkuaj

Qhov kev txwv no tsis cuam tshuam rau yog tias ib tug kws kho mob kuaj pom tias cov kev pab no yog yam uas yuav tau muaj xwb xwb.

Tej yam khoom kom hajyam xis nyob lossis kom ua taus yoojyim

Peb kuj tsis duav cov khoom siv kom xis nyob, kom yoojyim lossis cov khoom kim kim. Yog suav nrog rau tej yam khoom uas tsuas yog siv kom tus tswv cuab, tus tswv cuab tsev neeg ib tug, lossis tus tswv cuab tus kws kho mob hajyam xis nyob lossis ua taus ub no yoojyim zog. Qhov kev cais tawm no tsis cuam tshuam rau cov tshuab nqus kua mis yam uas zoo li cov muag tom khw uas yog muab rau cov pojniam tom qab tau so lawm.

Cov kev pab kho kom zoo nkauj dua

Cov kev pab kom hloov tau qhov uas saib koj licas (suav nrog rau kev phais tej feem ntawm koj lub cev uas tsis txawv txav lossis hloov qhov uas saib koj licas). Qhov kev txwv no tsis cuam tshuam rau cov khoom cuav siv uas duav:

- Cov tshuab nruab rau noob qes uas yog ib feem ntawm ib qho kev phais kho dua tshiab
- Lub mis cuav uas yuav tau muaj tom qab phais tshem mis
- Tej khoom cuav siv theej ib feem lossis tag nrho ib qho ntawm lub ntsej muag sab nraud



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov uas siv ib zaug mam muab povtseg

Tej yam nram qab no uas siv ib zaug pem tsev mam pov tseg: Ntaub qhwv, ntaub, ntaub nplaum, tshuaj tua kab mob ntawm tawv nqaij, thiab cov ntaub qhwv hom uas zoo li Ace.

Qhov kev txwv no tsis cuam tshuam rau tej khoom uas siv ib zaug mam pov tseg nram qab no uas yog ib feem ntawm cov kev pab duav nqi uas piav tas los hauv Tshooj 4 (“Cov kev duav nqi thiab kev pab”) nyob hauv Phau Taw Qhia Tswv Cuab no:

- Kev lim ntshav
- Cov twj kho mob
- Cov kev pab uas txais tom tsev
- Kev tu kom txhob txom nyem thiab txo cov tsos mob
- Cov khoom siv, twj, thiab tshuab kho mob
- Cov tshuaj uas sau

Cov kev pab sim kho

Cov kev pab sim yog cov tshuaj, twj, kev kho lossis kev pab uas yog sim hauv ib lub chav sim lossis sim rau cov tsiaj txhu, tiamsis tsis tau npaj txhij yuav sim rau cov tibneeg.

Cov Kev Pab Kom Xeeb Taus Menyuam

Cov kev pab kom ib tug xeeb taus menyuam.

Kev tu kom txhob plam plaubhau lossis kom nws hlav tau zoo

Cov khoom siv thiab cov kev pab hlav, tiv thaiv, lossis lwm yam kev tu rau qhov uas do hau tuaj lossis kom plaub hau ntev tuaj.

Tej khoom thiab cov kev pab uas tsis yog tej yam lossis cov kev pab siv kho mob

Pivxam li, peb tsis duav:

- Cov kev qhia kom paub cai thiab coj zoo
- Cov kev pab qhia thiab txhawb xwv thiaj kawm npaj tej uas yuav niaj hnuv ua lossis ua ib yam haujlwm kom tas
- Tej khoom lossis kev pab uas lub ntsiab yog pab kom hajyam paub lossis txawj ib tug txuj twg
- Kev pab lossis txhawb kom hajyam txawj ntse
- Cov kev pab qhia kom hajyam kawm tau lus, lej lossis kev hwjxwm sijhawm kom zoo



- Qhia koj nyeem ntawv, txawm koj muaj los tsis muaj dyslexia los xij
- Tej kev xeeb rau kev kawm ntawv
- Qhia kev kos duab, las voos, caij nees, ua suab nkauj, ua si, lossis ua luam dej, tshwj yog tias qhov kev txwv no rau kev "qhia kev ua si" tsis yog cuam tshuam rau cov kev pab uas yog ib feem ntawm ib qho kev npaj tu cwj pwm thiab raug duav hauv "Kev Tu Cwj pwm" hauv Tshooj 4 ("Cov Nqi Uas Duav thiab Cov Kev Pab")
- Qhia cov txuj ua haujlwm
- Qhia ua ib txoj haujlwm twg lossis cov txuj ua haujlwm
- Cov kev kawm kom hajyam tshaj lij rau ib sab twg
- Kev kawm kom txawj ua ib txoj haujlwm twg lossis kev pab tswvyim nrhiav haujlwm
- Kev ua exawxais ua luam dej lossis lwm yam kev ua exawxais hauv dej. Qhov kev txwv no rau kev ua exawxais ua luam dej lossis lwm yam kev ua exawxais hauv dej tsis yog cuam tshuam rau cov kev pab uas yog ib feem ntawm ib qho kev npaj ua exawxais rau lub cev thiab raug duav ua ib feem ntawm cov nqi uas duav nram qab no hauv Tshooj 4 ("Cov Nqi Uas Duav thiab Cov Kev Pab"):
 - ♦ Cov kev pab uas txais tom tsev
 - ♦ Kev tu kom txhob txom nyem thiab txo cov tsos mob
 - ♦ Cov kev pab thiab twj uas pab kom rov ua taus
 - ♦ Cov tsev uas txais kev pab ntawm cov kws tu mob

Cov kev pab zaws

Cov kev pab zaws. Qhov kev txwv no tsis yog cuam tshuam rau cov kev pab uas yog ib feem ntawm ib qho kev npaj ua exawxais rau lub cev thiab raug duav ua ib feem ntawm cov nqi uas duav nram qab no hauv Tshooj 4 ("Cov Nqi Uas Duav Thiab Cov Kev Pab") hauv Phau Taw Qhia Tswv Cuab no:

- Cov kev pab uas txais tom tsev
- Kev tu kom txhob txom nyem thiab txo cov tsos mob
- Cov kev pab thiab twj uas pab kom rov ua taus
- Cov tsev uas txais kev pab ntawm cov kws tu mob



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev pab rau tus kheej

Cov kev pab uas tsis yog ib yam uas yuav tau muaj xwb xwb, xws li tej yam uas niaj hnuv ua (pivxam li: mus kev, mus pw tom txaj thiab sawv ntawm txaj los, da dej, hnav khaub ncaws, noj mov, mus chav dej, thiab noj tshuaj). Qhov kev txwv no tsis yog cuam tshuam rau cov kev pab rau tej ua niaj hnuv ua uas yog ib feem ntawm tej yam uas raug duav hauv qab:

- Kev tu kom txhob txom nyem thiab txo cov tsos mob
- Lub tsev tshaj lij pab tu/mus nyob ib ntus/mus nyob thaum tsis mob loj

Kev kho qhov uas hloov kom txhob muaj menyuum kom rov qab muaj taus

Cov kev pab kho daws qhov kev tiv thaiv kom txhob xeeb menyuum uas yav tas los tuaj yeem ua.

Cov khoom thiab cov kev pab rau txhais kotaw

Cov khoom siv tu kotaw thiab cov kev pab uas tsis yog yam uas yuav tau muaj xwb xwb

Cov kev pab uas lub tseem fww loj lub Food and Drug Administration tsis tso cai rau

Tej tshuaj, khoom ntxiv pab, cov kev kuaj, cov koob tshuaj txhaj tiv thaiv, cov twj, khoom fai fab, thiab lwm yam Kev Pab twg ntxiv uas yuav tau muaj kev tso cai ntawm lub Food and Drug Administration (“FDA”) raws txoj cai lij choj thiaj muab muag tau hauv lub tebchaws U.S. tiamsis lub FDA tsis tau tso cai rau. Qhov kev cais tawm no tsis cuam tshuam rau tej qhov nram qab no:

- Cov kev pab kho mob kub ceev hauv tebchaws Canada lossis Mexico
- Cov kev pab uas duav hauv qab “Cov kev tshawb fawb sim kho mob kheexaws” hauv Tshooj 4 ntawm Phau Ntawv Taw Qhia Tswv Cuab no
- Cov kev pab uas muab ua yog ib feem ntawm ib qho kev pab tshuaj xyuas raws li piav tseg hauv Tshooj 4 ntawm Phau Ntawv Taw Qhia Tswv Cuab no

Cov kev pab uas txais ntawm cov neeg tsis tau muaj ntawv povthawj tias txawj ua haujlwm

Cov kev pab uas yog ua kom ruaj ntseg thiab zoo los ntawm cov neeg uas tsis tas yuav muaj ntawv povthawj tias txawj ua haujlwm los ntawm lub xeev thiaj muab tau kev pab kho mob thiab tus tswv cuab tus mob tsis yog yam uas yuav tau txais los ntawm ib tug uas muaj ntawv povthawj tias txawj ua haujlwm.

Qhov kev cais tawm no tsis cuam tshuam rau cov kev pab uas duav hauv qab “Cov kev pab kho cwjpw” hauv qab lub ntsiab lus “Cov kev pab tu kom rov ua taus” hauv Tshooj 4 ntawm Phau Ntawv Taw Qhia Tswv Cuab no.



Cov kev pab uas sib cuam tshuam nrog ib yam kev pab uas tsis raug duav

Thaum tsis duav ib yam kev pab twg, tag nrho cov kev pab uas sib cuam tshuam nrog kuj raug cais tawm. Qhov kev cais tawm no tsis yog cuam tshuam rau kev tu cov teebmeem cov nyom uas tshwm vim cov kev pab uas tsis duav, yog tias cov teebmeem cov nyom yog yam uas Medi-Cal yuav duav. Piv xam li, yog koj muaj kev phais kom zoo nkauj zog yam uas tsis duav, peb yuav tsis duav cov kev pab npaj rau kev phais lossis cov ke tu taug qab. Yog tias tom qab ntawd koj muaj teebmeem cov nyom uas txov tau txojsia xws li kis kab mob los es voos tuaj kom mob loj, qhov kev cais tawm no yuav tsis cuam tshuam thiab peb yuav duav cov kev pab uas yuav tau muaj thiaj tu tau qhov teebmeem cov nyom, tsuav yog yam uas Medi-Cal duav.

Lwm cov khooskas thiab kev pab rau cov uas muaj Medi-Cal

Muaj lwm cov khooskas thiab kev pab rau cov uas muaj Medi-Cal, suav nrog rau:

- Kev Hwjxwm Kev Kho Hniav
- Diabetes Prevention Program ("DDP")
- Health Homes Program ("HHP")
- Kev tuaj yeem pub tej nruab nrog thiab npluag cev

Nyeem cov ntu nram qab no tag nrho thiaj kawm tau ntxiv txog cov khooskas thiab cov kev pab rau cov neeg muaj Medi-Cal.

Kev Hwjxwm Kev Kho Hniav

Cov Tswv Cuab uas txais kev pab Medi-Cal hauv Cheebtsam Sacramento uas tsim nyog txais cov kev pab kho hniav yuav tsum tau xaiv ib qho kev npaj ntawm cov Kev Hwjxwm Kev Kho Hniav rau lawv tej kev kho hniav. Yuav kawm ntxiv txog cov kev npaj kho uas xaiv tau ntawm Kev Hwjxwm Kev Kho Hniav, hu rau Health Care Options rau ntawm **1-800-430-4263**.

Diabetes Prevention Program

Qhov Diabetes Prevention Program ("DPP") yog ib qho khooskas pab hloov lub neej raws li tej kev povthawj tshawb fawb. Nws yog tsim los cheem lossis tiv thaiv mob ntshav qab zib hom 2 ntawm cov neeg uas kuaj pom tias lawv muaj feem yuav muaj tau mob ntshav qab zib. Qhov khooskas kav ib xyoos. Tej zaum yuav kav ob xyoos rau cov Tswv Cuab uas tsim nyog tau. Cov kev txhawb thiab tswvyim pab ua neej nyob uas tau kev tso cai suav nrog rau tej yam nram qab no thiab tej zaum muaj lwm yam ntxiv:



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

4 | Cov kev duav nqi thiab cov kev pab

- Muab ib tug pab tswvyim rau
- Qhia kev tshuaj saib tus kheej thiab daws teebmeem
- Muab kev txhawb zog thiab qhia tias yus ua tau zoo lossis tsis zoo rau qhov twg
- Muab cov ntaub ntawv qhia txhawb cov homphiaj
- Taug qab txog cov kev muab luj cuag ncuva thiaj pab tau kom ncav cuag cov homphiaj

Cov tswv cuab yuav tsum muaj raws li cov cai uas txav txim seb puas tsim nyog koom DPP. Hu rau lub Chaw Pab Tswv Cuab thiaj kawm tau ntxiv txog qhov khoos thiab seb puas tsim nyog koom.

Health Homes Program

Medi-Cal duav cov kev pab Health Homes Program (HHP) rau cov Tswv Cuab uas muaj tej yam kev mob nkeeg uas kav ntev. Cov kev pab no yog pab hwjxwm kev pab tu rau lub cev ntaj ntsug, kev pab kho tus cwjpw, thiab cov kev pab thiab txhawb uas kav ntev uas txais ntawm zej zog (LTSS) rau cov Tswv Cuab uas muaj cov kev mob nkeeg uas kav ntev. Muaj qhov Health Homes Program rau cov Tswv Cuab uas tsim nyog tau hauv Cheebtsam Sacramento. Tej zaum yuav tiv tauj koj yog tias koj tsim nyog koom qhov khooskas. Koj kuj tham tau nrog koj tus kws kho mob lossis cov neeg ua haujlwm hauv tsev kuaj mob seb koj puas txais tau cov kev pab HHP.

Tej zaum koj yuav tsim nyog tau HHP yog:

Koj muaj tej yam kev mob nkeeg uas kav ntev. Koj hu tau rau peb nug seb cov kev mob nkeeg twg thiaj tsim nyog tau kev pab no. Koj kuj yuav tsum muaj raws li cov cai nram qab no:

- ◆ Koj muaj peb yam kev mob nkeeg uas kav ntev lossis ntau tshaj ntawd uas tsim nyog tau kev pab HHP
- ◆ Koj tau pw hauv tsev kho mob hauv xyoo tas los no
- ◆ Koj tau mus lub chav kho mob kub ceev peb zaug lossis ntau tshaj ntawd hauv xyoo tas los no; lossis
- ◆ Koj tsis muaj ib qho chaw nyob.

Koj tsis tsim nyog tau kev pab HHP yog:

- Koj tau kev pab tu kom txhob txom nyem vim yuav mus; lossis
- Koj tau nyob hauv ib lub tsev uas txais kev tu ntawm cov kws tshaj lij tu mob ntev tshaj lub hlis uas nkag tau lawm thiab lub hlis tom qab.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev pab HHP uas duav

HHP yuav muab rau koj ib tug pab hwjxwm kev kho mob thiab ib pab pawg tu mob uas yuav nrog koj thiab koj cov kws kho mob koom tes ua ke, xws li koj cov kws kho mob, cov kws tshaj lij, cov kws ntim tshuaj, cov kws pab hwjxwm teebmeem, thiab lwm cov, uas yauv pab koj hwjxwm kev kho mob. Peb muab cov kev pab HHP, uas suav nrog rau:

- Cov kev pab hwjxwm kev kho mob kom ntxaws
- Kev pab hwjxwm kev kho mob
- Kev txhawb kev noj qab nyob zoo
- Cov kev pab tu rau kev tshais
- Kev pab txhawb tus kheej thiab tsev neeg
- Kev pab nrhiav lwm yam kev txhawb nqa ntawm zej zog thiab cov neeg uas yus paub

Yuav kawm ntxiv, hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711).

