

Phau Ntawv Rau Tswv Cuab

Koj yuav tsum paub tej yam dab tsi hais txog koj tej kev pab

Health Net Daim Ntawv Pov Thawj txog
Kev Duav thiab

Health Net Pawg Kho Hniav

Daim Ntawv Qhia Tawm Nyob Ua Ke

2020

Lub Nras Sacramento
Thaj Tsam Saib Xyuas Kev Kho Mob
(Geographic Managed Care, GMC)



Lwm yam lus thiab ntaub ntawv

Lwm yam lus

Koj txais tau Phau Ntawv Rau Tswv Cuab no thiab pawg kho mob lwm cov ntaub ntawv pub dawb hauv lwm yam lus. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Yog hu pub dawb.

Lwm txoj kev qhia

Koj txais tau tej xov xwm no uas siv lwm txoj kev qhia dawb xwb, xws li cov ntawv Braille, cov ntawv sau loj thiab kev mloog suab. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Yog hu pub dawb.

Kev pab txhais lus

Yog xav tau ib tug neeg txhais lus, neeg piav lus thiab kev pab rau kab lig kev cai pub dawb yeej muaj kev pab 24 teev tauj ib hnuv, 7 hnuv tauj ib lim piam, los sis yog xav txais ib phau ntawv rau tswv cuab no ua lwm yam lus, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Yog hu pub dawb.



English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-977-7307 (TTY: 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-977-7307 (TTY: 711).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-977-7307 (TTY: 711).

Tagalog (Tagalog –Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-977-7307 (TTY: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-977-7307 (TTY: 711)번으로 전화해 주십시오.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-977-7307 (TTY: 711)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, սպա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1-800-977-7307 (TTY: 711):

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-977-7307 (TTY: 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-977-7307 تماس بگیرید. (TTY: 711)



日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
1-800-977-7307 (TTY: 711) まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.
Hu rau 1-800-977-7307 (TTY: 711).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।
1-800-977-7307 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

عربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
1-800-977-7307 (TTY: 711).

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-800-977-7307 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร
1-800-977-7307 (TTY: 711).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, បសវនករជំនួយខ្លួនភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។
ចូរ ទូរស័ព្ទ 1-800-977-7307 (TTY: 711)។

ພາສາລາວ (Lao)

ໂປດລາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມ
ໃຫ້ທ່ານ. ໂທ 1-800-977-7307 (TTY: 711).



Ceeb Toom txog Kev Tsis Xaiv Ntsej Muag

Txoj kev xaiv tib neeg ntsej muag yeej txhaum txoj kev cai. [Health Net Pawg Kho Hniav](#) ua raws li lub xeev thiab tuam tseem fwv pej xeeb huab hwm cov cai thiab tsis xaiv leej twg ntsej muag vim lawv yog poj niam los txiv neej, lawv yog haiv neeg, xim tawv nqaij, kev teev ntuj, keeb kwm hauv teb chaws, koom nrog ib haiv neeg, muaj hnuv nyoog li cas, lub hlwb khiav txawv, kev xiam hoob khab, muaj mob, keeb kwm roj ntshav, sib yuav los tsis sib yuav, nyiam ua li txiv neej los ua li poj niam, los yog nyiam txiv neej los yog nyiam poj niam.

[Health Net Pawg Kho Hniav muab:](#)

- Kev pab pub dawb rau cov neeg uas xiam hoob khab kom lawv thiaj sib txuas lus tau zoo, xws li:
 - Neeg uas txawj piav tes txhais lus
 - Sau ntawv ua lwm hom ntawv (lus braille, ntawv loj, kaw suab lus, tej hom zoo siv hauv ntawv hluav taws xob, thiab lwm hom)
- Kev pab txhais lus rau cov neeg uas ib txwm tsis hais lus Askiv, xws li:
 - Cov neeg uas txawj txhais lus
 - Cov ntaub ntawv sau tseg uas yog lwm yam lus

Yog koj xav tau tej kev pab no, tiv tauj [Health Net Kev Kho Hniav](#) txij ntawm 8:00 teev sawv ntxov mus txog 5:00 teev tsaus ntuj hnuv Monday txog hnuv Friday thaum hu



[877-550-3868](tel:877-550-3868). Los yog tias koj hnov tsis taus lus los yog hais tsis taus lus zoo, thov hu [711](tel:711).

YUAV UA LI CAS XA NTAWV QHIA TIAS TSIS TXAUS SIAB

Yog koj ntseeg tias [Health Net Kev Kho Hniav](#) tsis tau muab tej kev pab no los yog tau ua lwm yam txhaum cai xaiv ntsej muag vim koj yog poj niam los txiv neej, kojyog haiv neeg, xim tawv nqaij, kev teev ntuj, keeb kwm hauv teb chaws, koom nrog ib haiv neeg, muaj hnuv nyoog li cas, lub hlwb khiav txawv, kev xiam hoob khab, muaj mob, keeb kwm roj ntshav, sib yuav los tsis sib yuav, nyiam ua li txiv neej los ua li poj niam, los yog nyiam txiv neej los yog nyiam poj niam, koj muaj cai xa ntawv qhia tias koj tsis txaus siab rau [Health Net](#). Koj muaj cai ua ntawv qhia tias tsis txaus siab hauv xov tooj, sau ntawv, los sis hauv ntawv hluav taws xob:

- Hu xov tooj: Tiv tauj Health Net txij ntawm hnuv Monday txog hnuv Friday thaum hu [877-550-3868](tel:877-550-3868). Los yog tias koj hnov tsis taus lus los yog hais tsis taus lus zoo, thov hu 711.
- Sau ntawv: Sau ib daim ntawv yws yws los sis sau ib tsab ntawv thiab xa mus rau:

Grievances and Appeals
P.O. Box 10348
Van Nuys, CA 91499

- Koj tus kheej: Mus xyuas koj tus kws kho mob hoob kas los sis Health Net thiab hais tias koj xav ua ntawv qhia tias koj tsis txaus siab.
- Hauv ntawv hluav taws xob: Mus xyuas Health Net qhov website nyob ntawm www.healthnet.com.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

Koj kuj muaj cai xa ntawv yws yws txog pej xeem tej cai rau California Department of Health Care Services, Office of Civil Rights los ntawm kev hu xov tooj, kev sau ntawv, los yog hauv koos pis tawj:

- Hu xov tooj: Hu **916-440-7370**. Yog tias koj hnov lus tsis taus lus los yog hais lus tsis taus zoo, thov hu **711 (Kev Pab Sib Txuas Lus, Telecommunications Relay Service)**.
- Sau ntawv: Sau ib daim ntawv yws yws los yog xa ib tsab ntawv rau:



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm [711](tel:711). Xyuas peb online nyob ntawm www.hndental.com.

Ceeb Toom txog Kev Tsis Xaiv Ntsej Muag

Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Tej daim ntawv qhia tias tsis txaus siab los muaj nyob ntawm
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Hauv ntawv hluav taws xob: Xa email rau CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Yog koj ntseeg tias muaj neeg xaiv ntsej muag vim yog koj haiv neeg, xim tawv nqaij, keeb kwm hauv teb chaws twg, muaj hnuv nyoog li cas, xiam hoob khab los sis yog txiv neej los yog poj niam, koj kuj muaj cai xa ntawv yws yws txog pej xeem tej cai rau U.S. Department of Health Care Services, Office of Civil Rights los ntawm kev hu xov tooj, kev sau ntawv, los yog hauv ntawv hluav taws xob:

- Hu xov tooj: Hu **1-800-368-1019**. Yog tias koj hnov lus tsis taus los yog hais lus tsis taus zoo, thov hu mus rau **TTY/TDD 1-800-537-7697**.
- Sau ntawv: Sau ib daim ntawv yws yws los yog xa ib tsab ntawv rau:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Tej daim ntawv qhia tias tsis txaus siab los muaj nyob ntawm
<http://www.hhs.gov/ocr/office/file/index.html>.

- Hauv ntawv hluav taws xob: Xyuas qhov Office for Civil Rights Complaint Portal nyob ntawm <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



Hu Qhov Chaw Pab Tswv Cuab rau ntawm **877-550-3868** (TTY **711**). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Zoo siab tos txais koj hauv **Health Net** Kev Kho Hniav!

Ua tsaug vim koj los koom nrog **Health Net Kev Kho Hniav** (“Health Net” los yog “Pawg Kho Hniav”). **Health Net** yog ib pawg kho hniav rau cov neeg uas muaj Medi-Cal. Peb koom tes nrog lub Xeev California los pab koj txais kev kho hniav uas koj xav tau.

Phau Ntawv rau Tswv Cuab

Phau Ntawv rau Tswv Cuab no qhia koj txog koj tej kev duav los ntawm **Health Net**. Thov ua tib zoo nyeem. Qhov no yuav pab koj to taub thiab siv koj tej kev pab thiab lwm yam. Nws kuj piav txog koj tej cai thiab kev lav ris vim koj ua ib tug tswv cuab hauv **Health Net**.

Phau Ntawv Rau Tswv Cuab no kuj muaj npe hu ua Daim Pov Thawj txog Kev Duav (EOC). Nws tsuas piav me ntsis txog **Health Net** tej kev cai thiab kev cai coj Yog koj xav paub qhov tseeb txog tej kev cai rau kev duav, koj muaj cai thov ib daim luam txog daim sib yeem lus los ntawm Qhov Chaw Pab Tswv Cuab.<s

Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)) yog xav tau ib daim luam txog daim ntawv sib yeem lus. Koj kuj muaj cai thov ib daim luam ntxiv txog Phau Ntawv Rau Tswv Cuab yeej tsis sau nqi ntawm koj los sis xyuas hauv peb chaw website nyob ntawm www.hndental.com yog xav saib Phau Ntawv Rau Tswv Cuab no.

Tiv tauj peb

Peb nyob ntawm no xav pab. Yog koj muaj lus nug dab tsi, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no [hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj](#) . Yog hu pub dawb.

Koj muaj cai xyuas peb nyob online thaum twg los tau nyob ntawm www.hndental.com.

Ua tsaug,

Health Net Pawg Kho Hniav
P.O. Box 10348
Van Nuys, CA 91409



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no [hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj](#). Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

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Daim Phiaj Qhia Nrhiav Zaj

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Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

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1. Pib ua ib tug tswv cuab

Ua li cas thiaj tau kev pab

Peb xav kom koj zoo siab rau koj txoj kev kho hniav. Yog tias koj muaj lus nug los sis lus txhawj xeeb txog koj txoj kev kho hniav, peb xav hnov koj cov lus!

Cov Kev Pab cov Tswv Cuab

Health Net's Qhov Chaw Pab Tswv Cuab yeej nyob no xav pab koj. Peb ua tau li no:

- Teb koj cov lus nug txog koj pawg kho hniav thiab tej kev pab uas lawv duav
- Pab koj xaiv ib tug thawj kws kho hniav (primary care dentist, PCD)
- Qhia koj seb koj yuav txais tej kev pab uas koj xav tau rau qhov twg
- Muab kev pab txhais lus yog tias koj tsis txawj hais lus Askiv
- Muab lwm yam xov xwm hauv lwm yam lus thiab lwm yam ntaub ntawv

Yog koj xav tau kev pab, hu [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no [hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj](#). Yog hu pub dawb. Koj muaj cai xyuas peb nyob online thaum twg los tau nyob ntawm www.hndental.com.

Leej twg ua tau ib tug tswv cuab

Koj tsim nyog txais **Health Net** vim koj muaj cai txais Medi-Cal thiab nyob hauv [\[Lub Nras Sacramento/Lub Nras Los Angeles\]](#). Yog muaj lus nug txog kev ua npe nrog peb, hu Tej Kev Xaiv Rau Kev Kho Mob (Health Care Options) nyob ntawm 1-800-430-4263 (TTY 1-800-430-7077). Los sis xyuas hauv <http://www.healthcareoptions.dhcs.ca.gov>.

Koj mam li nug cov lus seb yuav ua li cas thiaj tsim nyog tau Medi-Cal nyob hauv koj lub nras lub hoob kas pab pej xeem. Nrhiav tau lub hoob kas ze koj nyob ntawm <http://www.dhcs.ca.gov/services/medi-cal> los sis hu 1-800-300-1506 (TTY) 888 889-4500 kom tiv tauj Covered California.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no [hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj](#). Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Tej daim npav qhia npe (ID)

Ua ib tug tswv cuab hauv [Health Net](#), koj yuav tau ib daim npav qhia npe ID rau pawg kho hniav. Koj yuav tsum cev koj daim npav qhia npe ID rau pawg kho hniav thiab koj Daim Npav Qhia Npe ID Medi-Cal Benefits (BIC) thaum twg koj txais ib yam kev pab kho hniav. Koj yuav tsum nqa ob daim tib si nrog koj mus txhua qhov chaw. Nov yog ib daim piv txwv txog pawg kho hniav daim ID koj thiaj paub tias nws yuav zoo li cas:

 <p>Health Net[®] (877) 550-3868 www.hndental.com</p> <p>NAME: Subscriber Name (First Name Last Name) ID#: 000000000-01 PLAN: Plan Name EFF: 01/01/2019 GRP#: [000000] Group Name PRV: Dental Office Name Dental Office Address Dental Office City, ST Zip (000) 000-0000</p>	<p>If you have a dental emergency, you should first contact your Primary Care Dentist for an immediate appointment. If your Primary Care Dentist is not available, contact Health Net Dental Member Services for assistance. You can receive emergency dental care from any licensed dentist without prior authorization from Health Net Dental. Please refer to your Evidence of Coverage for specific emergency care coverage.</p> <p>Specialty service must be pre-authorized. Health Net Dental Member Services: (877) 550-3868 Monday – Friday: 8:00 am – 5:00 pm California Relay Service (TTY) for the hearing impaired: (800) 735-2929</p> <p>This card does not guarantee eligibility.</p>
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Yog koj tsis txais koj daim ID rau pawg kho hniav hauv ob peb lim piam tom qab tso npe, los sis koj daim npav raug puas tsuaj, ua xiam los sis leej twg nyiag, hu Qhov Chaw Pab Tswv Cuab tas sim ntawd. Peb yuav xa ib daim ntawv tshiab rau koj. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Ua li cas thiaj sib koom tes ua ib tug tswv cuab

[Health Net](#) xav hnov koj cov lus. Txhua xyoo, peb muaj tej kev sab laj yuav sib tham seb dab tsi mus zoo thiab peb yuav ua li cas thiaj ua tau zoo dua. Peb caw cov tswv cuab tuaj koom. Tuaj koom peb thiab qhia peb seb koj xav li cas!

Health Net Pawg Pej Xeem Sab Laj Txog Kev Cai Coj

Peb muaj ib pawg neeg hu ua [Pawg Pej Xeem Sab Laj Txog Kev Cai Coj](#). Pawg neeg no los muaj [cov tswv cuab](#), [cov kws kho hniav](#), [cov neeg txhawb pab thiab peb tus Thawj Coj rau Kws Kho Hniav](#). Pawg neeg no sib tham seb yuav ua li cas thiaj kho tau [Health Net](#) tej kev cai coj thiab muaj kev lav ris rau:

- Ntaus tswv yim los pab kho tej kev pab rau cov tswv cuab
- Tshab xyuas cov ntawv txoj kev pab zoo, thiab cov ntawv qhia lus tsis txaus siab
- Ntaus tswv yim seb yuav ua li cas pab Pawg Kho Hniav tej kev pab
- Tshab xyuas cov ntawv qhia txog nyiaj txiag

Yog koj xav koom pawg no, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

2. Qhia txog koj pawg kho hniav

Lus tshab xyuas txog pawg kho hniav

Health Net yog ib pawg kho hniav rau cov neeg uas koom Medi-Cal hauv [Lub Nras Sacramento/Lub Nras Los Angeles]. Peb koom tes nrog lub Xeev California los pab koj txais kev kho hniav uas koj xav tau.

Koj mam li nrog peb ib tug Neeg Pab Tswv Cuab tham yog xav paub ntxiv txog pawg kho hniav thiab koj yuav tau kev pab li cas. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Thaum koj txoj kev duav pib thiab xaus

Thaum koj tso npe hauv Health Net, koj yuav txais ib daim Health Net ID Ua Tswv Cuab ua ntej dhau xya (7) hnuv tom qab koj tau tso npe. Thov koj cev daim npav no no txhua zaus koj mus txais ib yam kev pab hauv Health Net. Daim npav no yog ib daim puav pheej uas qhia tias koj twb ua npe nrog Health Net.

Koj yuav tsum mus rau tus kws kho hniav sau tseg hauv koj daim ID Ua Health Net tus Tswv Cuab rau koj daim Health Net ID rau Health Net tus Tswv Cuab. Koj tus Thawj Kws Kho Hniav (Primary Care Dentist, PCD) lub npe thiab naj npawb xov tooj nyob hauv koj daim Health Net ID Ua Tswv Cuab. Yog koj tsis tau xaiv ib tug kws kho hniav thaum koj ua npe, ces yuav xaiv ib tug rau koj. Koj hu tau [877-550-3868](tel:877-550-3868) (TTY [877-550-2929](tel:877-550-2929)) yog koj xav xaiv lwm tus kws kho hniav.