Tus tswv cuab lav cov nqi twg

Tus tswv cuab tsis tas yuav them ntxiv rau cov kev pab HHP.

Kev tuaj yeem pub tej nruab nrog thiab npluag cev

Leejtwg los yeej pab cawm tau lwm tus txoj sia yog tias txiav txim ua ib tug tuaj yeem pub tej nruab nrog lossis npluag cev. Yog tias koj muaj 15 txog 18 xyoo, koj ua tau ib tug tuaj yeem pub tej no yog tias koj niam txiv lossis tus saib xyuas tso cai rau koj ua li ntawd. Koj hloov siab txog ntawm qhov uas tuaj yeem pub tej nruab nrog cev thaum twg los tau. Yog koj xav kawm ntxiv txog ntawm qhov uas ua ib tug tuaj yeem pub tej nruab nrog lossis npluag cev, kavtsij nrog koj tus PCP tham. Koj kuj mus saib lub United States Department of Health and Human Services lub vevxaij los tau rau ntawm **organdonor.gov** (ua Lus Askiv).

Kev hwjxwm cov kev pab

Kaiser Permanente muab cov kev pab hwjxwm kev kho mob tsis tsub nqi rau koj li. Yog koj muaj lus nug lossis kev txhawj xeeb txog koj lossis koj tus menyuaam kev noj qab nyob zoo, hu rau **1-800-430-4263** (TTY 711).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Kev soj ntsuam tej txujci tshiab thiab cov uas twb muaj lawm

Kaiser Permanente muaj ib tug txheej txheem tshawb tob heev thiaj saib xyuas thiab soj ntsuam tej txujci kho mob tshiab uas yog cov kev tu thiab kuaj. Cov kws kho mob hauv pab pawg txiav txim seb tej txujci kho mob tshiab uas tshawb pom tias nyab xeeb thiab ntxim uas tau tshaj tawm luam hauv tej phau ntawv uas tej kws kho mob nyeem ntsig txog cov kev sim kho mob puas yog yam uas tsim nyog kho mob rau lawv cov neeg mob.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

5. Cov cai thiab cov kev lav ris

Koj ua ib tug tswv cuab ntawm Kaiser Permanente muaj cov cai thiab cov kev lav ris tibi. Tshooj no yuav piav txog cov cai thiab cov kev lav ris ntawd. Tshooj no kuj muaj cov lus tshaj tawm qhia lij choj uas yog koj li cai yuav txais tau ua ib tug tswv cuab ntawm Kaiser Permanente.

Koj cov cai

Kaiser Permanente cov Tswv Cuab muaj cov cai no:

- Kom luag saib taus, thiab saib taus qhov uas koj muaj cai khaws cov lus qhia txog koj cov kev kho mob cia twjywm thiab ceev kom ruaj ntseg tsis qhia lwm tus sab nraum paub txog li
- Yuav tau cov lus qhia txog qhov kev npaj kho mob thiab cov kev pab ua yog ib feem, suav nrog rau cov kev pab uas duav
- Yuav xaiv tau ib tug thawj kws kho mob hauv peb pab pawg
- Yuav muaj feem pab txiav txim ntsig txog koj cov kev kho mob, suav nrog rau qhov uas muaj cai txiav txim tias tsis xav kho tu ib yam twg
- Kawm kom paub cov neeg uas tu koj cov npe hu licas thiab lawv tau kawm ua haujlwm licas
- Yuav txais kev pab hauv ib qho chaw uas nyab xeeb, ruaj ntseg, huv, thiab siv taus
- Mus ntsib tus kws kho mob thib ob hauv pab pawg thaum twg los tau
- Sau ntawv lossis sib tham txog qhov uas tsis txaus siab rau lub koomhaum lossis cov kev tu uas tau txais lawm
- Yuav txais kev pab hwjxwm kev kho mob
- Qhia tias tsis txaus siab rau ib qhov kev txiav txim tias tsis tuaj yeem muab, sej, lossis txwv ib yam kev pab lossis duav nqi twg
- Txais kev pab txhais lus rau yam lus uas koj hais



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Txais kev pab lij choj los ntawm lub chav pab ntawm sab kev lij choj uas nyob ze koj lossis lwm pab pawg
- Yuav ua tau ib daim ntaub ntawv qhia tseg ua ntej tias xav kho mob licas
- Yuav siv tau kev pab npaj muaj tsis muaj tubki, cov Federally Qualified Health Centers, cov chaw Indian Health Service, kev pab rau cov kev mob kas cees thiab kev pab rau mob kub ceev sab nraum Kaiser Permanente pab pawg yam uas raws li tseemfwm loj txoj cai
- Yuav thov tau tsa Rooj Hais Kev Tsis Txaus Siab, suav nrog rau qhov uas kawm tau seb thaum twg mam li xyuas qhov kev tsis txaus siab kom ceev zog
- Thaum twg tsim nyog raws li cai lij choj, yuav txais tau koj cov ntaub ntawv kho mob, thiab muaj cai muab kho thiab
- Tawm hauv qhov kev npaj thaum twg los tau. Cov Tswv Cuab uas thov tau kom tawm hauv qhov kev npaj kho mob kom ceev suav nrog rau cov no, tiamsis tseem muaj lwm tus thiab: cov Tswv Cuab uas txais kev pab duav nqi hauv cov khooskas Foster Care lossis Adoption Assistance; thiab cov Tswv Cuab uas yuav tau muaj cov kev pab kho mob tshwjxeeb
- Tus hluas uas tsis tau nto kaum yim xyoo tso cai tau txais cov kev pab
- Yuav txais cov ntaub ntawv qhia tswv cuab ua lwm hom uas siv tau (xws li cov ntawv pob su rau cov dig muag, cov ntawv loj, thiab cov suab kaw) yog tias thov kom tau thiab tsis sej ntev rau yam uas thov ntawd raws li Txoj Cai Welfare & Institutions Code Section 14182 (b)(12)
- Tsis raug txwv lossis cais npho yam uas siv tau los mus yuam, rau txim, kom yoojyim zog, lossis ua pauj
- Yuav tau cov lus qhia txog cov kev tu uas muaj thiab lwm cov kev tu uas xaiv tau, thiab yuav txais cov lus qhia no ua hom kev qhia uas tsim nyog rau koj tus mob thiab ua hom uas yuav nkag siab tau
- Yuav tau koj cov ntaub ntawv luam tau rau koj khaws cia, thiab thov kom muab kho licas, raws li qhia tseg hauv Txoj Cai 45 Code of Federal Regulations §164.524 thiab 164.526.
- Muaj kev ywjpheej ua thiab muaj raws li cov cai no yam uas yuav tsis cuam tshuam rau qhov uas Kaiser Permanente, cov kwv kho mob, lossis lub Xeev coj licas rau koj
- Yuav siv tau kev pab npaj muaj tsis muaj tubki, Cov Chaw Mus Yug Menyuum, cov Federally Qualified Health Centers, cov chaw Indian Health Service Facilities, cov kev pab ntawm tus kws txais menyuum, cov Rural Health Centers, kev pab rau cov kev mob kas cees thiab cov Kev Pab Kho Mob Kub Ceev sab nraum peb pab pawg yam uas raws li tseemfwm loj txoj cai.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Koj cov kev lav ris

Kaiser Permanente cov Tswv Cuab muaj tej kev lav ris no:

- Nyeem Phau Taw Qhia Tswv Cuab no thiaj kawm tau seb koj muaj kev duav licas thiaj yuav ua licas thiaj txais tau kev pab
- Siv koj cov npav ID kom raug. Nqa koj daim npav ID Kaiser Permanente, daim npav ID muaj koj tus duab, thiab daim npav ID Medi-Cal thaum koj tuaj txais kev tu
- Tuaj cov sijhawm teem cia raws li tau cog tseg
- Qhia koj tus Tus Thawj Kws Kho Mob (primary care provider, PCP) txog koj li keebkwm kho mob
- Ua raws li qhov kev npaj tu uas koj thiab koj tus PCP neb sib pom zoo
- Lees hlo tias koj txojkev coj lub neej cuam tshuam rau koj li kev noj qab nyob zoo
- Saib taus cov kws kho mob hauv pab pawg, lwm cov neeg ua hauj lwm, thiab cov Tswv Cuab
- Them cov kev pab uas Medi-Cal tsis duav
- Daws teebmeem siv cov kev uas piav tseg hauv Phau Taw Qhia Tswv Cuab no
- Qhia peb paub yog tias koj raug nkaq pw rau tom ib lub tsev kho mob sab nraum pab pawg

Daim Ntawv Qhia Txog Qhov Uas Khaws Cia Twjywm Tsis Tso Tawm

MUAJ IB NQE LUS PIAV TXOG Kaiser Permanente COV TSAB CAI THIAB TXHEEJ TXHEEM CEEV COV NTAUB NTAWV CIA TWJYWM THIAB YUAV MUAB LUAM TAU RAU KOJ THAUM TWG KOJ THOV KOM TAU.

Kaiser Permanente yuav tiv thaiv cov lus qhia txog koj cov kev kho mob thiab khaws cia twjywm (protected health information, PHI). Peb kuj kom tag nrho cov tuam txhab uas nrog peb ua haujlwm tiv thaiv koj cov PHI thiab. Koj cov PHI yog cov lus qhia uas siv tau txheeb xyuas koj (cov lus uas hais tawm, sau cia, lossis sau hauv twj fai fab) uas hais txog koj li kev noj qab nyob zoo, cov kev kho mob uas koj tau txais, thiab cov kev them koj cov kev kho mob.

Feem ntau lub sijhawm koj txais tau koj cov PHI ua ntaub ntawv, kho tej uas tsis thwj, lossis muab kho thaum ub no hloov, thiab thov peb kom tau ib daim teev tias peb tau muab koj cov PHI tso tawm thaum twg. Koj thov tau kom xa cov lus uas khaws cia



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

twjywm mus rau lwm lub chaw uas tsis yog lub chaw uas koj ib txwm nyob lossis xa mus yam uas tsis yog txojkev uas ib txwm xa.

Tej zaum peb yuav cia lwm tus pom koj cov PHI thiaj ua tau tej yam xws li muab kev tu, tshawb fawb txog cov kev kho mob, dhia haujlwm ntawm cov tsev kho mob, xws li kev tshawb fawb lossis ntsuas seb cov kev kho mob ho zoo npaum licas. Tsis tas li ntawd xwb, tej zaum peb yuav tau muab koj cov PHI rau lub tseemfwm lossis muab rau ib tog thaum muaj kev hais plaub.

Peb yuav tsis siv lossis tso tawm koj cov PHI rau ib lub homphiaj twg yog tias tsis tau kev tso cai ntawm koj ua ntej (lossis ib tug uas koj tsa los sawv cev rau koj), tshwj yog muaj raws li piav hauv peb Daim Ntawv Qhia Txog Qhov Uas Khaws Cia Twjywm Tsis Tso Tawm (saib hauv qab) thiab Medi-Cal cov cai ntsig txog qhov uas khaws tej no cia twjywm. Koj tsis tas yuav tso cai rau qhov kev siv koj cov PHI li no.

Yog tias koj pom leejtwg siv cov lus qhia txog koj tsis raug, tiv tauj rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**) lossis lub California Department of Health Care Services, Tus Saib Xyuas Kev Khaws Cov Lus Qhia Twjywm (Privacy Officer), rau ntawm **1-866-866-0602** Nyem 1 (TTY **1-877-735-2929**). Koj kuj xa tau e-mail mus rau lub Xeev California Chav Saib Xyuas Ib Tsoom Pejxeem Cov Kev Kho Mob (California Department of Health Care Services) ntawm **privacyofficer@dhcs.ca.gov**.

Ntawm no tsuas yog ib qho qhia luv luv txog peb cov txheej txheem khaws cov lus qhia txog cov kev kho mob twjywm. PEB DAIM NTAWV QHIA TXOG QHOV UAS KHAWS CIA TWJYWM TSIS TSO TAWM, UAS QHIA NTXIV TXOG PEB COV TXHEEJ TXHEEM KHAWS CIA TWJYWM THIAB KOJ COV CAI NTSIG TXOG KOJ COV PHI YOG YAM UAS KOJ TXAIS TAU THAUM TWG KOJ THOV. Yuav tau ib daim rau koj khaws cia, hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Koj kuj nrhiav tau daim ntawv qhia no rau ntawm Kaiser Permanente cov tsev kho mob lossis hauv istawnej rau ntawm **kp.org** (ua Lus Askiv).

Cov lus qhia txog cov cai

Muaj cov cai ntau uas cuam tshuam txog Phau Taw Qhia Tswv Cuab no. Tej zaum cov cai no yuav cuam tshuam txog koj cov cai thiab tej yam uas koj yuav tsum lav ris txawm tias cov cai ntawd tsis tau raug muab sau cia lossis piav tseg hauv Phau Taw Qhia Tswv Cuab no. Cov cai tseemceeb tshaj uas cuam tshuam txog Phau Taw Qhia Tswv Cuab no yog lub xeev thiab tseemfwm loj cov cai thiab cov cai uas tswj txog qhov khooskas Medi-Cal. Tej zaum kuj muaj lwm cov cai los ntawm tseemfwm loj thiab lub xeev uas yuav cuam tshuam rau thiab.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov lus qhia txog qhov uas Medi-Cal yog tus them kawg nkaus

Tej thaum lwm tus yuav tsum them cov kev pab uas Kaiser Permanente muab rau koj ua ntej. Piv xam li, yog koj raug qhov uas tsheb sib tsoo lossis koj raug mob tom haujlwm, isalas lossis Workers Compensation yuav tau them ua ntej.

California Chav Saib Xyuas Ib Tsoom Pejxeem Cov Kev Kho Mob muaj cai thiab yuav tsum lav ris qhov uas sau nyiaj rau cov kev pab uas Medi-Cal duav tej yam uas Medi-Cal tsis them ua ntej. Yog koj raug mob, thiab qhov uas koj raug mob ntawd yog lwm tus yuav tsum lav, koj lossis tus uas sawv cev rau koj ntawm sab kev lij choj yuav tau teev ntawv cia qhia tawm rau DHCS ua ntej tseem tsis tau dhau 30 hnuv txij tau teev ntawv ntawm tsev hais plaub lossis teev cia tshaj plaub. Cev koj daim ntawv qhia tawm rau ntawm:

- Personal Injury Program rau ntawm
- Workers Compensation Recovery Program rau ntawm

Yuav kawm ntxiv, hu rau **1-916-445-9891**.

Qhov khooskas Medi-Cal ua raws li lub xeev thiab tseemfwv loj cov cai ntsig txog qhov uas cov tog thib peb lav cov kev pab kho mob uas muab rau cov Tswv Cuab. Kaiser Permanente yuav dhia haujlwm zoo li zoo tau xwv qhov khooskas Medi-Cal thiaj yog tus them kawg nkaus.

Koj yuav tau thov kom tau thiab tuav rawv lwm yam kev duav kev kho mob (Other Health Coverage, OHC) yam uas muaj rau koj dawb lossis lub xeev yuav duav. Yog koj tsis thov kom tau OHC yam uas koj tsis tas yuav them lossis lub xeev them, ces koj cov kev pab Medi-Cal yuav raug muab tu ncu lossis tu nrho. Yog koj tsis qhia tej yam uas tau hloov rau OHC kom sai, thiab yog tim qhov uas tsis qhia tias koj tseem txais kev pab Medi-Cal uas koj tsis tsim nyog tau, koj yuav tau them DHCS rov qab.

Yog tias koj tsim nyog txais Medicare, koj yuav tau qhia peb paub. Qhov khooskas Medicare tej zaum yuav tau them qee yam kev pab uas peb muab rau koj. Medi-Cal yog tus them kawg nkaus txhua zaum.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov lus qhia txog kev sau nqi ntawm tej qub txeeg qub teg

Qhov khooskas Medi-Cal yuav tsum nrhiav kev tau nyiaj rov qab ntawm tej qub txeeg qub teg ntawm tej tug Tswv Cuab medi-cal uas tag sim neej lawm rau cov nqi uas tau them, suav nrog rau cov nqi niaj zaus them rau cov kev hwjxwm kev tu, cov kev pab uas txais hauv ib lub tsev uas cov kws tu mob saib xyuas yus, cov kev pab uas txais thaum tseem nyob tom tsev thiab ntawm zej zog, thiab cov kev pab tshuaj thiab tsev kho mob loj uas tau muab rau tus tswv cuab Medi-Cal thaum lossis tomqab tus tswv cuab hnuv txwm hnuv nyoog 55 xyoos. Yog tias tus tswv cuab uas tag sim neej tsis tseg qub txeeg qub teg lossis tsis muaj tej cuab txhiaj cuab tam uas yog lawv ntiag tug thaum tag sim neej, yuav tsis tshuav nqi li.

Yuav kawm ntxiv txog qhov kev sau nyiaj ntawm tej qub txeeg qub teg, hu rau **1-916-650-0490**. Lossis tau kev pab ntawm sab kev lij choj.

Cov Lus Qhia Txog Kev Txiaiv Txim

Kaiser Permanente yuav xa ib tsab ntawv Qhia Txog Kev Txiaiv Txim (Notice of Action, NOA) rau koj txhua zaum uas peb tsis tuaj yeem duav, sej, muab txiaiv tu nrho lossi hloov lo lus thov kom tau cov kev pab kho mob. Yog koj tsis pom zoo rau peb qhov kev txiaiv txim, koj muaj cai teev ib daim qhia tias tsis txaus siab.

Cov lus qhia txog thaum lub neej txawv dua cov

Yog tias muaj dabtsi tshwmsim uas ua rau peb tsis zoo teem thiab muab kev pab, xws li kev puas ntsoog loj, peb yuav nrhiav kev tas zog los mus muab cov kev pab rau koj uas yuav tau muab los ntawm cov kev kho mob thiab rau ntawm cov chaw kho mob hauv pab pawg uas xyeej. Yog tias koj muaj mob kub ceev, cia mus rau lub tsev kho mob loj ncaj ke tshaj plaws. Koj muaj cov kev pab duav mob kub ceev raws li tau piav tseg hauv ntu hu tias “Cov kev pab kho mob kub ceev”.

Cov lus qhia txog kev dhia cov kev duav

Koj yuav tsum sau kom tas tag nrho cov ntaub ntawv uas peb thov kom koj sau uas yog ib feem ntawm peb cov kev dhia lag luam. Ntxiv rau qhov ntawd, tej zaum peb yuav tsim cov cai (yog cov cai thiab txheej txeem) uas pab tau kom peb hajyam muab tau kev pab zoo dua qhov qub.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Yog tias peb ho tso tseg tsis kom ua raws li ib txoj cai twg hauv Phau Taw Qhia Tswv Cuab no rau koj lossis lwm tus, peb tsis tas yuav ua li ntawd rau koj lossis lwm tus yav tom ntej.

Yog tias peb ho tso tseg tsis kom ua raws li ib txoj cai twg hauv Phau Taw Qhia Tswv Cuab, qhov no tsis yog txhais tias tau muab cov cai hauv Phau Taw Qhia Tswv Cuab rhuav lawm. Peb muaj cai yuav kom ua raws li Phau Taw Qhia Tswv Cuab txhua lub sijhawm.

Cov lus qhia txog tias hloov Phau Ntawv Taw Qhia Tswv Cuab no

Peb muab Phau Taw Qhia Tswv Cuab no kho thaum twg los tau yog DHCS tso cai rau peb ua li ntawd. Peb yuav qhia koj paub tias yuav muab hloov lcas 30 hnuv ua ntej.

Cov lus qhia txog cov nqi rau cov kws lijchoj thiab cov sawv cev tsa cai

Yog tias ho muaj kev hais plaub ntawm koj thiab peb, The Permanente Medical Group, lossis Kaiser Foundation Hospitals, nyias tog yuav them nyias cov nqi. Qhov no suav nrog rau cov nqi them cov kws lij choj thiab cov sawv cev tsa cai.

Cov lus qhia txog tias cov Tswv Cuab yuav tau coj raws nkaus li Phau Ntawv Taw Qhia Tswv Cuab

Yuav tau ua raws nkaus li cov cai hauv Phau Taw Qhia Tswv Cuab no thaum koj xaiv rau npe nkaus rau qhov Kaiser Permanente Medi-Cal Plan.

Cov lus qhia txog koj cov kev duav

Tej zaum peb yuav xa rau koj tej kev hloov tshiab ntsig txog koj cov kev duav kev kho mob. Peb yuav xa rau chaw nyob uas koj muab rau peb sau cia zaum tas los. Yog koj tsiv tsev lossis muaj chaw nyob tshiab, thov hu rau lub chaw pab tswv cuab es qhia peb paub kom sai li sai tau rau ntawm **1-800-464-4000** (TTY 711). Kuj qhia koj tus County Eligibility Worker paub txog koj chaw nyob tshiab.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

6. Kev qhia tawm thiab daws teebmeem

Tej zaum muaj ob hom teebmeem uas yuav muaj nrog Kaiser Permanente:

- Ib qho **kev tsis txaus siab**) yog thaum koj muaj ib qho teebmeem nrog Kaiser Permanente lossis ib tug kws kho mob lossis vim qhov kev kho mob lossis tu mob uas koj tau txais ntawm ib tug kws kho mob.
- Qhov uas **thov kom rov xyuas dua** yog thaum koj tsis pom zoo rau peb txojkev txiav txim tias yuav tsis duav lossis tias yuav hloov koj cov kev pab

Koj siv tau Kaiser Permanente tus txheej txheem qhia kev tsis txaus siab thiab thov kom rov xyuas dua thiaj qhia tau peb paub txog koj qhov teebmeem. Ua li no yuav tsis rhuav koj cov cai lij choj thiab cov kev daws teebmeem. Peb kuj yuav tsis ua ntxub ntxaug lossis ua pauj rau koj yuav koj qhia peb txog koj qhov kev tsis txaus siab. Qhov uas koj qhia peb txog koj qhov teebmeem yuav pab tau peb hloov peb cov kev tu kom zoo dua rau tag nrho cov Tswv Cuab.

Koj yeej yuav tsum tiv tauj Kaiser Permanente txhua zaum qhia peb paub txog koj qhov teebmeem. Hu peb 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tiamsis tsis qhib cov hnuv koob tsheej) rau ntawm **1-800-464-4000 (TTY 711)** thiaj qhia tau peb paub txog koj qhov teebmeem. Ua li no yuav tsis rhuav koj cov cai lij choj. Peb kuj yuav tsis ua ntxub ntxaug lossis ua pauj rau koj yuav koj qhia peb txog koj qhov kev tsis txaus siab. Qhov uas koj qhia peb txog koj qhov teebmeem yuav pab tau peb hloov peb cov kev tu kom zoo dua rau tag nrho cov Tswv Cuab.

Yog tias ua li no tsis daws koj qhov kev tsis txaus siab lossis qhov uas tau thov kom rov xyuas dua, lossis koj tseem tsis txaus siab tom qab xyuas tas, koj hu tau rau lub California Department of Managed Health Care (DMHC) rau ntawm **1-888-HMO-2219 (TTY 1-877-688-9891)**.

Lub Xeev California Chav Saib Xyuas Ib Tsoom Pejxeem Cov Kev Kho Mob (Department of Health Care Services, DHCS) Medi-Cal Tus Sawv Cev Pab Tsa Cai kuj pab tau. Lawv pab tau yog koj muaj teebmeem thaum sim koom, hloov, lossis tawm qhov kev npaj kho mob. Lawv kuj yuav pab tau yog tias koj tau tsiv tsev lossis nyuaj rau



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

koj muab koj qhov Medi-Cal tshais mus rau koj lub cheebtsam tshiab. Koj hu tau rau tus Ombudsman rau ntawm **1-888-452-8609**, Hnub Ib txog Hnub Tsib, 8 teev sawv ntxov txog 5 teev tsaus ntuj.

Koj kuj teev tau ib daim qhia kev tsis txaus siab nrog rau lub cheebtsam lub chav txiav txim seb puas tsim nyog txais Medi-Cal. Yog tias koj tsis paub xyov koj yuav tsum qhia koj qhov kev tsis txaus siab rau leejtwg, hu rau **1-800-464-4000** (TTY **711**).

Yuav qhia tawm txog tej yam uas tsis thwj ntsig txog lwm qhov isalas uas koj muaj, thov hu rau Medi-Cal Hnub Ib txog Hnub Tsib, thaum 8:00 sawv ntxov mus rau 5:00 tsaus ntuj ntawm **1-800-541-5555**.

Cov kev tsis txaus siab

Ib qho kev tsis txaus siab yog thaum koj muaj ib qho teebmeem lossis tsis zoo siab rau cov kev pab uas koj txais los ntawm Kaiser Permanente lossis ib tug kws kho mob. Tsis muaj ib txoj cai tias yuav tsum qhia koj qhov kev tsis txaus siab thaum twg.

Koj nrog peb teev tau qhov kev tsis txaus siab thaum twg los tau hauv xovtooj, ua ntawv sau cia, tim ntsej tim muag, lossis hauv istawnej.

- **Hauv xovtooj:** Hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**) 24 teev tuaj ib hnub, 7 hnub tuaj ib lub lim tiam (tiamsis tsis qhib cov hnub koob tsheej). Qhia koj tus lej ntaub ntawv kho mob, koj lub npe, thiab yog vimlicas koj ho tsis txaus siab
- **Xa tuaj:** Hu tuaj rau peb ntawm **1-800-464-4000** (TTY **711**) es thov kom peb xa daim ntawv tuaj rau koj. Koj tus kws kho mob lub chaw ua haujlwm kuj yuav muaj cov ntawv no thiab. Thaum koj txais tau daim ntawv, kuj muab sau kom tas. Ua zoo qhia koj lub npe, lej ntaub ntawv kho mob thiab yog vimlicas koj ho tsis txaus siab. Qhia rau peb paub tias dabtsi tau tshwmsim lawm thiab peb pab tau koj licas. Xa daim ntawv no rau ib lub chaw pab tswv cuab rau ntawm ib lub tsev kho mob hauv pab pawg Kaiser Permanente (mus saib Phau Teev Cov Kws Kho Mob thiaj kawm tau seb cov tsev no nyob qhov twg)
- **Tim ntsej tim muag:** Sau ib Daim Ntawv Qhia Kev Tsis Txaus Siab lossis Daim Sau Nyiaj Rov Qab/Thov rau ntawm ib lub chaw pab tswv cuab rau ntawm ib lub tsev kho mob hauv pab pawg
- **Hauv istawnej:** Siv daim ntawv hauv istawnej rau ntawm peb lub vevxaij **kp.org** (ua Lus Askiv)

Yog tias koj yuav tau muaj kev pab teev koj daim ntawv tsis txaus siab, peb pab tau koj. Peb muab tau cov kev pab txhais lus dawb rau koj. Hu rau **1-800-464-4000** (TTY **711**).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnub, 7 hnub tuaj ib lub lim tiam (tshwj yog cov hnub koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Ua ntej tseem tsis tau dhau 5 hnuv txij thaum txais koj daim qhia kev tsis txaus siab, peb yuav xa ib tsab ntawv rau koj qhia koj paub tias peb tau txais lawm. Ua ntej tseem tsis tau dhau 30 hnuv, peb yuav xa dua ib tsab ntawv qhia koj paub tias peb tau daws koj qhov teebmeem lidas. Yog koj hu tuaj rau peb txog ib yam kev tsis txaus siab uas tsis yog ntsig txog kev duav cov kev kho mob, ib yam kev kho mob uas yuav tau muaj xwb xwb, lossis ib yam kev tshawb fawb sim kho mob lossis kev tshuaj xyuas tu, thiab daws tau koj qhov kev tsis txaus siab ua ntej hnuv ua lag luam tom qab xaus, tej zaum koj yuav tsis txais ib tsab ntawv.

Yog tias koj lossis koj tus kws kho mob xav kom peb txiav txim kom ceev vim tias tos ntev npaum li peb kheev siv sijhawm txiav txim daws qhov kev tsis txaus siab yuav phomsij rau koj txojtia, kev noj qab nyob zoo, lossis peevxwm ua ub no, koj thov tau kom peb xyuas kom ceev zog. Yuav thov kom peb xyuas ceev zog, hu tuaj rau peb rau ntawm **1-800-464-4000** (TTY **711**). Peb yuav txiav txim ua ntej tseem tsis tau dhau 72 teev txij thaum xub txais koj qhov kev tsis txaus siab.

Kev thov kom rov xyuas dua

Qhov uas thov kom rov xyuas dua txawv ntawm qhov uas muaj qhov kev tsis txaus siab. Qhov uas thov kom rov xyuas dua yog thaum koj thov kom Kaiser Permanente xyuas thiab hloov ib qho kev txiav txim txog qhov uas yuav duav ib qho kev pab uas tau thov. Yog peb xa Ib Daim Qhia Txog Kev Txiaiv Txim (Notice of Action, “NOA”) tuaj rau koj qhia tias peb tsis tuaj yeem duav, sej, hloov, lossis ua rau tu nrho ib qho kev pab, es koj ho tsis pom zoo rau peb qhov kev txiav txim, koj teev tau ib daim thov kom rov xyuas dua. Koj tus Tus Thawj Kws Kho Mob (primary care provider, PCP) kuj thov kom rov xyuas dua rau koj los tau yog tias koj sau ntawv tso cai.