Koj muaj cai thov xaus koj txoj kev duav hauv Health Net thiab xaiv lwm pawg kho hniav thaum twg los tau.

Koj kuj xaus tau koj qhov Medi-Cal. Koj yuav tsum ua raws li DHCS tej kev cai coj yog koj xav xaus koj txoj kev duav.

Tej thaum Health Net pab tsis tau koj ntxiv. Health Net yuav tsum xaus koj txoj kev duav yog tias:

- Koj tsis mus nyob sab nraum lub nras los sis koj nyob hauv qhov taub
- Koj tsis tau Medi-Cal ntxiv lawm
- Koj thov kom lawv tshem koj npe tawm ntawm Pawg Kho Hniav
- Koj txawm tso npe ua tswv cuab nrog lwm pawg kho hniav
- Koj hais lus tsim txom ib tug kws kho hniav los sis cov neeg uas ua hauj lwm pab lawv
- Koj txawm ua phem rau ib tug kws kho hniav los sis cov neeg uas ua hauj lwm pab lawv
- Koj cia lwm tus neeg siv koj tej kev pab kho hniav



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Yog koj yog Neeg Amelikas Qhab, koj tsis tas yuav ua npe hauv Medi-Cal ib pawg kho hniav li. Yog koj twb ua npe nrog [Health Net](#), koj muaj cai thov khiav mus thaum twg los tau. Koj kuj txais tau kev pab kho hniav hauv Neeg Qhab Qhov Chaw Kho Mob (Indian Health Service, IHS) Qhov Chaw Kho Qhov Ncauj (Division of Oral Health, DOH).

Koj pawg kho hniav khiav hauj lwm li cas

[Health Net](#) yog ib pawg kho hniav uas koom tes nrog DHCS. [Health Net](#) yog ib pawg saib xyuas kev kho hniav. Tej pawg saib xyuas kev kho hniav yog cov uas txawj tswj tej nqi kho hniav kom pab muaj kev kho hniav thiab tu tau zoo zoo. [Health Net](#) koom tes nrog cov kws kho hniav thiab lwm cov neeg tu mob hauv peb cheeb tsam muab kev pab (peb pawg) kom muab tau kev kho hniav rau koj, tus uas yog peb ib tug tswv cuab.

Qhov Chaw Pab Tswv Cuab yuav qhia koj seb [Health Net](#) pab li cas thaib koj yuav ua li cas thiaj tau kev kho hniav uas koj xav tau Qhov Chaw Pab Tswv Cuab yuav pab koj:

- Nrhiav tau ib tug thawj kws kho hniav (PCD)
- Teem caij kuaj nrog koj tus PCD
- Yuav ib daim npav ID [Health Net Ua Tswv Cuab](#) tshiab
- Txais tej xov xwm txog tej kev pab uas duav thiab tsis duav
- Txais kev pab thauj neeg
- To taub seb yuav qhia txog thiab kho tej lus tsis txaus siab thiab kev rov tshab xyuas dua li cas
- Tau ib daim ntawv txog cov kws kho hniav
- Thov kom tau cov tswv cuab tej ntaub ntawv
- Teb lwm cov lus nug uas koj muaj

Yog xav paub ntxiv, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Los sis nrhiav cov tswv cuab cov ntaub ntawv nyob online ntawm www.hndental.com.

Txoj kev pauv pawg kho hniav

Koj muaj cai tawm ntawm [Health Net](#) thiab koom nrog lwm pawg kho hniav thaum twg los tau. Hu Tej Kev Xaiv Rau Kev Kho Mob nyob ntawm 1-800-430-4263 (TTY 1-800-430-7077) yog xav xaiv ib pawg kho hniav tshiab. Koj muaj cai hu thaum 8:00 teev sawv ntxov mus rau 5:00 teev tsaus ntuj, hnuv Monday txog hnuv Friday, los sis xyuas hauv www.healthcareoptions.dhcs.ca.gov.

Yuav siv [45 hnuv](#) thiaj ua tau koj daim ntawv thov tshem koj lub npe tawm ntawm [Health Net](#). Yog xav paub seb thaum twg Tej Kev Xaiv Rau Kev Kho Mob tau pom zoo rau koj txoj kev thov no, hu 1-800-430-4263 (TTY 1-800-430-7077).

Yog koj xav tawm ntawm [Health Net](#) sai dua, koj muaj cai thov Tej Kev Xaiv Rau Kev Kho Mob kom tshem npe sai (ceev) heev. Yog tias lub ntsiab rau koj txoj kev thov no ua raws li tej kev cai rau txoj kev tshem npe sai, ces koj yuav txais ib tsab ntawv uas qhia hais tias twb tshem koj lub npe tawm lawm.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Koj muaj cai thov tawm ntawm [Health Net](#) tim ntsej tim muag nyob hauv koj lub nras lub hoob kas pab pej xeem uas nyob ze koj. Nrhiav lub hoob kas ze koj nyob ntawm <http://www.dhcs.ca.gov/services/medi-cal> los sis hu 1-800-300-1506 tiv tauj Covered California. [Koj yuav tsum mus ntsib tus kws kho hniav uas nyob hauv koj daim npav Health Net ID Ua Tswv Cuab mus txog thaum koj tau ib tsab ntawv los ntawm Tej Kev Xaiv Rau Kev Kho Mob.](#)

Kev kho txuas ntxiv

Yog tias tam sim no koj mus ntsib cov kws kho hniav uas tsis nyob hauv [Health Net's](#) pawg kho hniav, tej zaum koj tseem yuav muaj cai mus ntsib lawv mus txog 12 lub hlis tom ntej. Yog tias koj tus (cov) kws kho hniav tsis tuaj koom peb pawg thaum xaus 12 lub hlis ntawd, koj yuav tsum pauv mus rau ib tug kws kho hniav uas koom tes nrog pawg [Health Net](#).

[Koj muaj cai txais tej kev pab kho hniav nrog cov kws kho hniav uas tsis koom tes nrog pawg Health Net rau tej yam kev pab kho hniav. Koj hu tau 877-550-3868 \(TTY 711\) seb koj puas muaj cai txais kev pab no, los yog koj thov kom tau ib daim txog Health Net txoj kev cai rau Kev Kho Txuas Ntxiv.](#)

Cov tub kawm ntawv qib siab uas tsiv mus nyob hauv ib lub nras tshiab

Yog koj tsiv mus nyob hauv ib lub nras tshiab vim yuav mus kawm ntawv qib siab, tej zaum koj tseem muaj cuab kav txais [Health Net](#) tej kev pab, tab txawm [Health Net](#) tsis muab tej kev pab hauv lub nras tshiab ntawd. Los yog tej zaum koj tseem txais tau tej kev pab dhau ntawm Medi-Cal zoo xws luag, uas kuj muaj npe hu ua Txoj Kev Them rau Tej Kev Pab (Fee-for-Service, FFS) Medi-Cal. Nov hu ua kev kho txuas ntxiv. [Health Net](#) muab kev kho txuas ntxiv rau cov tub kawm ntawv qib siab yog hais tias:

- Yog ib qho xwm txheej ceev

Yog xav paub ntxiv txog kev kho txuas ntxiv, hu [877-550-3868](tel:877-550-3868) (TTY 711).

Cov kws kho hniav uas tawm ntawm Health Net

Yog tias koj tus kws koh hniav tsum tsis koom tes nrog [Health Net](#) lawm, tej zaum koj tseem txais tau kev pab los ntawm tus kws kho hniav ntawd. Nov yog lwm txoj kev kho txuas ntxiv. [Health Net](#) muab kev kho txuas ntxiv rau:

- Tej kev pab uas tus kws kho mob tseem ua tsis tiav ua ntej tawm ntawm Health Net
- Tej kev pab uas ib tug kws kho hniav uas tsis koom tes nrog peb ua tsis tau tiav thaum koj los ua ib tug tswv cuab hauv Health Net

[Health Net](#) muab kev kev kho txuas ntxiv yog tias ua raws li nram qab no:

- Koj pawg kho hniav duav tej kev pab ntawd
- Tej kev pab yog tej yam uas tsim nyog kho hniav
- Tej kev pab ua raws li tej kev cai tsim nyog muab kho
- Koj tsis tau txais kev pab los ntawm Health Net ib tug kws kho hniav



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Health Net tsis muab kev kho txuas ntxiv yog tias ua raws li tej yam no:

- Koj pawg kho hniav **tsis** duav tej kev pab ntawd
- Tej kev pab **tsis** yog tej yam uas tsim nyog kho hniav
- Tej kev pab **tsis** ua raws li tej kev cai tsim nyog muab kho
- Koj tau txais kev pab los ntawm Health Net ib tug kws kho hniav

Yog xav paub ntxiv txog kev kho txuas ntxiv, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Tej nqi

Tus tswv cuab tej nqi

Health Net pab cov neeg uas tsim nyog txais Medi-Cal. **Health Net** cov tswv cuab **tsis tas** yuav them tej nqi rau tej kev pab uas lawv duav. Koj yuav tsis tas them tej nqi muas kev duav, cov nyiaj co-pay los sis nyiaj lov tawm.