Koj yuav tau teev ib qho kev thov kom rov xyuas dua ua ntej tseem tsis tau dhau 60 txij hnuv uas sau cia rau daim NOA uas koj tau txais lawm. Yog koj tseem tab tom txais kev kho es koj xav txais kev kho mus ntxiv, ces koj yuav tau thov kom rov xyuas dua ua ntej tseem tsis tau dhau 10 hnuv raws daim teev hnuv txij hnuv uas tau cev daim NOA rau koj, lossis ua ntej hnuv uas Kaiser Permanente hais tias yuav muab cov kev pab tu nrho. Thaum koj thov kom rov xyuas dua, thov ua zoo qhia peb paub tias koj tseem xav txais cov kev pab mus ntxiv.

Koj teev tau qhov kev thov kom rov xyuas dua hauv xovtooj, ua ntawv sau cia, tim ntsej tim muag, lossis hauv istawnej:

- **Hauv xovtooj:** Hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY **711**) 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tiamsis tsis qhib cov hnuv koob tsheej). Qhia koj tus lej ntaub ntawv kho mob, koj lub npe, thiab qhov kev pab uas koj thov kom peb rov xyuas



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- **Xa tuaj:** Hu tuaj rau peb **1-800-464-4000** (TTY **711**) es thov kom peb xa daim ntawv tuaj rau koj. Koj tus kws kho mob lub chaw ua haujlwm kuj yuav muaj cov ntawv thov kom rov xyuas dua no thiab. Thaum koj txais tau daim ntawv, kuj muab sau kom tas. Ua zoo qhia koj lub npe, koj tus lej ntaub ntawv kho mob thiab qhov kev pab uas koj thov kom peb rov xyuas. Xa daim ntawv no rau ib lub chaw pab tswv cuab rau ntawm ib lub tsev kho mob hauv pab pawg Kaiser Permanente (mus saib Phau Teev Cov Kes Kho Mob thiaj kawm tau seb cov tsev no nyob qhov twg)
- **Tim ntsej tim muag:** Sau ib daim thov kom rov xyuas dua rau ntawm ib lub chaw pab tswv cuab rau ntawm ib lub tsev kho mob hauv pab pawg
- **Hauv istawnej:** Siv daim ntawv hauv istawnej rau ntawm peb lub vevxaij **kp.org** (ua Lus Askiv)

Yog tias koj yuav tau muaj kev pab teev koj daim ntawv thov kom rov xyuas dua, peb pab tau koj. Peb muab tau cov kev pab txhais lus dawb rau koj. Hu rau **1-800-464-4000** (TTY **711**).

Ua ntej tseem tsis tau dhau 5 hnuv txij thaum txais koj daim thov kom rov xyuas dua, peb yuav xa ib tsab ntawv rau koj qhia koj paub tias peb tau txais lawm. Ua ntej tseem tsis tau dhau 30 hnuv, peb yuav qhia koj tias peb txiav txim lidas rau qhov kev thov kom rov xyuas dua.

Yog tias koj lossis koj tus kws kho mob xav kom peb txiav txim kom ceev vim tias tos ntev npaum li peb khev siv sijhawm txiav txim daws qhov kev thov kom rov xyuas dua yuav phomsij rau koj txojtia, kev noj qab nyob zoo, lossis peevxim ua ub no, koj thov tau kom peb xyuas kom ceev zog. Yuav thov kom xyuas ceev zog, hu rau **1-800-464-4000** (TTY **711**). Peb yuav txiav txim ua ntej tseem tsis tau dhau 72 teev txij thaum xub txais koj qhov kev thov kom rov xyuas dua.

Yuav ua lidas yog tias koj tsis pom zoo rau kev txiav txim tom qab tau thov kom rov xyuas dua

Yog tias koj tau teev ib daim thov kom rov xyuas dua thiab koj tau txais ib tsab ntawv ntawm peb qhia tias peb tsis tau hloov peb qhov kev txiav txim, lossis koj tsis tau txais ib tsab ntawv qhia koj tias peb tau txiav txim lidas lossis twb tau ntev tshaj 30 hnuv, koj ua tau li no:

- Thov kom **Lub Xeev Tsa Rooj Hais Kev Tsis Tsaus Siab** los ntawm lub Department of Social Services (DSS), es ib tug kws tu plaub mam li xyuas koj tshaj plaub



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Thov kom **Ib Tug Kws Kho Mob Sab Nraum Xyuas (Independent Medical Review, IMR)** los ntawm DMHC es ib tug kws kho mob sab nraum uas tsis yog ib feem ntawm Kaiser Permanente yuav xyuas koj tshaj plaub

Koj tsis tas yuav them qhov uas Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab lossis IMR.

Koj thov tau kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab thiab kom muaj IMR thooj txhij. Koj kuj thov tau ob qho no ib qho ua ntej lwm qhov seb puas yuav daws koj qhov teebmeem ua ntej. Yog koj thov kom tau IMR ua ntej, tiamsis koj tsis pom zoo rau qhov kev txiav txim, koj tseem thov tau kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab tom qab ntawd. Tiamsis yog tias koj twb thov kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab ua ntej thiab twb ua tas lawm, koj thov tsis tau kom muaj IMR. Thaum ua li no, Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab yuav yog zaum txiav txim kawg nkaus.

Cov ntu nram qab no yuav qhia ntxiv txog yuav ua licas thov kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab lossis kom tau IMR.

Tus Kws Kho Mob Sab Nraud Rov Xyuas Dua (“IMR”)

Qhov IMR yog thaum ib tug kws kho mob sab nraum uas tsis muaj dabtsi sib cuam tshuam nrog rau koj qhov kev npaj kho mob xyuas koj tshaj plaub. Yog koj xav tau qhov IMR, koj yuav tsum xub teev daim thov kom rov xyuas dua nrog Kaiser Permanente ua ntej. Yog koj tsis hnov licas ntawm koj qhov kev npaj kho mob hauv 30 hnuv raws daim teev hnuv, lossis koj tsis zoo siab rau koj qhov kev npaj qhov txiav txim, ces koj thov tau kom muaj IMR. Koj yuav tsum thov kom tau IMR ua ntej tseem tsis tau dhau 6 hlis txij hnuv sau cia rau daim ntawv qhia koj tias tau txiav txim licas rau koj qhov kev thov kom rov xyuas dua.

Tej zaum koj yuav muaj tau IMR tamsid tsis tas yuav teev daim thov kom rov xyuas dua ua ntej. Ua li no rau thaum muaj kev phomsij kub ceev heev uas txov tau koj kev noj qab nyob zoo lossis tsis tuaj yeem ua raws li qhov kev thov vim tias tau pom tias qhov kev tu yog kev sim kho lossis tshuaj xyuas.

Nqe lus nram qab no yuav qhia tias yuav ua licas thiaj thov kom tau qhov IMR. Nco ntsoov tias lo lus tias "kev tsis txaus siab" kuj yog hais txog qhov "kev thov kom rov xyuas dua."

Lub California Department of Managed Health Care yog lub uas lav kev hwjxwm cov kev npaj kho mob. Yog koj muaj ib qho kev tsis txaus siab rau koj qhov kev npaj, koj yuav tsum xub hu rau koj qhov kev npaj rau ntawm **800-464-4000** (TTY **711**) thiab siv koj qhov kev npaj tus txheej txheem teev kev tsis txaus siab ua ntej yuav tiv tauj lub xeev li chaw ua haujlwm. Qhov uas siv tus txheej txheem teev kev tsis txaus siab no



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

tsis yog yuav rhuav koj cov cai lijchoj lossis kev daws teebmeem uas tej zaum muaj rau koj. YOG koj yuav tau muaj kev pab rau ib qho kev tsis txaus siab rau ib qho kev mob kub ceev, koj tsis zoo siab rau koj qhov kev npaj txojkev daws qhov kev tsis txaus siab, lossis tseem daws tsis tau tas qhov kev tsis txaus siab thiab twb tau ntev tshaj 30 hnuv, koj hu tau rau lub xeev li chaw ua haujlwm. Tej zaum koj kuj yuav tsim nyog tau qhov uas Ib Tug Kws Kho Mob Sab Nraud Rov Xyuas (IMR). Yog koj tsim nyog tau qhov IMR, tus txheej txheem IMR yuav yog qhov uas rov xyuas kom ncaj ncees qhov kev npaj kho mob cov kev txiav txim ntawm sab kev kho mob ntsig txog seb ib qho kev pab lossis tu puas yog yam uas yuav tau muaj tiag, cov kev txiav txim duav cov kev tu uas yog kev sim kho lossis kev tshuaj xyuas thiab cov kev sib cav txog kev them nqi rau cov kev pab kho mon kub ceev lossis kev kho mob sai. Lub xeev li chaw ua haujlwm kuj muaj tus xovtooj uas hu tau dawb(1-888-HMO-2219) thiab ib tug xovtooj TDD (1-877-688-9891) rau cov tsis hnov ntsej thiab hais tsis taus lus. Lub xeev li chaw ua haujlwm lub vevxaij hauv istawnej <http://www.hmohelp.ca.gov> (ua Lus Askiv) muaj cov ntawv teev cov kev tsis txaus siab, cov ntawv kom tau qhov IMR thiab cov lus qhia hauv istawnej.

Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab

Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab yog ib qho kev sib txoos ua ke nrog cov neeg los ntawm lub Department of Social Services ("DSS"). Ib tug kws tu plaub yuav pab daws koj qhov teebmeem. Koj tsuas thov tau kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab yog koj twb nrog Kaiser Permanente teev ib daim thov kom rov xyuas dua. Yog koj tseem tsis zoo siab rau qhov kev txiav txim, lossis koj tsis tau txais ib qho kev txiav txim rau koj qhov kev thov kom rov xyuas dua thiab twb tau 30 hnuv lawm, thiab koj tsis tau thov kom tau ib qho IMR.

Koj yuav tsum thov kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab ua ntej tseem tsis tau dhau 120 hnuv txij hnuv sau cia rau daim ntawv qhia koj tias tau txiav txim licas rau koj qhov kev thov kom rov xyuas dua. Koj tus PCP kuj thov tau kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab rau koj yog koj sau ntawv tso cai lossis nws tau kev tso cai los ntawm DSS. Koj kuj hu tau rau DSS thiab thov tau kom Lub Xeev tso cai rau koj tus PCP lo lus thov kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab.

Koj kuj thov tau kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab hauv xovtooj lossis ua ntawv uas xa tuaj rau peb.

- **Hauv xovtooj:** Hu rau DSS Chaw Teb Ib Tsoom Pejxeem (Public Response Unit) rau ntawm **1-800-952-5253** (TTY **1-800-952-8349**).
- **Ua ntawv xa tuaj:** Sau kom tas daim ntawv uas tau muab rau koj nrog rau daim qhia tias tau txiav txim licas rau qhov kev thov kom rov xyuas dua. Muab xa rau:



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

California Department of Social Services
State Hearings Division
P.O. Box 944243, MS 09-17-37
Sacramento, CA 94244-2430

Yog koj yuav tau muaj kev pab thov kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab, peb pab tau koj. Peb muab tau cov kev pab txhais lus dawb rau koj. Hu rau **1-800-464-4000** (TTY 711).

Nyob rau tom lub rooj hais kev tsis txaus siab, koj yuav hais kom tas koj zaj. Peb yuav hais kom tas peb zaj. Tej zaum yuav siv qhov ntau tshaj plaws yog 90 hnuv es tus kws tu plaub mam li txiav txim rau koj tshaj plaub no. Peb yuav tsum tau ua raws li tus kws tu plaub txiav txim.

Yog tias koj xav kom DSS txiav txim kom ceev vim tias tos ntev npaum li qhov uas siv sijhawm ntev licas rau Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab yuav phomsij rau koj txojsia, kev noj qab nyob zoo, lossis peevxwm ua ub no, koj thov tau kom Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab kom ceev. DSS yuav tsum txiav txim tsis pub ntev tshaj 3 hnuv txij lawv txais tag nrho cov ntaub ntawv ntsig txog koj rooj plaub no.

Kev dag noj, kev nkim, thiab kev siv yuam kev

Yog koj xooxbais tias ib tug kws kho mob lossis ib tug neeg uas txais Medi-Cal tau dag noj nyiaj, muab cov kev pab nkim lossis muab kev pab siv yuam kev koj muaj cai yuav qhia tawm tau.

Qhov uas kws kho mob dag noj, muab nkim, lossis siv yuam kev suav nrog rau:

- Qhov uas sau tej yam tsis muaj tseeb hauv cov ntaub ntawv kho mob
- Sau tshuaj kom tau tshaj qhov uas yuav tau muaj
- Muab cov kev pab kho mob tshaj qhov uas yuav tau muaj
- Sau nyiaj rau cov kev pab uas tsis tau muab
- Sau nyiaj rau cov kev pab los ntawm ib tug kws tshaj lij txawm tias tus kws tshaj lij tsis tau muab

Qhov uas ib tug neeg uas txais cov kev pab duav nqi dag noj, muab nkim, lossis siv yuam kev suav nrog rau:

- Muab daim npav ID los ntawm qhov kev npaj kho mob lossis daim Medi-Cal Daim Npav Txheeb Xyuas Thiaj Tau Txais Kev Pab (Benefits Identification Card, BIC) qev, muag, lossis pub rau lwm tus
- Txais tau cov kev pab lossis tu uas tib yam los ntawm ntau tus kws kho mob



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Qhov uas mus lub chav mob kub ceev thaum tsis muaj mob kub ceev
- Siv lwm tus tus lej Social Security lossis tus lej ID rau qhov kev npaj

Yuav qhia txog kev dag noj, muab nkim, lossis siv yuam kev, sau lub npe, chaw nyob, thiab tus lej ID ntawm tus neeg uas tau dag noj, muab nkim, lossis siv yuam kev. Qhia kom ntau li ntau tau txog tus neeg, xws li tus xovtooj lossis tias nws tshaj lij kho sab twg yog tias yog ib tug kws kho mob. Qhia tias yog cov hnuv twg thiab tau muaj thiab ua licas.

Yog koj pom tej cim qhia tias tej zaum muaj kev coj tsis zoo, tiv tauj lub chaw pab tswv cuab 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tiamsis tsis qhib cov hnuv koob tsheej) rau ntawm **1-800-464-4000** (TTY **711**).

Yuav Tau Coj Raws Li Kev Txiaiv Txim Daws Teebmeem

Qhov uas yauv tau coj raws li kev txiaiv txim daws teebmeem yog ib txojkev daws teebmeem uas siv ib tog thib peb uas tsis tuaj leejtwg tog. Tog thib peb no mloog ob tog zaj thiab yuav txiaiv txim thiab ob tog yuav tau ua raws nkaus li ntawd. Ob tog tso tseg lawv li cai uas yuav muaj ib pab neeg mloog txiaiv txim lossis mus hais plaub tau tom tsev hais plaub. Peb yuav siv qhov uas yuav tau ua raws li kev txiaiv txim daws teebmeem no los mus daws cov tshaj plaub uas tau teev cia ua ntej hnuv uas Phau Taw Qhia Tswv Cuab no pib kav. Qhov uas siv qhov uas yuav tau ua raws li kev txiaiv txim daws teebmeem no rau cov tshaj plaub qub cuam tshuam rau peb nkaus xwb.

Qhov Uas Yuav Tau Coj Raws Li Kev Txiv Txim Daws Teebmeem Cuam Tshuam Rau Tej Yam Twg

Koj yuav tau siv hov uas yuav tau ua raws li kev txiaiv txim daws teebmeem no yog tshaj plaub muaj dabtsi sib cuam tshuam nrog Phau Taw Qhia Tswv Cuab no lossis qhov uas koj nrog peb ua ib tug tswv cuab, yog muaj raws li tag nrho cov cai nram qab no:

- Qhov tshaj plaub no yog rau:
 - ♦ Kev xyuum ua haujlwm kho mob tsis ua zoo xyuum xim (ib tshaj plaub uas hais tias cov kev pab lossis cov khoom siv kho mob yog yam uas tsis tas yuav muaj lossis tsis tau raug tso cai lawm lossis yog muab tsis raug, lwj liam, lossis zoo tsis txaus); los yog
 - ♦ Kev muab cov kev kho mob lossis khoom siv kho mob; los yog
 - ♦ Kev lav qhov chaw
- Tshaj plaub yog:
 - ♦ Koj foob peb; los yog



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

6 | Kev qhia tawm thiab daws teebmeem

- ◆ Peb foob koj
- Tej cai uas kav tsis txwv qhov uas siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem no
- Thiab daws tsis tau tshaj plaub hauv Small Claims Court (Lub Tsev Hais Tej Plaub Nqi Tsis Ntau)

Nco ntsoov:

- Koj tsis tas yuav siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem no rau tej tshaj plaub uas daws tau thaum Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab
- Koj siv tsis tau qhov uas yuav tau ua raws li kev txiav txim daws teebmeem yog twb txais tau qhov kev txiav txim rau tshaj plaub thaum Lub Xeev Tsa Rooj Hais Kev Tsis Txaus Siab

Nyob hauv ntu “Yuav Tau Coj Raws Li Kev Txiv Txim Daws Teebmeem” no xwb, lo lus “koj” no yog txhais tias tog uas thov kom siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem:

- Koj (ib tug tswv cuab)
- Tus uas yuav saws koj qub txeeg qub teg, ib tug txheeb ze, lossis ib tug uas koj tsa los sawv cev rau koj
- Ib tug uas hais tias tshuav lawv ib yam twg vim qhov uas lawv txheeb koj licas

Nyob hauv ntu “Yuav Tau Coj Raws Li Kev Txiv Txim Daws Teebmeem” no xwb, lo lus “peb” no yog txhais tias tog uas raug foob:

- Kaiser Foundation Health Plan, Inc. (“KFHP”)
- Kaiser Foundation Hospitals (“KFH”)
- Southern California Permanente Medical Group (“SCPMG”)
- The Permanente Medical Group, Inc. (“TPMG”)
- The Permanente Federation, LLC
- The Permanente Company, LLC
- Tus kws kho mob SCPMG lossis TPMG twg
- Tus neeg lossis koomhaum twg uas nrog cov tog no twg muaj ntawv sib cog lus uas qhia tias yuav tau siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem
- Ib tug neeg ua haujlwm lossis ib tug sawv cev twg ntawm cov tog no



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov Cai Tswj Txheej Txheem

Qhov kev siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem yog ua raws li cov Cai Tswj Txheej Txheem:

- Cov Cai Tswj Txheej Txheem no yog Lub Chav Ntawm Tus Dhia Haujlwm Sab Nraud (Office of the Independent Administrator) tau tsim nrog rau kev pab tswvyim los ntawm Kaiser Permanente thiab Pawg Pab Tswvyim Rau Kev Txiav Txim Daws Teebmeem (Arbitration Advisory Committee)
- Koj txais tau Cov Cai Tswj Txheej Txheem no ua ntaub ntawv khaws cia los ntawm lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY 711)

Yuav Ua Licas Thiaj Thov Tau Kom Txiav Txim Daws Teebmeem

Yuav thov kom siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem, koj yuav tau teev ib qho kev thov cia (Kev Xaj Kom Txiav Txim Daws Teebmeem), uas suav nrog rau:

- Koj cov lus qhia tias qhov uas foob peb yog vim licas
- Koj thov kom tau nyiaj nplua npaum licas
- Cov npe, chaw nyob, thiab lej xovtooj ntawm tag nrho cov tog uas foob peb. Yog tog twg muaj ib tug kws lij choj, kuj qhia tus kws loj choj lub npe, chaw nyob thiab tus xovtooj
- Cov npe ntawm tag nrho cov tog uas koj foob

Tag nrho cov tshaj plaub uas yog ntawm tib qhov xwm txheej yuav tsum muab qhia ua ke hauv ib qho kev thov.

Cev Qhov Xaj Kom Txiav Txim Daws Teebmeem

Yog tias koj foob KFHP, KP Cal, KFH, SCPMG, TPMG, The Permanente Federation, LLC, lossis The Permanente Company, LLC, xa Qhov Xaj Kom Txiav Txim Daws Teebmeem rau:

Kaiser Permanente
Legal Department
1950 Franklin St., 17th Floor
Oakland, CA 94612

Yog koj foob lwm tog twg, koj yuav tsum ua zoo qhia lawv paub raws li qhia tseg hauv California Txoj Cai Tswj Txog Tshaj Plaub Ua Ib Tog Foob Ib Tog (Code of Civil Procedure) rau ib tshaj plaub ua ib tog foob ib tog.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Ces peb mam lees paub txog tshaj plaub thaum peb txais tau Qhov Xaj Kom Txiaiv Txim Daws Teebmeem.

Cov nqi teev ntaub ntawv

Cov nqi teev ntaub ntawv rau kev siv qhov uas yuav tau ua raws li kev txiaiv txim daws teebmeem yog \$150 uas yuav tso tseg yog koj them tsis tau koj li feem ntawm cov nqi no.

Yog sau tshev ces yuav tsum sau tias yog them rau “Tus Askhauj Rau Kev Txiaiv Txim Daws Teebmeem” (“Arbitration Account”) thiab yog tib tug nqi, txawm tias koj muaj pestsawg yam uas iab hiam hauv tshaj plaub lossis muaj pestsawg tog. Yuav thim tsis tau tus nqi no rov qab rau koj li.

Yog koj them tsis tau koj li feem ntawm kev siv qhov uas yuav tau ua raws li kev txiaiv txim daws teebmeem, koj thov tau kom lub Office of the Independent Administrator muab tus nqi tso tseg. Yuav ua li no, koj yuav tau sau thiab xa daim Daim Thov Tso Tus Nqi Tseg mus rau:

- Lub Chav Ntawm Tus Dhia Haujlwm Sab Nraud; thiab
- Cov tog uas koj foob

Daim Thov Tso Tus Nqi Tseg:

- Qhia koj tias tus Qhia koj tias Tus Dhia Haujlwm Sab Nraud txiaiv txim seb puas yuav tso tus nqi tseg licas
- Qhia koj tias tso tau cov nqi twg tseg

Koj txais tau Daim Thov Tso Tus Nqi Tseg los ntawm lub chaw pab tswv cuab rau ntawm **1-800-464-4000** (TTY 711).

Yuav Muaj Pestsawg Tus Mloog Tshaj Plaub

Rau tej tshaj plaub mas tib tug kws txiaiv txim daws teebmeem yuav mloog raws li ob tog pom zoo (ib tug kws txiaiv txim daws teebmeem uas tsis tuaj leejtwg tog). Rau qee yam tshaj plaub yuav muaj ntau tshaj ib tug kws txiaiv txim daws teebmeem. Qhov uas muaj pestsawg tus kws txiaiv txim daws teebmeem nyob ntawm seb puas yog peb them tus nqi rau tus kws txiaiv txim daws teebmeem.

Rau cov tshaj plaub uas thov kom tau nyiaj nplua \$200,000 lossis tsawg dua mas ib tug kws txiaiv txim daws teebmeem yuav mloog xwb. Tus kws txiaiv txim daws teebmeem yuav tsum tsis txhob tuaj leejtwg tog. Ob tog tibsi muaj tau peb tug kws txiaiv txim daws teebmeem txiaiv txim tshaj plaub yog tias ob tog sib pom zoo. Yuav tsum txiaiv txim tias sib pom zoo muaj ntau tshaj ib tug kws txiaiv txim daws teebmeem tom qab tau teev cia Qhov Xaj Kom Txiaiv Txim Daws Teebmeem. Thaum muaj peb tug kws txiaiv txim daws



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

teebmeem, nyias muaj nyias tus sawv cev rau lawv tog hos muaj dua ib tug ntxiv uas tsis tuaj leejtwg tog. Tus (cov) kws txiav txim daws teebmeem muab tsis tau ntau tshaj \$200,000 ua nyiaj nplua.

Rau cov tshaj plaub uas thov kom tau nyiaj nplua ntau tshaj \$200,000 mas peb tug kws txiav txim daws teebmeem yuav tau mloog. Thaum muaj peb tug kws txiav txim daws teebmeem, nyias muaj nyias tus sawv cev rau lawv tog hauv tshaj plaub hos muaj dua ib tug ntxiv uas tsis tuaj leejtwg tog. Tog twg los yeej muaj cai tso tseg lawv li cai uas muaj tau ib tug kws txiav txim daws teebmeem sawv cev rau lawv. Yog ob tog hauv tshaj plaub sib pom zoo muaj tib tug kws txiav txim daws teebmeem uas tsis tuaj leejtwg tog ces ua li ntawd los tau. Yuav tsum txiav txim tias sib pom zoo muaj tau ib tug kws txiav txim daws teebmeem xwb tom qab tau teev cia Qhov Xaj Kom Txiaiv Txim Daws Teebmeem.

Cov Nqi Them Cov Mloog Tshaj Plaub

Rau ib txhia tshaj plaub mas peb yuav them cov nqi rau tus kws txiav txim daws teebmeem uas tsis tuaj leejtwg tog. Yuav kawm paub seb peb yuav them cov nqi thaum twg, mus saib Cov Cai Tswj Txheej Txheem. Koj txais tau Cov Cai Tswj Txheej Txheem no ua ntaub ntawv khaws cia los ntawm lub chaw pab tswv cuab rau ntawm **1-800-464-4000 (TTY 711)** Rau dua lwm cov tshaj plaub, ob tog yuav tsum them cov nqi no kom sib npaug zos.

Yog tias cov tog nyias xaiv nyias tus kws txiav txim daws teebmeem, txhua tog yuav tsum them cov nqi rau tog ntawd tus kws txiav txim daws teebmeem.

Tej nuj nqis

Nyias tog yuav tsum them nyias cov nqi rau kev siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem no, xws li cov nqi them kws lij choj, cov timkhawv, thiab lwm cov nqi, tsuas yog tej uas sau cia saum toj no lossis txoj cai lij choj pub ua txawv rau qhov twg, txawm tias qhov kawg yuav yog licas.

Cov Cai Uas Yuav Tau Coj

Koj thov tsis tau kom siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem yog tshaj plaub tsis muaj raws li cov cai ncuca sijhawm ntev licas rau yus foob lwm tog.

Yuav muab koj tshaj plaub xuum pov tseg yog:

- Koj tsis tau ua zoo xyuam xim kom ua raws li Cov Cai Tswj Txheej Txheem, los yog



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Tsis tau tsa rooj daws tshaj plaub thiab twb tau tsib xyoo txij thaum tej yam nram qab qhov twg thiaj ua ntej:
 - ◆ Hnub uas koj tau cev Qhov Xaj Kom Txiaiv Txim Daws Teebmeem; los yog
 - ◆ Hnub uas koj teev cia ntaub ntawv foob ib tog tim tib qhov xwm txheej ntawd

Tus kws txiaiv txim daws teebmeem uas tsis tuaj leejtwg tog muaj peevxwm tso ib tshaj plaub tseg tim lwm qhov. Yuav tsum muaj povthawj tias muaj lajthawj zoo thiaj ua tau li no.

Yog ib tog twg tsis tuaj koom lub rooj hais tshaj plaub, tus kws txiaiv txim daws teebmeem uas tsis tuaj leejtwg tog txiaiv txim tau tshaj plaub rau tog uas qhaj.

California Txoj Cai Kho Kev Them Nyiaj Nplua Rau Qhov Uas Raug Txov Ntawm Kev Kho Mob (The California Medical Injury Compensation Reform Act) (thiab cov kev kho tom qab) cuam tshuam rau cov tshaj plaub raws li cov cai lij choj tso cai, xws li:

- Qhov uas muaj cai nthuav qhia tej povthawj txog cov nyiaj isalas lossis nyiaj pab qhov uas ua tsis taus uas koj txais
- Txwv qhov uas them tau nyiaj npaum licas rov qab rau koj vim qhov uas qhaj haujlwm
- Qhov uas muaj cai tau nyiaj nplua rau cov kev puas yav tom ntej uas them ib qho zuj zus

Cov kev txiaiv txim daws teebmeem raug tswj raws li ntu “Yuav Tau Coj Raws Li Kev Txiv Txim Daws Teebmeem” no. Cov cai no kuj cuam tshuam rau tsuav yog tsis cov nyom ntu no:

- Ntu 2 ntawm Tseemfuv Loj Txoj Cai Txiaiv Txim Daws Teebmeem (Section 2 of the Federal Arbitration Act)
- The California Code of Civil Procedure
- Cov Cai Tswj Txheej Txheem

Cov Kev Tsis Txaus Siab Rau Lub Office of Civil Rights

Yog koj ntseeg tias koj tau raug ntsib kev xaiv ntsej xaiv muag vim tej uas peb lossis ib tug kws kho mob tau ua vim koj yog haiv neeg twg, tawv nqaij yog xim twg, yog yug tebchaws twg, muaj ib qho kev ua tsis taus, muaj hnub nyoog twg, yog pojniam lossis txivneej (suav nrog rau kev ntseeg tias pojniam txivneej yuav tsum ua tsis ua tej yam twg thiab qhov uas txheeb xyuas seb puas yog pojniam lossis txivneej), lossis coj txojkev ntseeg twg, koj teev tau ib qhov kev tsis txaus siab nrog lub Office of Civil Rights nyob hauv lub United States Department of Health and Human Services (“OCR”).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnub, 7 hnub tuaj ib lub lim tiam (tshwj yog cov hnub koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Koj teev tau koj qhov kev tsis txaus siab nrog lub OCR ua ntej tseem tsis tau dhau 180 hnuv txij koj ntseeg tias qhov kev xaiv ntsej xaiv muag tau tshwmsim. Tiamsis, lub OCR tej zaum tseem yuav txais koj qhov kev thov tom qab tau rau lub hlis yog lawv txiav txim pom tias muaj tej yam uas ua rau koj teev tsis tau ua ntej ntawd. Yuav kawm ntxiv txog lub OCR thiab yuav ua lidas thiaj teev tau ib qho kev tsis txaus siab nrog lub OCR, mus rau hhs.gov/civil-rights (ua Lus Askiv).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm kp.org (ua Lus Askiv)

7. Cov lej thiab lus tseemceeb uas yuav tsum paub

Cov lej xovtooj tseemceeb

- Kaiser Permanente cov kev pab tswv cuab:
 - ♦ Lus Askiv **1-800-464-4000**
(thiab muaj ua 150 tawm yam lus yog tias siv cov kev pab txhais lus)
 - ♦ Lus Mev **1-800-788-0616**
 - ♦ Cov hom lus Suav **1-800-757-7585**
 - ♦ TTY **711**
- Kev tso cai rau kev tu kom nyob xwmyeem tom qab **1-800-225-8883 (TTY 711)**
- Kaiser Permanente cov sijhawm teem cia tuaj ntsib thiab thov tswvyim pab **1-866-454-8855 (TTY 711)**
- Health Care Options **1-800-430-4263**
(TTY 1-800-430-7077)

Cov lus uas yuav tsum paub

California Children's Services ("CCS"): Ib qho khooskas uas muab cov kev pab rau cov menyuum tsis tau nto 21 xyos uas muaj qee yam kev mob nkeeg thiab teebmeem.