Tej zaum koj yuav tau them ib nrab koj tej nqi kho hniav txhua lub hlis ua ntej koj pib txais kev duav. Nov hu ua koj feem nqi them. Koj feem nqi them ntawd nyob ntawm seb koj khwv tau nyiaj npaum li cas thiab tej ntiag tug. Rau cov lus nug txog koj feem nqi them, hu koj lub hoob kas pab pej xeem hauv koj lub zos. Nrhiav hoob kas ze koj nyob ntawm <http://www.dhcs.ca.gov/services/medi-cal>.

Ua li cas thiaj them tus kws kho hniav

Health Net them cov kws kho hniav li no:

- Txheej txheem them nqi
 - **Health Net** them ib txhia kws kho hniav ib tug nqi txhua lub hlirau txhua tus tswv cuab hauv **Health Net**. Nov hu ua tus txheej txheem them nqi. **Health Net** thiab cov kws kho hniav sib koom tes los txiav txim seb yuav them npaum li cas.
- Kev them nqi raws kev pab
 - Ib txhia kws kho hniav muab kev kho hniav rau **Health Net** cov tswv cuab thiab xa ib daim nqi rau **Health Net** kom them nqi rau tej kev pab uas lawv muab lawm. Nov hu ua kev them nqi raws kev pab. **Health Net** thiab cov kws kho hniav sib koom tes txiav txim seb yuav them npaum li cas rau txhua yam kev pab.

Yog xav paub ntxiv seb **Health Net** them cov kws kho hniav, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Thov peb them ib daim nqi

Yog koj tau ib daim nqi rau ib txoj kev pab uas peb duav, hu Qhov Chaw Pab Tswv Cuab sai li sai tau nyob ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Yog koj twb them nqi rau ib yam kev pab uas koj xav tias **Health Net** yuav tau duav them, cia li ua ib daim nqi nrog peb. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)) thov ib daim luam ua nqi, los sis thov kev pab ua ib daim nqi. Ua ib daim nqi thiab sau ntawv qhia peb seb vim li cas koj tau them tus nqi ntawd.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

3. Ua li cas thiaj tau kev kho hniav

Txais tej kev pab kho hniav

THOV KOJ LOS NYEEM COV NTAWV NO XWV KOM PAUB TIAS KOJ MUAJ CAI MUS TXAIS KEV KHO HNIIV LOS NTAWM COV KWS KHO HNIIV TWG.

Koj mam li pib txais tej kev pab kho hniav thaum hnuv uas koj pib tau kev duav. Nqa koj daim npav ID rau pawg kho hniav thiab koj daim npav Medi-Cal BIC nrog koj txhua zaus. Tsis txhob cia leej twg siv koj daim npav ID los sis daim BIC. Cov kws kho hniav kuj hu ua cov kws kuaj hniav.

Cov tswv cuab tshiab yuav tsum xaiv ib tug thawj kws kho hniav (PCD) uas koom tes nrog peb. [Health Net](#) pawg neeg yog ib pawg kws kho hniav uas nrog peb sib koom tes. Koj yuav tsum xaiv ib tug PCD ua ntej 30 hnuv txij thaum lub sij hawm uas koj los ua ib tug tswv cuab hauv [Health Net](#). Yog koj tsis xaiv ib tug PCD, peb mam li xaiv ib tug rau koj.

Koj xaiv tau tib tug PCD los sis ib tug PCD txawv rau txhua tus hauv koj tsev neeg uas yog ib tug tswv cuab hauv [Health Net](#).

Yog koj muaj ib tug kws kho hniav uas koj xav tau, los sis yog koj xav nrhiav ib tug PCD tshiab, koj mam li saib hauv Phau Ntawv Teev Cov Kws Kho Hniav. Nws muaj ib daim ntawv teev tag nrho cov PCD uas koom tes nrog peb. Phau Ntawv Teev Cov Kws Kho Hniav muaj lwm yam xov xwm uas pab tau koj xaiv ib tug. Yog koj xav tau ib Phau Ntawv Teev cov Kws Kho Hniav, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Koj kuj nrhiav tau Phau Ntawv Teev Cov Kws Kho Hniav nyob hauv peb chaw website nyob ntawm www.hndental.com.

Yog koj txais kev kho hniav uas koj xav tau los ntawm ib tug kws kho hniav uas koom tes nrog peb, koj tus PCD yuav tsum thov [Health Net](#) ua ntawv pom zoo xa koj mus ntsib ib tug kws kho hniav uas tsis koom tes nrog peb.

Nyeem tag nrho tshooj no yog xav kawm ntxiv txog cov PCD, peb Phau Ntawv Teev Cov Kws Kho Hniav thiab peb cov kws kho hniav.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Thaum koj hu tuaj xav teem caij ntsib koj tus PCD, qhia tuas neeg uas teb xov tooj hais tias koj yog ib tug tswv cuab hauv [Health Net](#). Qhia koj tus naj npawb ID rau koj pwg kho hniav.

Kom tau qhov zoo tshaj thaum koj mus ntsib koj tus kws kho hniav:

- Nqa koj daim npav qhia npe Medi-Cal (BIC)
- Nqa koj daim npav ID rau koj pawg kho hniav
- Nqa koj daim npav ID hauv California los sis daim lais xees tsav tsheb
- Paub koj Naj Npawb Xo Sau
- Nqa koj daim ntawv qhia txog tshuaj
- Npaj yuav nrog koj tus PCD tham txog tej teeb meem ntawm kaus hniav uas koj los sis koj cov me nyuam muaj.

Yuav tsum hu koj tus PCD lub hoob kas yog tias koj yua tuaj lig los sis mus tsis tau raws li koj tau teem tseg.

Kev kho hniav raws sij hawm

Kev noj qab nyob zoo ntawm qhov ncauj yog ib yam tseem ceeb ntawm txoj kev noj qab nyob zoo thiab kev xis nyob. Qhov Medi-Cal Kev Kho Hniav yaum kom cov me nyuam yuav pib mus kuaj nrog kws kho hniav ua ntej lawv thawj hnuv yug. Kev soj ntsuam raws sij hawm yog kev kho hniav raws caij nyoog. [Health Net](#) duav kev soj ntsuam raws sij hawm los ntawm koj tus PCD. Tej zaum ib txhia kev pab yuav tau xa mus rau cov kws kho hniav tshwj xeeb, thiab tej zaum tej yam kev pab ntawd yuav tau tau kev pom zoo (kev tso cai ua ntej). Txhua yam kev pab kho hniav los yuav tsum ua raws li qhov Medi-Cal Kev Kho Hniav tej kev cai kom duav nqi rau tej ntawd.

Tej kev kho hniav uas tej zaum yuav duav rau cov me nyuam yog:

- Kev ntsuam xyuas thiab xoo fai fab
- Kev tu
- Kev tso tshuaj fluoride
- Tshuaj pleev kaus hniav
- Kev ntsaws hniav
- Looj hniav
- Kev rho hniav
- Kho cag hniav
- Hlau txheem hniav kom ncaj
- Tej khoom pauv cov hniav chaw

Tej kev kho hniav uas tej zaum yuav duav rau cov neeg laus yog:

- Kev ntsuam xyuas thiab xoo fai fab
- Kev tu
- Tu Tob Tob (kev kuam thiab npaj cag hniav)



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

- Kev tso tshuaj fluoride
- Kev ntsaws hniav
- Lub tsev ua hniav cuav
- Kho cag hniav pem ntej (cov hniav tab meej)
- Kev rho hniav
- Cov looj hniav cuav
- Tag nrho thiab ib co hniav cuav
- Lwm yam kev kho hniav uas tsim nyog muab kho

Rau tag nrho tej kev kho hniav rau me nyuam thiab neeg laus, nyeem Tshooj 4 ntawm phau ntawv no.