California Health and Disability Prevention ("CHDP"): Ib qho khooskas rau ib tsoom pejxeem kom pab noj qab nyob zoo uas them nyiaj rov qab rau cov kws kho mob rau cov kev soj ntsuam kom ntov thiaj kuaj pom lossis tiv thaiv tej yam kev mob nkeeg ntawm cov menyuum yaus thiab cov hluas. Qhov khooskas no pab cov menyuum yaus



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

thiab cov hluas uas tsim nyog txais kom thiaj txais tau kev pab kho mob cuag ncu. Koj tus PCP kuj muab tau cov kev pab CHDP.

Coordination of Benefits (“COB”): Tus txheej txheem uas txiav txim seb qhov isalas twg (Medi-Cal, Medicare, isalas ntawm ib lub tuam txhab lossis lwm yam) yog tus duav them ua ntej rau cov Tswv Cuab uas muaj ntau tshaj ib yam kev duav kev kho mob.

County Organized Health System (“COHS”): Ib lub koom haum rau ntawm thaj tsam uas yus nyob uas ib pab neeg saib xyuas cheebtsam tsim los mus nrog qhov khooskas Medi-Cal ua ntawv sib cog lus. Cov uas txais kev pab uas rau npe nkag lawm xaiv lawv tus kws kho mob ntawm tag nrho cov kws kho mob COHS.

Cov Chaw Yug Menyuum (Freestanding Birth Centers, “FBCs”): Cov tsev tu uas npaj yug menyuum nrug ntawm tus pojniam xeeb menyuum chaw nyob uas tau ntawv tso cai dhia haujlwm lossis muaj lwm yam kev tso cai ntawm lub xeev muab kev pab thaum mob plab yuav yug menyuum thiab kev yug kiag lossis kev tu thaum tau so lawm thiab lwm yam kev tu uas tseem tso mus tsev tom qab uas yog ib feem ntawm qhov kev npaj. Cov tsev no tsis nyob hauv lub tsev kho mob loj.

Cov kev npaj muaj tsis muaj tubki: Cov kev pab tiv thaiv kom txhob xeeb menyuum lossis kom sej kev xeeb menyuum.

Cov kev pab los ntawm kws kho mob: Cov kev pab uas muab los ntawm ib tug tuav ntawv tso cai ua haujlwm lossis kho mob hauv qab lub xeev txoj cai, tsis yog suav nrog rau cov kev pab los ntawm kws kho mob thaum koj pw hauv tsev kho mob loj uas tsub rau ntawm lub tsev kho mob loj daim sau nqi.

Cov kev pab ntawm sab siab ntsws tshwjxeeb:

- Cov kev pab uas txais es mus tsev tib hnuv:
 - ◆ Cov kev pab kho mob ntawm sab siab ntsws (cov kev soj ntsuam, kev tsim kev npaj, kev tu, kev kho kom rov ua taus thiab ntaub ntawv qhia)
 - ◆ Cov kev pab siv tshuaj
 - ◆ Cov kev pab teebmeem loj nruab hnuv
 - ◆ Cov kev pab kom rov ua tau nruab hnuv
 - ◆ Cov kev pab cuam tshuam thaum muaj xwmtxheej loj
 - ◆ Cov kev pab kom teebmeem loj xwmyeem tuaj
 - ◆ Cov kev pab hwjxwm tsi ntsees rau ib yam twg
 - ◆ Cov kev pab tu cwjpw
 - ◆ Cov hwjxwm kev kho mob loj (Intensive care coordination, ICC)
 - ◆ Cov kev pab tu mob loj tom tsev (Intensive home-based services, IHBS)



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- ◆ Cov kev coj los tu ib tus ua kev kho (Therapeutic foster care, TFC)
- Cov kev pab uas txais rau qhov chaw nyob:
 - ◆ Cov kev pab tu cov laus rau qhov chaw nyob
 - ◆ Crisis residential treatment services thaum muaj xwmtxheej loj
- Cov kev pab uas txais thaum pw hauv tsev kho mob loj
 - ◆ Cov kev pab thaum mob ntawm sab siab ntsws loj uas txais thaum pw hauv tsev kho mob loj
 - ◆ Cov kev pab tshaj lij ntawm sab siab ntsws uas txais thaum pw hauv tsev kho mob loj
 - ◆ Cov kev pab uas txais los ntawm cov chaw kho mob ntawm sab siab ntsws

Cov kev pab rau cov laus uas txais tom zej zos (Community Based Adult Service, CBAS): cov kev pab uas txais es mus tsev tib hnuv ntawm ib lub tsev kho mob rau cov kev pab ntawm cov kws tshaj lij tu mob, cov kev pab social service, cov kev ua exawxais, cov kev tu tus kheej, kev txhawb tsev neeg lossis tus saib xyuas, kev pab txhawb kev noj qab haus huv, kev thauj mus los, thiab lwm cov kev pab rau cov Tswv Cuab uas tsim nyog txais.

Cov kev pab rau ib tsoom pejxeem: Cov kev pab uas yog muab rau ib tsoom neeg sawvdaws. Cov kev pab no suav nrog rau (thiab tseem muaj ntau tshaj cov uas teev ntawm no), kev tshuaj xyuas kev noj qab nyob zoo, kev saib xyuas kev noj qab nyob zoo, kev txhawb kom kev noj qab nyob zoo, cov kev pab tiv thaiv, kev tswj tej yam kev mob nkeeg uas sib kis, kev tiv thaiv thiab tu ntiaj teb kom huv, kev npaj ua ntej thiab pab tom qab kev puas ntsoog loj, thiab kev xyaum ua haujlwm kom nyab xeeb.

Cov kev pab sab nraum thaj tsam: Cov kev pab uas ib tug tswv cuab txais sab nraum thaj tsam uas Kaiser Permanente tuav ntawv tso cai dhia haujlwm. Yuav kawm ntxiv seb Kaiser Permanente tuav ntawv tso cai dhia haujlwm qhov twg, hu rau lub chaw pab tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**.

Cov kev pab thiab twj kom ua taus: Cov kev pab kho mob uas pab koj ceev, kawm lossis ua tej txuj ua neej nyob kom zoo dua qhov qub.

Cov kev pab tom qab nyob xwmyeem: Cov kev pab uas koj txais tom qab koj tus mob kub ceev xwm yeem tuaj.

Cov Kev Pab Txais Menyuum: Kev pab thaum xub xeeb menyuum, thaum tseem tab tom yug, thiab thaum so lawm, suav nrog rau kev npaj muaj tsis muaj tub ki rau leej niam thiab kev tu tamsid rau tus menyuum nyuam qhuav yug los, uas yog muab los ntawm ib tug kws txais menyuum muaj ntawv povthawj tias txawj ua haujlwm (CNM) thiab cov kws txais menyuum muaj ntawv tso cai ua haujlwm (LM).



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000 (TTY 711)**. Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov kev pab uas raug txwv: Cov kev pab uas Kaiser Permanente tsis duav; cov kev pab ua tsis duav.

Cov kev pab uas tej zaum ua rau mentsis txaj muag: Cov kev pab uas yuav tau muaj rau kev npaj muaj tsis muaj tubki, cov kev mob kas cees, HIV/AIDS, kev raug txhom thiab rho menyuam.

Cov Kev Soj Ntsuam, Kuaj Pom thiab Tu Kom Ntxiv Thiab Cuag Ncua (Early and periodic screening, diagnostic and treatment, “EPSDT”): Cov kev pab EPSDT yog ib yam kev pab rau cov Tswv Cuab Medi-Cal uas tsis tau nto 21 xyoos thiaj pab lawv kom noj qab nyob zoo. Cov Tswv Cuab yuav tsum txais cov kev kuaj thiab soj ntsuam uas tsim nyog rau lawv hnuv nyoog thiaj kuaj pom thiab tu cov kev mob nkeeg kom ntxov.

Cov kws kho mob: Cov kws kho mob lossis cov kws tshaj lij kho ib yam twg xws li cov kws phais, cov kws kho mob kheesxaws, lossis cov kws kho tej feem cev tshwjxeb thiab nrog Kaiser Permanente koom tes ua haujlwm ua ke lossis nyob hauv peb pab pawg. Peb cov kws kho mob hauv peb pab pawg yuav tau muaj ntawv tso cai ua haujlwm hauv California thiab muab ib yam kev pab rau koj uas peb duav.

Feem ntau lub sijhawm koj yuav tau muaj ib daim xa mus ntsib los ntawm koj tus PCP koj thiaj ntsib tau ib tug kws tshaj lij kho ib yam twg. Koj yuav tau muaj kev tso cai ua ntej rau qee yam kev kho mob.

Koj **tsis tas** yuav muaj ib daim xa mus ntsib los ntawm koj tus PCP rau qee yam kev pab, xws li kev npaj muaj tsis muaj tub ki, kev kho mob kub ceev, kev tu pojniam xeeb menyuam/pojniam lub cev lossis tej yam kev pab tu tej uas tej zaum ua rau yus mentsis txaj muag.

Tej hom kws kho mob:

- Tus kws kuaj qhov ntsej yog ib tug kws kuaj kev hnov ntsej
- Tus kws tshaj lij txais menyuam yog ib tug kws tu mob uas tu koj thaum koj xeeb thiab yug menyuam
- Ib tug kws kho mob rau tsev neeg yog ib tug kws kho mob uas tu cov kev mob nkeeg uas kheev muaj rau neeg txhua hnuv nyoog
- Ib tug kws kho mob rau sawvdaws yog ib tug kws kho mob uas tu cov kev mob nkeeg uas kheev muaj
- Ib tug kws kho neeg laus yog ib tug kws kho mob uas txais kev kawm tshwjxeb thiaj tu tau tej yam kev mob nkeeg
- Ib tug kws tu mob tuav ntawv tso cai ua haujlwm yog ib tug kws tu mob uas nrog koj tus kws kho mob ua haujlwm ua ke



- Ib tug kws pab tswvyim yog ib tug uas pab koj daws cov teebmeem ntawm tsev neeg
- Tus kws pab tu mob lossis tus kws tshaj lij pab tu mob yog ib tug neeg uas tsis tuav ntawv tso cai ua haujlwm uas pab koj cov kws kho mob tu koj
- Tus kws xyaum kho mob theem nruab nrab yog ib lub npe siv rau cov kws kho mob xws li cov kws tshaj lij txais menyuum, cov kws pab cov kws kho mob lossis cov kws tu mob uas xyaum ua haujlwm kho mob
- Ib tug kws tu mob tshaj lij tso tshuaj loog tshuaj tsaug zog yog ib tug kws tu mob uas tso tshuaj loog tshuaj tsaug zog rau koj
- Tus kws tu mob uas xyaum ua haujlwm kho mob lossis tus kws pab cov kws kho mob yog ib tug neeg uas ua haujlwm hauv lub ib tsev kuaj mob lossis ib tug kws kho mob lub chaw ua haujlwm uas kuaj pom, tu thiab saib xyuas koj, raws li ib cov cai
- Tus kws tu pojniam xeeb menyuum/pojniam lub cev (Ob/Gyn) yog ib tug kws kho mob uas saib xyuas pojniam li kev noj qab nyob zoo, suav nrog rau lub sijhawm uas xeeb thiab yug menyuum
- Tus kws tshaj lij xyaum ua haujlwm yog ib tug kws pab koj rov ua kom taus tej yam uas niaj hnuv ua tom qab muaj ib tug mob lossis raug mob
- Tus kws kho menyuum yaus yog ib tug kws kho mob uas tu cov menyuum txij thaum yug mus txog thaum tiav hluas
- Tus kws tshaj lij ua exawxais yog ib tug kws pab koj lub cev rov muaj zog ntxiv tuaj tom qab muaj ib tug mob lossis raug mob
- Tus kws tshaj lij kho kotaw yog ib tug kws kho mob uas tu koj kotaw
- Tus kws tshaj lij kho mob ntawm sab siab ntsws yog ib tug kho tej teeb meem ntawm lub siab lub ntsws tiamsis tsis sau tshuaj
- Tus kws tshaj lij tu mob yog ib tug tu mob uas tau mus kawm ntau tshaj ib tug kws tu mob tuav ntawv tso cai ua haujlwm thiab nws kuj tuav daim ntawv tso cai pab koj tus kws kho mob ua ub no
- Tus kws pab ua pa yog ib tug kws pab tau koj ua pa kom zoo
- Tus kws xyaum hais lus yog ib tug uas pab koj hais lus kom zoo

Cov kws tu mob tom tsev: Cov kws tu uas muab cov kev tu mob thiab lwm cov kev pab rau koj tom tsev.

Cov nqi uas duav: Cov kev kho mob thiab cov tshuaj uas duav hauv qhov kev npaj kho mob no.

Cov sijhawm teem cia ntsib kws kho mob hauv koospistawj: Yog kev sib ntsib uas teem cia ua ntej rau koj thiab koj tus kws kho mob sib tham hauv koospistawj.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Cov tshuaj uas kws kho mob sau: Ib yam tshuaj uas raws li txoj cai lij choj kws kho mob uas tuav ntawv tso cai ua haujlwm yuav tau sau thiaj txais tau, uas txawv ntawm cov tshuaj uas yuav tau tom khw yus tus kheej (over-the-counter, OTC) uas tsis tas yuav muaj ntawv sau los ntawm kws kho mob mam txais.

Cov tshauj uas xum muab (Preferred drug list, "PDL"): Ib daim teev cov tshuaj uas qhov kev npaj tso cai rau uas tej zaum koj tus kws kho mob yuav sau rau koj. Nws kuj hu tias qhov kev npaj duav.

DHCS: Lub California Department of Health Care Services. Nov yog Lub Xeev lub chav uas saib xyuas qhov khooskas Medi-Cal.

DMHC: Lub California Department of Managed Health Care. Nov yog Lub Xeev lub chav uas saib xyuas cov kev npaj uas raug hwjxwm.

Federally Qualified Health Center ("FQHC"): Ib lub chaw kho mob hauv thaj tsam uas muaj tsawg tus kws kho mob. Koj txais kev kho mob ntawm ib tug thawj kws kho mob thiab cov kev pab tiv thaiv ntawm ib lub FQHC.

Health Care Options (HCO): Qhov khooskas uas pab tau kom rau npe nkag lossis tawm hauv ib qho kev npaj.

Ib qho kev tsis txaus siab: Ib tug tswv cuab hais lossis sau ntawv qhia txog tias tsis txaus siab rau Kaiser Permanente, ib tug kws kho mob, lossis cov kev pab lossis tu uas tau txais lawm. Qhov kev tsis txaus siab yog qhov uas tsis zoo siab.

Ib tug mob kub ceev: Ib tug mob ntawm lub cev lossis lub siab lub ntsws (lossis lub lajlwm tswvyim) uas muaj tej tsos mob phem tas npaud, xws li mob plab yuav yug menyuum (saib lo lus no txhais tawm saum toj) lossis hnov mob loj, yam uas ib tug neeg twg uas paub mentsis txog kev noj qab nyob zoo thiab cov kev kho mob yuav paub tau tias yog tsis txais kev kho mob tamsid tej zaum:

- Yuav ua tau rau koj lossis koj tus menyuum nruab thiab ntsib kev phomsij heev
- Ua rau ib feem cev raug puas loj
- Ua rau ib feem cev lossis yam nruab nrog cev ua haujlwm tsis raug

Ib yam kev kho mob uas yuav tau muaj xwb xwb: Cov kev tu uas yuav tau muaj xwb xwb yog cov kev pab uas tseem ceeb thiab tiv thaiv tau txojsia. Cov kev tu no yog yam uas yuav tau muaj xwv cov neeg mob thiaj tsis mob loj tuaj lossis muaj ib qho kev ua tsis taus. Kev tu no txo tau qhov uas hnov mob loj vim yuav tu tus mob lossis qhov uas raug mob. Rau cov Tswv Cuab uas tsis tau nto 21 xyoos, cov kev pab Medi-Cal suav nrog rau cov kev pab kho mob uas yuav tau muaj xwb xwb thiaj kho lossis pab



tau ib tug mob ntawm lub cev lossis sab siab ntsws, suav nrog rau kev siv yeeb tshuaj thiab dej cawv yuam kev, raws li qhia tseg hauv Section 1396d(r) of Title 42 ntawm lub United States Code.

Ib yam twj cuav siv: Ib yam twj cuav uas txuas kiag lub cev uas yog siv los pauv feem cev uas tu ncu ntawd.

Isalas kho mob: Yog isalas uas them cov nqi kho mob thiab phais uas yog them tus muaj isalas rau cov nqi ntawm ib tug mob lossis qhov uas raug mob lossis them nqi ncaj qha rau tus kws kho mob.

Indian Health Service: Ib lub koomhaum hauv lub U.S. Department of Health and Human Services uas lav cov kev pab kho mob rau cov American Indians thiab cov Alaska Natives

Kaiser Permanente: Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals (California ib lub tuamtxhab tsis noj tshaj thawj), thiab The Permanente Medical Group.

Kaiser Permanente Medi-Cal Plan: Koj qhov kev npaj MediCal uas raug muab hwjxwm.

Kev dag noj: Thaum txhob txwm ua ib yam uas dag lossis ntxias lwm tus yam uas tus neeg uas ua li ntawd paub tias qhov uas nws dag yuav pab kom nws tau nuj nqis dabtsi rau tus neeg ntawd lossis lwm tus.

Kev duav (cov kev pab uas duav): Cov kev pab kho mob uas muab rau cov Tswv Cuab ntawm Kaiser Permanente, uas raug hwjxwm raws li cov ntsiab, kev cai, kev txwv thiab kev cais npho ntawm daim ntawv sib cog lus Medi-Cal thiab raws li teev tseg hauv phau EOC no thiab cov kev kho twg tom qab.

Kev kho mob sai (lossis cov kev kho mob sai): Cov kev pab tu ib tug mob, qhov uas raug mob lossis ib qho teebmeem uas tsis kub ceev uas yuav tau muaj kev pab kho mob xwb xwb. Koj txais kev kho mob sai los ntawm ib tug kws kho mob sab nraum pab pawg yog tias cov kws kho mob hauv pab pawg tsis muaj sijhawm ntsib koj lossis koj ho mus ntsib tsis tau.

Kev kuaj seb tus mob phem npaum licas (lossis kev xyuas ua ntej): Yog qhov uas ib tug kws kho mob lossis ib tug kws tu mob uas tau kawm tshuaj xyuas seb cov tsos mob uas muaj phem npaum licas tau soj ntsuam koj li kev noj qab nyob zoo seb koj yuav tau muaj kev kho mob sai npaum licas.

Kev pab kho ntawm sab siab ntsws uas txais es mus tsev tib hnuv: Cov kev pab kho ntawm sab siab ntsws uas txais es mus tsev tib hnuv rau cov Tswv Cuab uas muaj mob ntawm sab siab ntsws me me lossis haujsim suav nrog rau:



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

- Cov kev soj ntsuam thiab tu yus tib leeg lossis nrog ib pab neeg (kev tu hloov cwjpwmm)
- Kev kuaj lajlim tswvyim thiab lub siab lub ntsws thaum tsim nyog thiaj soj ntsuam tau ib qho teebmeem ntawm sab siab ntsws
- Cov kev pab uas mus tsev tib hnuv thiaj saib xyuas tau cov kev siv tshuaj tu
- Cov kev sablaj ntsig txog kev hloov cwjpwmm
- Cov kev kuaj ntshav kuaj zis, khoom siv, thiab khoom ntxiv uas txais es mus tsev tib hnuv lossis siv tom tsev

Kev pab los ntawm tus thawj kws kho mob: Mus saib cov lus txhais "Kev tu cuag ncuu".

Kev pab tu kom txhob txom nyem: Cov kev tu txo qhov uas tsis xis nyob ntawm lub cev, sab siab ntsws, lossis ntawm sab kev ntseeg rau ib tug tswv cuab uas muaj ib tug mob uas yuav caum cuag nws (thiab twv tias tshuav tsawg dua 6 lub hlis).

Kev pab txo tej tsos mob: Kev tu uas txo tau qhov uas hnov mob ntawm sab cev nqaij daim tawv, saib siab ntsws, thiab sab kev ntseeg rau ib tug tswv cuab uas muaj mob loj.

Kev pab uas tsis duav: Ib yam kev pab uas Kaiser Permanente tsis duav.

Kev phais kho dua tshiab: Kev phais kho tej yam uas txawv txav ntawm lub cev thiaj siv tau zoo dua lossis ua rau saib li tsis txawv txav kom zoo li zoo tau. Tej yam txawv txav ntawm lub cev yog cov uas yog vim xeeb txawm los li ntawd, muaj kev loj hlob txawv txav, raug puas, muaj kab mob voos tuaj, hlav qog, lossis kev mob nkeeg.

Kev thauj mus los rau kev kho mob uas tsis kub ceev (Non-Emergency Medical Transportation, "NEMT"): Kev thauj mus los thaum koj mus tsis tau ib lub sijhawm teem cia rau ib yam kev pab uas duav hauv tsheb, npav, tsheb ciav hlau lossis taxi. Peb them tus nqi NEMT tsawg tshaj rau cov kev kho mob uas yuav tau muaj xwb xwb thaum koj yuav tau muaj kev pab xa koj mus koj lub sijhawm teem cia tuaj ntsib.

Kev thauj mus los uas tsis yog rau kev kho mob: Kev thauj mus ib lub sijhawm teem cia tuaj ntsib es rov qab los rau ib yam kev pab uas Medical duav thiab koj tus kws kho mob tau tso cai rau.

Kev thauj mus los vim muaj mob kub ceev: Kev thauj hauv lub tsheb mob kub ceev xa mus rau lub chav mob kub ceev thiaj txais tau kev kho mob kub ceev.

Kev tso cai ua ntej: Ib tug txheej txheem uas tus kws kho mob yuav tau kev tso cai ua ntej thiaj muab tau ib yam kev pab lossis ib yam kev kho mob.



Kev tso cai ua ntej: Koj tus PCP yuav tau txais kev tso cai ntawm Permanente Medical Group (“Medical Group”) ua ntej koj yuav txais tau qee yam kev pab. Medical Group tsuas yuav tso cai rau cov kev pab uas koj yuav tau muaj xwb xwb. Lawv yuav tsis tso cai rau koj txais kev pab ntawm cov kws kho mob uas tsis nrog koom tes ua ke yog lawv ntseeg tias koj txais tau cov kev pab kom ib yam los yog hajyam tsim nyog los ntawm Kaiser Permanente cov kws kho mob. Daim xa mus ntsib tsis yog kev tso cai. Koj yuav tau txais kev tso cai ntawm Medical Group.

Kev tu cuag ncu: Cov kev pab uas yuav tau muaj xwb xwb thiab tiv thaiv, kev kuaj menyuam li kev noj qab nyob zoo, lossis kev tu xws li kev taug qab cuag ncu. Lub hom phiaj ntawm tej kev niaj zaum kuaj yog tiv thaiv kom txhob muaj mob nkeeg.

Kev tu hauv chav mob kub ceev: Ib qho kev soj ntsuam uas ib tug kws kho mob ua (lossis lwm cov neeg ua haujlwm uas kws kho mob saib xyuas raws li kev cai lij choj tso cai rau) thiaj kuaj tau seb puas muaj mob kub ceev. Cov kev pab kho mob uas yuav tau muaj xwb xwb koj thiaj nyob xwmyeem npaum li qhov uas lub tsev kho mob ntawd pab tau.

Kev tu los ntawm ib tug kws tshaj lij tu mob: Cov kev pab uas duav los ntawm ib tug kws tu mob, tus kws xyaum thiab lossis cov kws tshaj lij ua ib yam twg uas tuav ntawv tso cai ua haujlwm thaum pw hauv ib Lub Tsev Tshaj Lij Tu Mob lossis nyob hauv tus tswv cuab lub tsev.

Kev tu mus ntev: Kev tu uas txais ntev tshaj lub hlis uas koj xub nkag mus pw thiab lub hlis tom qab.

Kev tu taug qab: Cov kev tu cuag ncu los ntawm ib tug kws kho mob thiaj kuaj tau seb tus neeg mob puas zoo tuaj zuj zus tom qab pw hauv tsev kho mob loj lossis thaum tseem tab tom txais ib qho kev tu.

Kev tu uas txais es mus tsev tib hnuv: Thaum koj tsis tas yuav pw ib hmos hauv tsev kho mob loj lossis lwm qhov chaw thiaj txais tau kev tu uas koj yuav tau muaj.

Kev tu uas txais thaum pw tom tsev kho mob loj: Thaum koj yuav tau pw ib hmos tom tsev kho mob loj lossis lwm qhov chaw thiaj txais tau cov kev pab kho mob uas koj yuav tau muaj.

Kev tu uas txais tom tsev: Cov kev tu los ntawm ib tug kws tu mob thiab lwm cov kev pab uas txais tom tsev.



Kev xa mus ntsib: Thaum koj tus PCP hais tias koj txais tau kev pab ntawm lwm tus kws kho mob. Qee yam kev tu thiab pab uas duav yuav tau muaj ntawv xa mus ntsib thiab kev tso cai ua ntej. Mus saib Tshooj 3 (“Yuav ua licas txais tau kev pab”) thiaj kawm tau ntxiv txog cov kev pab uas yuav tau muaj ntawv xa mus ntsib lossis kev tso cai ua ntej.

Khoom cuav xiab: Ib yam twj siv los txheem lossis tuav rau ntawm lub cev sab nraud thiaj txheem lossis kho tau ib feem cev uas raug mob lossis muaj mob thiab yog yam uas yuav tau muaj xwb xwb tus tswv cuab thiaj nqawm tau.

Kws kho mob hauv pab pawg: Mus saib "kws kho mob uas nrog koom tes" hauv qab.

Kws kho mob uas nrog koom tes: Ib tug kws kho mob, lub tsev kho mob loj lossis lwm kws kho tus uas tuav ntawv tso cai ua haujlwm lossis lub tsev kho mob tuav ntawv tso cai ua haujlwm, suav nrog rau cov tsev uas tu mob tsis loj uas muaj ntawv sib cog lus nrog Kaiser Permanente muab tau cov kev pab uas duav rau cov tswv cuab thaum lub sijhawm uas tus Tswv Cuab txais kev pab.

Kws Muab Kev Pab Koom Qhov Kev Npaj: Ib Lub Tsev Kho Mob Loj Koom Qhov Kev Npaj, ib Tug Kws Kho Mob Koom Qhov Kev Npaj, The Permanente Medical Group, ib Lub Tsev Muag Tshuaj Koom Qhov Kev Npaj lossis lwm tus kws muab kev pab kho mob uas Kaiser Permanente tau tso cai ua Kws Muab Kev Pab Koom Qhov Kev Npaj.

Lub tsev kho mob loj: Ib qho chaw uas koj pw thiab tsis pw txais kev tu los ntawm cov kws kho mob thiab cov kws tu mob.

Lub tsev kho mob loj uas nrog koom tes: Ib lub tsev kho mob loj uas nrog Kaiser Permanente muaj ntawv sib cog lus muab tau kev pab rau cov Tswv Cuab rau thaum lub sijhawm uas tus tswv cuab txais kev pab. Cov kev pab uas ib txhia tsev kho mob loj muab tau rau cov Tswv Cuab raug txwv los ntawm peb qhov kev rov xyuas kev siv thiab cov tsab cai tswj kom muab tau kev pab zoo lossis peb daim ntawv sib cog lus nrog lub tsev kho mob.

Lub tsev kho mob ntiag tug (medical home): Ib tug qauv kho mob uas muab tau kev kho kom zoo dua, thiab pab tau cov tswv cuab kom hajyam hwjxwm tau lawv li kev tu thiab ntev mus ntev tuaj yuav pab txo tau cov nqi.

Lub tsev kuaj mob: Ib lub tsev kuaj mob yog ib lub tsev kho mob uas cov Tswv Cuab xaiv tau los ua thawj tus kws kho mob (PCP). Tej zaum yuav yog ib lub Federally Qualified Health Center (“FQHC”), tsev kuaj mob rau ib tsoom neeg zej zog, ib lub Rural Health Clinic (“RHC”), ib lub tsev kuaj mob Indian Health Service, lossis lwm lub tsev muaj cov thawj kws kho mob.



Lub Tsev Muag Tshuaj Koom Qhov Kev Npaj: Ib lub tsev muag tshuaj uas yog Kaiser Permanente ntiag tug thiab yog lawv dhia lossis lwm lub tsev muag tshuaj uas peb tso cai rau. Thov saib koj Phau Taw Qhia lossis phau teev cov tsev kho mob hauv peb lub vevxaij rau ntawm **kp.org** (ua Lus Askiv) thiaj tau ib daim teev Cov Tsev Muag Tshuaj Koom Qhov Kev Npaj hauv koj thaj tsam. Yuav hloov tau Cov Tsev Muag Tshuaj Koom Qhov Kev Npaj tsis tas yuav qhia tawm ua ntej. Yuav kawm tau seb Cov Tsev Muag Tshuaj Koom Qhov Kev Npaj ziang no ho nyob qhov twg, thov hu rau Lub Chaw Pab Tswv Cuab.

Lub tsev tshaj lij tu mob: Ib qho chaw uas muab kev tu los ntawm cov kws tu mob 24 teev tuaj ib hnuv yam uas tsuas yog cov uas kawm kom txawj tu mob thiaj muab tau xwb.

Lwm yam kev duav kev kho mob (other health coverage, “OHC”): Lwm yam kev duav kev kho mob (OHC) yog hais txog isalas yuav tau ntawm ib lub tuam txhab yus. Cov kev pab tej zaum yuav muaj xws li kev kho mob, hniav, qhov pom kev, kev mus nqa tshuaj thiab/lossis Medicare cov kev npaj ntxiv rau (Feem C & D).