Kev kho hniav kam ceev

[Health Net](#) duav kev kho hniav kam ceev. Yog koj yuav tsum ntsib tus kws kho hniav sai sai tiam sis tsis yog xwm txheej ceev, ces nej teem tau sij hawmkam ceev ua ntej dhau 72 teev.

Thaum lub sij hawm qhib hoob kas, hu koj tus kws kho hniav pab. Yog tias tom qab hoob qab kaw, sim hu koj tus kws kho hniav ua ntej. Yog koj hu tsis ntsib koj tus kws kho hniav, hu [Health Net](#) thaum twg los tau nyob ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)) kom txais kev pab.

Kev kho hniav thaum muaj xwm txheej ceev

[Health Net](#) duav kev kho hniav thaum muaj xwm txheej ceev. Ib qho muaj xwm txheej ceev ntawm hniav yog kev mob mob, los ntshav, los sis o tuaj uas kawj tau teeb meem loj yog tias tsis muab kho tam sim ntawd. Muaj kev kho hniav thaum muaj xwm txheej ceev 24 teev tauj ib hnuv, 7 hnuv tauj ib lim piam. Koj tsis tas txais kev pom zoo los ntawm [Health Net](#) kom txais kev kho hniav thaum muaj xwm txheej ceev.

Thaum lub sij hawm qhib hoob kas, hu koj tus kws kho hniav pab. Yog tias tom qab hoob qab kaw, sim hu koj tus kws kho hniav ua ntej. Yog koj hu tsis tau koj tus kws kho hniav, hu [Health Net](#) thaum twg los tau nyob ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)) kom txais kev pab.

Koj kuj hu tau 911 los yog mus tom lub tsev kho mob uas nyob ze tshaj. Yog koj tsis nyob ze koj lub tsev, koj nrhiav tau ib tug kws kho hniav uas nyob ze kom txais kev kho hniav thaum muaj xwm txheej ceev. Cov kws kho hniav uas tsis sib cog lus nrog Health Net tej zaum yuav sau ib daim nqi rau koj txoj kev kho hniav thaum muaj xwm txheej ceev. Yog koj them nqi rau kev kho hniav thaum muaj xwm txheej ceev, peb yuav rov them nyiaj rau koj.

Thaum muaj mob xwm txheej ceev heev, hu **911** los sis mus rau chav kho mob xwm txheej ceev ze koj.



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Yog koj xav tau kev pab, hu [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no [hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj](#). Yog hu pub dawb.

Yuav tau kev kho hniav qhov twg

Koj yuav tau kev kho hniav feem ntau los ntawm koj tus PCD. Feem ntau koj tus PCD yuav muab koj tej kev kho hniav raws caij nyoog. Koj tus PCD yuav xa koj mus ntsib cov kws kho hniav tshwj xeeb yog koj xav tau tej no.

Phau Ntawv Teev Cov Kws Kho Hniav

[Health Net](#) Phau Ntawv Teev cov Kws Kho Hniav qhia txog cov kws kho hniav uas koom nrog [Health Net](#) pawg neeg. Pawg kho hniav yog cov kws kho hniav uas koom tes nrog [Health Net](#).

[Health Net](#) Phau Ntawv Teev Cov Kws Kho Mob sau txog cov kws kho hniav, cov kws kho hniav tshwj xeeb, [Tsoom Fwv Teb Chaws Qhov Chaw Kho Mob Tsim Nyog \(Federally Qualified Health Centers, FQHC\)](#), [Neeg Qhab cov Chaw Kho Mob \(Indian Health Centers, IHC\)](#) thiab [Neeg Amelikas Qhab cov Tsev Kuaj Mob \(Native American Health Clinics\)](#).

Phau Ntawv Teev Cov Kws Kho Hniav muaj cov npe, cov kws kho hniav chaw nyob, naj npawb xov tooj, lag luam qhib thaum tsawg teev thiab hais tej yam lus twg. Phau no qhia koj seb tus kws kho hniav ntawd puas txais neeg tshiab. Nws qhia tias lub tsev puas yooj yim nkag tau mus haud.

Koj nrhiav tau Phau Ntawv Teev Cov Kws Kho Mob online nyob ntawm www.hndental.com.

Yog koj xav tau ib daim luam txog Phau Ntawv Teev Cov Kws Kho Mob, hu [877-550-3868](tel:877-550-3868) (TTY 711).

Cov kws kho hniav uas koom tes nrog peb

Pawg kws kho hniav yog tag nrho cov kws kho hniav thiab kws kho hniav tshwj xeeb uas koom tes nrog [Health Net](#). Koj yuav tau koj tej kev pab uas peb duav los ntawm peb pawg kws kho hniav no.

Hauv peb pawg

Koj yuav siv cov kws kho hniav hauv [Health Net](#) pawg neeg kom tau tej kev kho hniav uas koj xav tau. Koj yuav tau kev kho hniav uas tiv thaiv thiab soj ntsuam raws sij hawm los ntawm koj tus PCD. Koj kuj yuav siv cov kws kho hniav tshwj xeeb thiab lwm cov neeg uas koom tes nrog peb.

Yog koj xav tau ib Phau Ntawv Teev cov Kws Kho Hniav hauv peb pawg neeg, hu [877-550-3868](tel:877-550-3868) (TTY 711). Los sis koj mam li nrhiav peb cov Ntawv Teev cov Kws Kho Hniav online nyob ntawm www.hndental.com.



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Rau kev kho hniav kam ceev los sis thaum muaj xwm txheej ceev, hu koj tus PCD. Yog koj xav tau kev pab teem caij tuaj, los sis tsis nyob hauv thaj tsam ze koj tsev, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Thaum muaj mob xwm txheej ceev heev, hu **911** los sis mus rau chav kho mob xwm txheej ceev ze koj.

Sab nraum pawg kho hniav

Cov kws kho hniav sab nraum pawg kho hniav yog cov uas tsis tau ua ntawv sib yeem lus nrog [Health Net](#). Tsuas yog thaum xav tau kev kho hniav sai los yog thaum muaj xwm txheej ceev, tej zaum koj yuav tsum them nqi rau txoj kev pab us koj txais los ntawm cov uas tsis nyob hauv txoj kev sib koom tes. Yog koj xav tau tej kev kho hniav, tej zaum koj txais tau los ntawm cov uas nyob sab nraum peb pawg yeej tsis sau nqi ntawm koj yog tias tej ntawd tsim nyog muab kho los sis yog tias pawg kho hniav muab tsis tau tej kev pab ntawd.

Yog tias koj xav tau kev pab sab nraum pawg kho hniav, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Yog tias koj nyob sab nraum koj cheeb tsam txais kev pab thiab koj xav tau kev kho hniav thaum **tsis** muaj xwm txheej ceev, hu koj tus PCD sai li sai tau. Los sis hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Yog koj muaj lus nug txog kev kho hniav sab nraum pawg no los sis sab nraum cheeb tsam no, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Cov Kws Kho Hniav

Koj yuav xaiv ib tug Thawj Kws Kho Hniav (PCD) los ntawm [Health Net](#) Phau Ntawv Teev Cov Kws Kho Hniav. Koj tus PCD yuav tsum yog ib tug kws kho hniav uas koom tes nrog peb. Nov txhais tau hais tias nws nyob hauv peb pawg kws kho hniav. Yog xav tau ib daim luam txog peb Phau Ntawv Teev cov Kws Kho Hniav, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Koj kuj yuav tsum hu yog tias koj xav xyuas seb tus PCD uas koj xav tau no puas tab tom txais neeg tshiab.

Yog tias koj tab mus ntsib ib tug kws kho hniav rau tej yam kev mob hniav ua ntej koj los ua ib tug tswv cuab hauv [Health Net](#), ces tej zaum koj tseem muaj cai mus ntsib tus kws kho hniav ntawd. Nov hu ua kev kho txuas ntxiv. Koj mam li nyeem ntxiv txog kev kho txuas ntxiv [nyob hauv phab 16](#) phau ntawv no. Yog xav paub ntxiv, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Thawj Kws Kho Hniav (PCD)

Cov tswv cuab tshiab yuav tsum xaiv ib tug PCD ua ntej dhau 30 hnuv tom qab ua npe nrog [Health Net](#). Koj xaiv tau ib tug tuam kws kho hniav los ua koj tus PCD.