Medical Group: The Permanente Medical Group, Inc., ib lub tuamtxhab ua haujlwm kom tau tshaj thawj.

Medicare: Tseemfwm loj qhov khooskas rau cov neeg muaj 65 xyoos rov saud, ib txhia hluas uas muaj ib qho kev ua tsis taus, thiab cov neeg muaj mob raum theem kawg nkaus (mob raum tsis ua haujlwm yam uas yuav tau lim ntshav lossis phais pauv, tej thaum kuj hu ua ESRD).

Mob loj: Ib tug mob uas tshwm tamsid, yuav tau kho sai thiab tsis kav ntev.

Pab pawg: Ib pab kws kho mob, tsev kuaj mob, tsev kho mob loj thiab lwm cov kws kho uas nrog Kaiser Permanente ua ntawv sib cog lus thiaj muab tau kev pab.

Phau teev cov kws kho mob: Ib daim teev cov kws kho mob hauv Kaiser Permanente pab pawg.

Pw tsev kho mob: Raug nkag mus pw tom tsev kho mob loj thiaj txais tau kev tu.

Qhov kev duav tshuaj uas sau: Qhov kev duav cov tshuaj uas kws kho mob sau.

Qhov kev npaj: Mus saib “Qhov Kev Npaj Uas Raug Muab Hwjxwm” saud

Qhov kev npaj duav: Ib daim teev tshuaj lossis khoom uas muaj raws li ib co cai thiab tau tso cai muab rau cov Tswv Cuab.



Qhov kev npaj uas raug muab hwjxwm: Ib qho kev npaj Medi-Cal uas tsuas siv tej tug kws kho mob, kws tshaj lij kho ib yam twg, tej lub tsev kuaj mob, tsev muag tshuaj thiab tsev kho mob loj rau cov uas txais Medi-Cal uas rau npe nkag qhov kev npaj ntawd. Kaiser Permanente yog ib qho kev npaj kho mob uas raug muab hwjxwm.

Qhov txais kev tu cuag ncu: Qhov uas ib tug tswv cuab ntawm qhov kev npaj tseem txais tau cov kev pab Medi-Cal mus ntxiv los ntawm lawv tus kws kho mob uas lawv tseem tab tom mus ntsib rau 12 hlis tsis raug tu ncu, yog tus kws kho mob thiab Kaiser Permanente pom zoo.

Qhov uas thov kom rov xyuas dua yog thaum ib tug tswv cuab thov kom Kaiser Permanente xyuas thiab hloov ib qho kev txiav txim txog qhov uas yuav duav ib qho kev pab uas tau thov.

Qhov uas yuav tau coj raws li kev txiav txim daws teebmeem yog ib txojkev daws teebmeem uas siv ib tog thib peb uas tsis tuaj leejtwg tog. Rau cov teebmeem uas siv qhov uas yuav tau ua raws li kev txiav txim daws teebmeem no, tog thib peb no mloog ob tog zaj thiab yuav txiav txim thiab ob tog yuav tau ua raws nkaus li ntawd. Ob tog tso tseg lawv li cai uas yuav muaj ib pab neeg mloog txiav txim lossis mus hais plaub tau tom tsev hais plaub.

Rural Health Clinic (“RHC”): Ib lub chaw kho mob hauv thaj tsam uas muaj tsawg tus kws kho mob. Koj txais kev kho mob ntawm ib tug thawj kws kho mob thiab cov kev pab tiv thaiv ntawm ib lub RHC.

Tab tom mob plab yuav yug menyuam: Lub sijhawm uas ib tug pojniam nyob hauv peb theem yug menyuam thiab muab nws tshais rau lwm lub tsev kho mob ncav sijhawm ua ntej yuav yug menyuam tsis tau lossis qhov uas muab tshais yuav txov tau tus pojniam lossis tus menyuam nruab thiab kev noj qab nyob zoo lossis kev nyab xeeb.

Tawm hauv qhov kev npaj: Tsum tsis siv Kaiser Permanente ntxiv vim koj tsis tsim nyog txais lossis koj hloov mus siv lwm qhov kev npaj kho mob. Koj yuav tau kos npe rau ib daim ntawv uas hais tias koj tsis xav siv qhov kev npaj kho mob no ntxiv lossis hu rau Health Care Options thiaj tawm tau hauv xovtooj.

Tej twj kho mob (durable medical equipment, “DME”): Tej twj uas yog yam uas yuav tau muaj xwb xwb thiab yog koj tus kws kho mob lossis lwm tus kws kho txib kom muab. Peb txiav txim seb puas tsim nyog xauj lossis yuav kiag tej DME. Cov nqi xauj yuav tsum tsis txhob kom dua cov nqi yuav kiag. Yuav duav cov kev kho tej twj kho mob.

Thaj Tsam Nyob: Qhov Kaiser Foundation Health Plan, Inc. Thaj Tsam California Sab Qaum Teb



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Thajtsam Kaiser Permanente Medi-Cal Duav: Thaj tsam hom tseg rau qhov Kaiser Permanente Medi-Cal Plan: koj yuav tau nyob hauv thaj tsam no thiaj rau npe nkag tau thiab nyob twjywm hauv qhov Kaiser Permanente Medi-Cal Plan.

- Cheebtsam Amador: 95640, 95669
- Cheebtsam El Dorado: 95613-14, 95619, 95623, 95633-35, 95651, 95664, 95667, 95672, 95682, 95762
- Cheebtsam Placer: 95602-04, 95610, 95626, 95648, 95650, 95658, 95661, 95663, 95668, 95677-78, 95681, 95703, 95722, 95736, 95746-47, 95765
- Cheebtsam Sacramento: 94203-09, 94211, 94229-30, 94232, 94234-37, 94239-40, 94244, 94247-50, 94252, 94254, 94256-59, 94261-63, 94267-69, 94271, 94273-74, 94277-80, 94282-85, 94287-91, 94293-98, 94571, 95608-11, 95615, 95621, 95624, 95626, 95628, 95630, 95632, 95638-41, 95652, 95655, 95660, 95662, 95670-71, 95673, 95678, 95680, 95683, 95690, 95693, 95741-42, 95757-59, 95763, 95811-38, 95840-43, 95851-53, 95860, 95864-67, 95894, 95899

Koj yuav tau nyob hauv thaj tsam no thiaj tau ua ib tug tswv cuab twjywm.

Tsev Kho Mob Loj Koom Qhov Kev Npaj: Ib lub tsev kho mob loj twg uas teev tseg rau ntawm peb lub vevxaij rau ntawm **kp.org/facilities** (ua Lus Askiv) uas koom peb qhov kev npaj. Yuav hloov tau Cov Tsev Kho Mob Loj Koom Qhov Kev Npaj tsis tas yuav qhia tawm ua ntej. Yuav kawm tau seb Cov Tsev Kho Mob Loj Koom Qhov Kev Npaj ziag no ho nyob qhov twg, thov hu rau Lub Chaw Pab Tswv Cuab.

Tsev Koom Qhov Kev Npaj: Ib lub tsev twg uas teev tseg rau ntawm peb lub vevxaij rau ntawm **kp.org/facilities** (ua Lus Askiv) uas koom peb qhov kev npaj. Yuav hloov tau Cov Tsev Koom Qhov Kev Npaj tsis tas yuav qhia tawm ua ntej. Yuav kawm tau seb Cov Tsev Koom Qhov Kev Npaj ziag no ho nyob qhov twg, thov hu rau Lub Chaw Pab Tswv Cuab.

Tshuaj uas tsis nyob hauv qhov kev npaj: Ib yam tshuaj uas tsis teev cia hauv qhov kev npaj duav tshuaj.

Tus kws hwjxwm kev kho mob: Cov kws tu mob lossis social worker uas pab tau koj nkag siab txog cov teebmeem ntawm kev mob nkeeg thiab pab tau koj teem sijhawm mus ntsib koj cov kws kho mob.

Tus Kws Kho Mob Koom Qhov Kev Npaj: Tus kws kho mob twg uas tuav ntawv tso cai ua haujlwm uas yog The Permanente Medical Group li neeg ua haujlwm, lossis tus kws kho mob twg uas nrog muaj ntawv sib cog lus muab kev pab uas duav rau Cov Tswv Cuab. Cov kws kho mob uas tsuas yog nrog peb muaj ntawv sib cog lus thiaj xa tau mus txais kev pab tsis yog Cov Kws Kho Mob Koom Qhov Kev Npaj.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Tus kws kho mob sab nraum thaj tsam: Ib tug kws kho mob uas tsis nyob hauv Kaiser Permanente pab pawg.

Tus kws kho mob uas tsis koom pab pawg: Ib tug kws kho mob uas tsis nyob hauv Kaiser Permanente pab pawg.

Tus kws kho ntawm sab siab ntsws Cov uas tuav ntawv tso cai ua haujlwm muab kev pab kho ntawm sab siab ntsws lossis cwjpwmm.

Tus kws kho uas tsim nyog: Tus kws kho mob uas tsim nyog ua haujlwm rau ntawm sab kev kho uas tsim nyog tu koj tus mob.

Tus kws tshaj lij (lossis tus kws kho mob tshaj lij kho ib yam twg): Ib tug kws kho mob uas kho tau qee yam teebmeem. Pivxam li, ib tug kws phais pob txha thiab pob qij txha kho tau pob txha lov lawm; ib tug kws tshaj lij kho kev fab txhaum tu tau tej kev fab txhaum thiab ib tug kws tshaj lij kho plawv tu tau cov teebmeem ntawm lub plawv. Feem ntau lub sijhawm koj yuav tau muaj ib daim xa mus ntsib los ntawm tus PCP thiaj mus ntsib tau tus kws tshaj lij kho ib yam twg.

Tus kws txais menyuam uas muaj ntawv povthawj tias txawj ua haujwm (Certified Nurse Midwife, “CNM”): Ib tug kws tau ntawv povthawj tias tshaj lij tu mob thiab txais menyuam los ntawm lub California Board of Registered Nursing. Ib tug kws tu mob tshaj lij txais menyuam tau kev tso cai saib xyuas kev yug menyuam uas tsis muaj teebmeem cov nyom.

Tus mob ntawm sab siab ntsws kub ceev: Ib tug mob ntawm sab siab ntsws uas cov tsos mob phem tas npaud uas ua tau rau yus tus kheej lossis lwm tus raug ntsib kev phomsij lossis thaum ntawd koj plam koj li peevxwm nrhiav tau mov noj, chaw nyob lossis khaub ncaws vim tus mob ntawd.

Cov kev pab tu tus mob ntawm sab siab ntsws kub ceev tej zaum yuav suv nrog rau qhov uas muab tus tswv cuab tshais mus rau ib qhov chaw tu cov neeg mob ntawm sab siab ntsws hauv tsev kho mob loj lossis ib lub tsev kho cov uas mob loj ntawm sab siab ntsws. Yuav muab tshais mus rau lwm qhov li no thiaj zam tau lossis txo mob ntawm sab siab ntsws. Ntxiv rau qhov ntawd, yuav tsum yog tus kws kho mob ntseeg tias qhov uas muab tshais mus li ntawd yuav tsis ua rau tus tswv cuab tus mob ntawd haj yam phem tuaj.

Tus mob phomsij: Ib tug mob lossis teebmeem uas yuav tsum tau tu thiab ua tau rau yus tag simneej.

Tus mob uas kav ntev: Ib tug mob lossis lwm yam teebmeem uas kho tsis tau kom zoo kias lossis ntev mus ntev tuaj nws haj yam phem zuj zus tuaj yam uas yuav tau kho xwv koj thiaj tsis hajyam mob tuaj.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY 711). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)

Tus mob uas yuav caum cuag yus: Ib tug mob uas kho tsis tau thiab twv tau tias yeej yuav ua rau tag simneej ua ntej tsis tau dhau ib xyoos lossis tsawg dua yog tias tus mob mus li ib txwm kheev pom.

Tus nqi niaj zaum them: Tus nqi them rau qhov kev duav; tus nqi duav.

Tus nqi them nrog thaum tuaj ntsib: Yog tus nqi uas them, feem ntau yog thaum txais kev pab kiag, ntxiv rau cov nqi uas lub tuam txhab isalas them.

Tus rau npe nkag: ib tug neeg uas yog ib tug tswv cuab ntawm ib qho kev npaj kho mob thiab txais kev kho mob los ntawm qhov kev npaj kho mob.

Tus thawj kws kho mob ("PCP"): Tus kws tuav ntawv tso cai ua haujlwm uas muab feem ntau koj cov kev tu rau koj. Koj tus PCP pab koj txais kom tau cov kev pab uas koj yuav tau muaj. Tej yam kev tu yuav tau muaj kev tso cai ua ntej, tshwj yog:

- Koj muaj mob kub ceev
- Koj yuav tau muaj kev pab ntawm ib tug kws tu pojniam xeeb menyuum/ pojniam lub cev
- Koj yuav tau muaj cov kev pab uas tej zaum ua rau mentsis txaj muag
- Koj yuav tau muaj cov kev pab npaj muaj tsis muaj tubki

Koj xaiv tau cov no ua tus PCP:

- Tus kws kho sawv daws
- Tus kws kho neeg laus
- Tus kws kho menyuum yaus
- Tus kws kho tsev neeg
- Tus kws tu pojniam xeeb menyuum/pojniam lub cev
- FQHC lossis RHC
- Tus kws tu mob uas xyaum ua haujlwm kho mob
- Tus kws pab kws kho mob
- Lub tsev kuaj mob

Tus tswv cuab: Tus uas tsim nyog txais kev duav nqi los ntawm Medi-Cal uas tau rau npe koom Kaiser Permanente uas tsim nyog txais cov kev pab uas duav. Nyob hauv Phau Taw Qhia Tswv Cuab no, lo lus "koj" no yog txhais tias ib tug tswv cuab.

Txais kev pab ntawm tsev kho mob loj es mus tsev tib hnuv: Cov kev kho lossis phais mob uas ua tom lub tsev kho mob loj tsis tas yuav pw tsev kho mob loj.



Txais Kev Tu Yam Uas Them Tom Qab Tau Txais Kev Pab (Fee-for-Service, FFS): Qhov no txhais tau tias koj tsis tau rau npe nkag rau ib qho kev npaj kho mob uas raug hwjxwm. Hauv qab qhov FFS, koj tus kws kho mob yuav tau txais koj qhov Medi-Cal thiab xa daim nqi sau nyiaj mus ncaj qha rau Medi-Cal rau cov kev pab uas koj tau txais lawm.



Hu rau chaw pab cov tswv cuab rau ntawm **1-800-464-4000** (TTY **711**). Hu tau dawb xwb. Peb nyob ntawm no tos pab koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub lim tiam (tshwj yog cov hnuv koob tsheej loj). Mus saib hauv istawnej rau ntawm **kp.org** (ua Lus Askiv)



Lub Chaw Pab Tswv Cuab

1-800-464-4000 (Civ siv TTY hu rau **711**), 24 teev tuaj ib hnuv, xya hnuv tuaj ib lub lim tiam (tiamsis tsis qhib cov hnuv koob tsheej).

kp.org (ua Lus Askiv)

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