Koj muaj cai xaiv Tsoom Fwv Teb Chaws Qhov Chaw Kho Mob Tsim Nyog (FQHC), koog zej zog ib lub tsev kuaj mob, Neeg Amelikas Qhab cov Tsev Kuaj Mob los sis lwm



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3 | Ua li cas thiaj tau kev kho hniav

lub tsev kuaj mob uas muaj kev pab kho hniav los ua koj tus PCD los tau yog lawv nyob hauv [Health Net](#) pawg neeg thiab yog tias koj tsim nyog txais lawv tej kev pab. Tej chaw no nyob hauv tej chaw us tsis tshua muaj tej kev pab kho hniav.

Koj xaiv tau tib tug los sis ib tug PCD txawv rau txhua tus neeg hauv koj tsev neeg uas yog ib tug tswv cuab hauv [Health Net](#).

Yog koj tsis xaiv ib tug PCD ua ntej dhau 30 hnuv, ib tug kws kho hniav uas pab cov tswv cuab hauv [Health Net](#) yuav xaiv ib tug PCD rau koj.

Koj tus PCD yuav:

- Paub seb koj xav tau kev kho mob li cas
- Khaws koj cov ntaub ntawv kho hniav
- Muab tej kev tiv thaiv thiab kev kho hniav raws sij hawm uas koj xav tau
- Ua ntawv (xa) koj mus ntsib ib tug kws kho hniav tshwj xeeb yog tias koj xav tau

Koj muaj cai saib hauv Phau Ntawv Teev Cov Kws Kho Hniav kom nrhiav tau ib tug PCD uas nyob hauv [Health Net](#) pawg neeg. Phau Ntawv Teev Cov Kws Kho Mob muaj ib daim ntawv qhia txog cov FQHC uas kom tes nrog [Health Net](#).

Koj mam li nrhiav peb Phau Ntawv Teev Cov Kws Kho Hniav online nyob ntawm www.hndental.com. Los sis hu [877-550-3868](tel:877-550-3868) (TTY 711). Koj kuj hu tau nug seb tus PCD uas koj xav tau puas tab tom txais neeg tshiab.

Kev xaiv cov Kws Kho Hniav

Koj paub hais tias koj xav tau kev kho hniav zoo li cas, ces yuav zoo dua yog koj xaiv koj tus PCD.

Yuav zoo dua yog tias koj nyob nrog ib tug PCD xwv kom nws thiaj paub hais tias koj xav tau kev kho hniav zoo li cas. Tiam sis, yog koj hloov rau ib tug PCD tshiab, koj muaj cai hloov ib zaug hauv txhua lub hlis. Koj yuav tsum xaiv ib tug PCD uas nyob hauv [Health Net](#) pawg kws kho hniav thiab tus ntawd yuav tsum kam txais neeg tshiab.

Tus PCD tshiab uas koj xaiv ntawd yuav los ua koj tus hawj hnuv hauv lub hli tom qab koj muab hloov.

Yog xav hloov koj tus PCD, hu [877-550-3868](tel:877-550-3868) (TTY 711).

Tej zaum peb yuav thov koj hloov koj tus PCD yog tias tus PCD uas koj xaiv tsis txais neeg tshiab, tau tawm ntawm peb pawg neeg, los sis tsis kam muab kev pab rau cov neeg uas muaj hnuv nyoog li koj muaj. [Health Net](#) los yog koj tus PCD kuj yuav thov koj hloov rau ib tug PCD tshiab yog tias neb tsis sib haum los sis tsis sib yeem lus nrog koj tus PCD, los sis yog tias koj tsis tuaj los sis tuaj lig rau lub sij hawm uas koj tau teem tseg. Yog peb xav hloov koj tus PCD, peb mam li sau ntawv qhia rau koj paub.

Yog koj hloov koj tus PCD, koj yuav tau ib daim npav ID qhia npe tshiab rau pawg kho hniav hauv ntawv. Daim no yuav muaj lub npe rau koj tus PCD tshiab. Hu Qhov Chaw Pab Tswv Cuab yog koj muaj lus nug txog txoj kev yuav ib daim npav ID tshiab.



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Kev teem caij thiab tuaj kuaj

Thaum koj xav tau kev kho hniav:

- Hu koj tus PCD
- Npaj koj tus ID naj npawb [Health Net Ua Tswv Cuab](#) thaum koj hu tuaj
- Tseg xov qhia koj lub npe thiab naj npawb xov tooj yog tias lub hoob kas kaw lawm
- Nqa koj daim BIC thiab ID rau kws kho hniav nrog koj mus thaum lub sij hawm koj teem tseg
- Nqa koj daim npav qhia npe los sis daim lais xees tsav tsheb
- Tuaj ntsib kws kho hniav thaum lub sij hawm koj teem tseg
- Hu sai li sai tau yog tias koj tuaj tsis tau raws li teem tseg los sis yog koj yuav lig
- Npaj koj cov lus nug yog koj muaj

Them nqi

Koj **tsis tas** yuav them cov nyiaj lov tawm los sis nyiaj co-pay rau tej kev pab uas peb duav. Koj yuav tsis txais ib daim nqi los ntawm tus kws kho hniav. Tej zaum koj yuav tau ib Daim Ntawv uas Piav Txog Tej Kev Pab (Explanation of Benefits, EOB) los sis ib daim qhia txog nqi los ntawm ib tug kws kho hniav. Cov ntawv EOB thiab daim qhia txog nqi yeej tsis yog ib daim tseem nqi.

Yog tias koj txais ib daim nqi, hu [877-550-3868](tel:877-550-3868) (TTY 711). Qhia peb seb lawv sau nqi ntau npaum li cas, hnuv uas muab kev pab thiab vim li cas lawv ua ib daim nqi.

Yog koj txais ib daim nqi los sis raug thov kom them cov nyiaj co-pay, koj kuj muaj cai ua ib daim ntawv thov peb them koj rov qab. Koj yuav tsum sau ntawv qhia seb vim li cas koj tau them daim nqi rau yam khoom los sis kev pab ntawd. Peb yuav nyeem koj daim nqi thiab txiav txim seb peb them puas tau koj rov qab. Yog muaj lus nug los sis xav thov ib daim them nqi rov qab, hu [877-550-3868](tel:877-550-3868) (TTY 711).

Cov ntawv xa

Koj tus PCD yuav muab ib daim ntawv xa koj mus rau ib tug kws kho hniav tshwj xeeb yog koj xav tau. Ib tug tshwj xeeb no yog ib tug kws kho hniav uas tau kawm ntawv ntxiv txog ib yam kev kho hniav. Koj tus PCD yuav nrog koj sib tham xaiv ib tug kws kho hniav tshwj xeeb rau koj. Koj tus PCD lub hoob kas yuav pab koj teem ib lub sij hawm rau koj mus ntsib tus kws kho hniav tshwj xeeb.

Tej zaum koj tus PCD yuav muab ib daim ntawv rau koj nqa mus rau tus kws kho hniav tshwj xeeb. Tus kws kho tshwj xeeb yuav ua daim ntawv no thiab xa rov qab tuaj rau koj tus PCD.

Yog koj xav tau ib daim luam txog peb txoj kev cai xa mus rau lwm tus, hu [877-550-3868](tel:877-550-3868) (TTY 711).



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Koj tsis tas muaj ib daim ntawv xa koj mus:

- Ntsib tus PCD
- Kev kho kam ceev los sis thaum muaj xwm txheej ceev

Kev pom zoo ua ntej

Rau tej yam kev pab, koj tus PCD los sis tus kws kho hniav tshwj xeeb yuav tsum thov peb pom zoo ua ntej lawv muab kev kho. Nov hu ua kev pom zoo los sis kev tso cai ua ntej. Nws txhais tau hais tias [Health Net](#) pom zoo hais tias tsim nyog muab kev kho hniav ntawd

Kev kho yog tsim nyog muab kho yog tias tej ntawd yog pab kom tiv thaiv thiab tshem kab mob hniav, lwm yam kab mob, thiab hnov mob, kom rov qab nyob thiab muaj hniav li qub, los sis kom kho tej yam txawv ntawm ntsej muag los sis tej yam uas siv tsis tau. Tej kev kho hniav yuav tsum ua raws li Medi-Cal tej kev cai uas tsim nyog muab kho.

Tej kev pab kho hniav no xav tau kev pom zoo ua ntej, tab txawm koj txais los ntawm ib tug kws kho hniav uas koom tes nrog [Health Net](#) ua tej ntawd los xij:

- Kho cag hniav
- Looj hniav
- Tag nrho ib co hniav cuav
- Pleev hauv paus hniav cuav
- Tu tob tob (kev kuam thiab npaj cag hniav)
- Txhaj tshuaj tsaug zog thiab tshuaj loog ntawm txoj IV

Tej zaum lwm txoj kev kho hniav uas koj tus kws kho hniav hais kom ua yuav xav tau kev pom zoo ua ntej tso

Rau ib txhia kev pab, zoo li kev tu los ntawm ib tug kws kho hniav tshwj xeeb, koj xav tau kev pom zoo ua ntej tso yog koj txais kev kho hniav sab nraum peb pawg neeg. Peb yuav txiav txim hauv 5 hnub hauj lwm, rau tej kev tu li niaj zaug, los sis 72 teev rau kev kho kam ceev.

Peb yuav tshab xyuas kev thov los txiav txim seb kev kho ntawd puas tsim nyog muab thiab puas yuav duav. Peb **tsis** them peb cov neeg tshab xyuas no kom lawv hais tias tsis pom zoo muab kev pab kho hniav. Yog tias peb tsis pom zoo rau txoj kev kho, peb ma li qhia koj seb vim li cas peb txiav txim li ntawd.

[Health Net](#) yuav tiv tauj rau koj yog peb xav tau xov xwm ntxiv los sis sij hawm ntxiv los tshab xyuas koj txoj kev thov.

Lwm tus cov tswv yim

Tej zaum koj yuav xav tau lwm tus lub tswv yim hais txog koj txoj kev kho hniav uas koj tus PCD hais tias koj xav tau, los sis txog koj tus mob los sis kev kho. Piv xam hais tias, tej zaum koj yuav xav tau lwm tus lub tswv yim yog tias koj tsis paub tseeb koj puas xav tau kev phais.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnub Monday txog hnub Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

3 | Ua li cas thiaj tau kev kho hniav

Kom tau lwm tus lub tswv yim, hu mus rau koj tus PCD. Koj tus PCD mam li xa koj mus ntsib lwm tus kws kho hniav hauv peb pawg kom tau lwm tus lub tswv yim ntawd. Los sis hu 877-550-3868 (TTY 711).

Peb yuav them tus nqi rau lwm tus lub tswv yim yog tias koj los sis koj tus kws kho hniav hauv peb pawg neeg thov thiab koj txais lwm tus lub tswv yim los ntawm ib tug kws kho hniav uas koom nrog peb pawg. Koj tsis tas txais peb txoj kev tso cai kom tau lwm tus lub tswv yim yog tias tus kws kho hniav uas koj xaiv kom qhia lub tswv yim rau koj yog tus uas tau pom zoo. Yog tias muaj kev thov rau teeb meem kam ceev, peb yuav txiav txim siab nyob hauv 72 teev.

Hu Qhov Chaw Pab Tswv Cuab nyob ntawm [711](tel:711) (TTY [877-550-3868](tel:877-550-3868)).

Yog tias peb kam muab lwm tus lub tswv yim, koj muaj cai thov kev rov tshab xyuas dua. Yog xav paub ntxiv txog kev rov tshab xyuas dua, mus rau [phab 40](#) hauv phau ntawv no.

Kev Txais Kev Kho Raws Sij Hawm

[Health Net](#) yuav tsum teem sij hawm kho hniav raws li tej lub sij hawm nram qab no:

- Tej kev teem sij hawm raws sij hawm (tsis hais kev kho hniav tiv thaiv los yog) – 4 lub lim piam
- Teem sij hawm ntsib tus tshwj xeeb – 30 hnuv hauj lwm (muaj 21+ xyoo); 30 hnuv (tsis tau muaj 21 xyoos)
- Teem sij hawm rau teeb meem kam ceev – 72 teev
- Kho hniav thaum muaj xwm txheej ceev – Yuav tsum ua tau 24 teev, 7 hnuv ib lub lim piam



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

4. Tej txiaj ntsim thiab kev pab

Koj pawg kho hniav duav tej yam twg

Nyob no, peb piav txog tag nrho cov kev pab uas peb duav vim koj yog ib tug tswv cuab hauv [Health Net](#). Koj tej kev pab uas duav yog muab pub dawb yog tias tsim nyog muab kho. Kev kho yog tsim nyog muab kho yog tias tej ntawd yog pab kom tiv thaiv thiab tshem kab mob hniav, lwm yam kab mob, thiab hnov mob, kom rov qab nyob thiab muaj hniav li qub, thiab kom kho tej yam txawv ntawm ntsej muag los sis tej yam uas siv tsis tau.

Peb muab tej yam kev pab kho hniav no:

Yam Kev Pab	Tej Qhov Piv Txwv
<input type="checkbox"/> Kev Kuaj	Kev ntsuam xyuas thiab xoo fai fab
<input type="checkbox"/> Kev Tiv Thaiv	Kev tu, pleev tshuaj fluoride, kev pleev tshuaj khi
<input type="checkbox"/> Kho Kom Zoo Li Qub	Kev ntsaws hniav, looj hniav
<input type="checkbox"/> Tej Cag Hniav	Kev tshem hlwb hniav, kho cag hniav
<input type="checkbox"/> Pos Hniav	Phais cov pos hniav
<input type="checkbox"/> Hniav Cuav uas Tshem Tau	Hniav cuav tag nrho thiab tas sim ntawd, pleev hauv paus hniav cuav
<input type="checkbox"/> Kev Phais Qhov Ncauj thiab Sab Plhu	Kev rho tawm
<input type="checkbox"/> Kws pav kaus hniav (Orthodontic)	Hlau txheem hniav kom ncaj
<input type="checkbox"/> Pab rau (Adjunctive)	Kev txhaj tshuaj loog, tshuaj tsaug zog

Nyeem daim ntawv piav txog cov ntsiab lus rau kev pab thiab txhua kem ntawv nram qab no kom kawm tau ntxiv txog tej kev pab uas koj txais tau.



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Lub ntsiab ntawm cov kev pab

Nram qab no yog lub ntsiab txog cov kev pab kho hniav rau cov neeg laus thiab cov me nyuam:

✓ Kev pab ✗ Tsis yog ib yam kev pab

Kev Kuaj	Txhua Yam Kev Pab	Ib Txhia Kev Pab	Kev Pab Thaum Xeeb Tub	Nyob hauv Tsev Laus (SNF/ICF)
Kev Tshuaj Ntsuam Qhov Ncauj (Muaj hnuv nyoog 3 xyos rov hauv xwb)	✓	✗	✗	✓
Thawj Txoj Kev Kuaj (Hnuv Nyoog 3+)	✓	✗	✓	✓
Txoj Kev Kuaj Raws Sij Hawm (Hnuv Nyoog 3+)	✓	✗	✓	✓
Kev Tu Raws Sij Hawm	✓	✗	✓	✓
Tshuaj Fluoride	✓	✗	✓	✓
Kho Kom Zoo Li Qub – Ntsaws Hniav/Looj Hniav	✓	✗	✓	✓
Looj Hniav*	✓	✗	✓	✓
Kev Kuam thiab Npaj Cag Hniav (tu tob tob)**	✓	✗	✓	✓
Kho Ib Ncig Hniav Kom Zoo (pos hniav)	✗	✗	✗	✓
Kho Cag Hniav Pem Ntej (cov hniav tab meej)	✓	✗	✓	✓
Kho Cag Hniav Yav Nram Qab	✓	✗	✓	✓
Ib Co Hniav Cuav	✓	✗	✓	✓
Tag Nrho Cov Hniav Cuav	✓	✗	✓	✓
Kev Rho Hniav/Kev Phais Qhov Ncauj thiab Sab Plhu	✓	✓	✓	✓
Kev Kho Mob Thaum Muaj Xwm Txheej	✓	✓	✓	✓

Kev Zam Cai:

*1. Tsis yog ib yam kev pab rau cov uas muaj hnuv nyoog 13 xyoo rov haud
 2. Hnuv nyoog 21 xyos rov saud, cia ua thaum muaj xwm txheej tshwj xeeb rau cov hniav nram qab.

**Tsis yog ib yam kev pab rau cov uas muaj hnuv nyoog 13 xyoo rov haud. Yuav pom zoo ua thaum muaj tej yam tshwj xeeb.



Txais tej kev pab pes tsawg zaus

Yuav duav tej kev pab kho hniav yog tias tsim nyog muab kho. Tiam sis, rau tej yam kev pab ib txhia, muaj kev txwv tom qab pes tsawg zaus uas koj txais tau kev pab ntawd hauv ib lub sij hawm twg. Nram qab no yog tej kev pab neeg coob ua uas muaj kev txwv:

- Kev kuaj xyuas – Txhua 6 lub hlis (tsis tau muaj 21 xyoos); Txhua 12 lub hlis (muaj 21+ xyoo)
- Kev xoo fai fab thaum tom – Txhua 6 lub hlis
- Kev xoo fai fab ntawm tag nrho lub qhov ncauj – Txhua 36 lub hlis
- Kev xoo fai fab ib ncig qhov ncauj – Txhua lub 36 hlis
- Kev tu hniav – Txhua 6 lub hlis (tsis tau muaj 21 xyoos); Txhua 12 lub hlis (muaj 21+ xyoo)
- Kev pleev tshuaj fluoride – Txhua 6 lub hlis (tsis tau muaj 21 xyoos); Txhua 12 lub hlis (muaj 21+ xyoo)
- Kev pleev tshuaj khi – Txhua 36 lub hlis (tsis tau muaj 21 xyoos xwb)
- Kev ntsaws hniav – Txhua 12 lub hlis (rau txhua tus hniav uas yuav plhis); Txhua 36 lub hlis (rau txhua tus hniav uas tau plhis lawm)
- Looj hniav – Txhua 5 xyoo (muaj 13+ xyoo)
- Kev tu hniav tob tob (kev kuam hniav/npaj cag hniav) – Txhua 24 lub hlis rau ib feem plaub (muaj 13+ xyoo)
- Hniav cuav tag nrho thiab ib co hniav cuav – Txhua 5 xyoo
- Kev kho thiab rov qab pua hauv paus rau cov hniav cuav – Ob zaug txhua xyoo

Tej kev pab kho hniav ntxiv rau me nyuam mos liab

Tej kev pab hauv Kev Tshawb Xyuas, Kev Kuaj Mob thiab Kev Kho Mob uas Ua Thaum Ntxov thiab Ib Sij Ib Zaug (Early and Periodic Screening, Diagnosis, and Treatment, EPSDT)

Peb duav tej kev pab EPSDT. Tej kev pab uas yog EPSDT yog tag nrho tej kev pab uas Denti-Cal duav. Yog koj tsis tau muaj 21 xyoos, koj txais tau tej kev pab ntxiv uas Denti-Cal tsis duav tsuas yog tej kev pab ntawd tsim nyog kho. Tej kev pab no yog ntxiv rau Denti-Cal tej kev pab uas ua feem ntau.

Yog koj xav tau ib qho kev pab ntawd, koj tus kws kho hniav yuav thov peb. Yuav xa tag nrho tej kev thov mus rau [Health Net](#) kom pom zoo.

Yog koj xav paub ntxiv txog EPSDT tej kev pab, hu [877-550-3868](tel:877-550-3868) (TTY 711).



Kev Thauj Neeg Mob uas Tsis Muaj Xwm Txheej Ceev

Koj siv tau Kev Thauj Neeg Tsis Muaj Mob Xwm Txheej Ceev (Non-Emergency Medical Transportation, NEMT) thaum koj lub cev tsis muaj cuab kav los sis koj muaj mob es siv tsis tau tsheb, lub npav, tsheb nqaj hlau, los sis caij tsheb taxi mus rau kev teem sij hawm kho mob, thiab pawg kho hniav yuav them nqi rau koj txoj kev kho hniav. NEMT yog lub tsheb thauj neeg mob, lub tsheb thauj neeg uas mus tsis taus kev los yog lub tsheb thauj neeg uas muaj lub rooj muaj log los sis caij dav hlau. NEMT tsis yog lub tsheb, lub npav, los yog lub taxi. [Health Net](#) cia kom yus them tau nqi NEMT pheej yig tshaj plaws rau koj txoj kev kho hniav thaum koj xav tau kev thauj mus rau koj lub sij hawm tau teem tseg. Qhov no txhais hais tias, xws li, yog koj lub cev los sis koj txoj kev mob ua rau koj caij tau hauv ib lub tsheb thauj neeg uas muaj lub rooj muaj log thauj tau koj, [Health Net](#) yuav tsis them nqi rau ib lub tsheb thauj neeg mob. Koj tsuas muaj caij caij lub dav hlau yog tias koj tus mob uas rau yus caij tsis tau lwm yam tsheb uas nyob saum av.

Yuav tsum siv NEMT thaum:

- Lub cev los sis kev mob ua rau yus xav tau tej no thaum uas ib tug kws kho mob sau ntawv qhia tias muaj li no; los sis
- Koj lub cev los sis txoj kev mob ua rau koj caij tsis tau hauv ib lub npav, lub taxi, lub tsheb los sis lub tsheb loj kom mus rau lub sij hawm uas koj teem tseg;
- Tau [Health Net](#) txoj kev pom zoo ua tej nrog rau ib tug kws kho mob daim ntawv sau rau yus.

Kom tau kev pab NEMT, thov hu [Health Net](#) nyob ntawm [877-550-3868](tel:877-550-3868) tsawg kawg nkaus **10** hnuv hauj lwm ua ntej (Monday- Friday) ua ntej koj qhov teem caij. Rau txoj kev teem caij kam ceev, thov hu sai npaum li sai tau. Thov npaj muab koj daim npav ID thaum koj hu tuaj.

Kev Txwv NEMT

Tsis muaj kev txwv seb pub txais NEMT pes tsawg zaug thaum mus los ntawm txoj kev teem caij kho hniav uas duav hauv [Health Net](#) thaum ib tug kws kho mob sau ntawv rau koj txais.

Thaum Twg Qhov No Tsis Muaj Cai?

Yog tias koj lub cev thiab kev mob cia koj mus los ntawm koj txoj kev teem caij kho hniav hauv lub tsheb, lub npav, lub taxi, los sis ib yam uas yooj yim caij. Yuav tsis muab kev pab thauj neeg yog tias [Health Net](#) tsis duav nqi rau tej kev pab ntawd. Muab ib daim ntawv sau qhia txog tej kev pab uas duav hauv phau ntawv rau tswv cuab no.

Tus Tswv Cuab Yuav Them Li Cas

Tsis tas them ib tug nqi thaum [Health Net](#) twb pom zoo rau txoj kev thauj neeg no.

Kev Thauj Neeg Tsis Muaj Mob

Koj siv tau Kev Thauj Neeg Tsis Muaj Mob (Non-Medical Transportation, NMT) thaum koj:

- Mus thiab los ntawm sij hawm teem caij txias ib yam kev pab uas [Health Net](#) kam duav uas koj tus kws koh hniav teem tseg.



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Health Net pom zoo rau koj siv ib lub tsheb, taxi, npav los sis lwm txoj kev thauj neeg luam/txoj kev thauj yus tus kheej mus rau koj txoj kev teem caij mus kho hniav uas pawg kho hniav yuav them, tsis hais yuav muab nyiaj rov qab them tus nqi tsav yus lub tsheb raws tej mais thaum uas tus tswv cuab npaj ib tug neeg thauj lawv mus thiab los thiab tsis yog los ntawm ib tug kws npaj kev thauj, tej daim caij npav, tej daim caij tsheb thauj neeg los yog tej daim pib caij lub tsheb nqaj hlau. **Health Net** pom zoo them tus nqi pheej yig tshaj rau hom NMT rau koj txoj kev kho mob uas yuav tsum muaj uas txais tau thaum lub sij hawm uas koj tau tseem tseg.

Kom thov kev pab NMT, thov hu **Health Net** rau ntawm 877-550-3868 los sis tsawg kawg nkaus 10 hnuv hauj lwm (Monday-Friday) ua ntej teem sij hawm tseg los sis hu sai li sai tau thaum koj muaj kam ceev. Thov npaj muab koj daim npav ID thaum koj hu tuaj.

Kev Txwv NMT

Tsis muaj kev txwv seb pub txais NMT pes tsawg zaug thaum mus los ntawm txoj kev teem caij kho hniav uas duav hauv **Health Net** thaum ib tug kws kho mob sau ntawv rau koj txais.

Thaum Twg Qhov No Tsis Muaj Cai?

Siv tsis tau NMT yog tias:

- Yuav tsum muaj ib lub tsheb thauj neeg mob, tsheb nqa neeg mus tsis taus kev, tsheb rau lub rooj muaj log, los sis lwm hom NEMT rau kev kho mob thiaj mus tau kom txais tau kev pab.
- **Health Net** tsis duav txoj kev pab no. Muab ib daim ntawv sau qhia txog tej kev pab uas duav hauv phau ntawv rau tswv cuab no.

Tus Tswv Cuab Yuav Them Li Cas

Tsis sau nqi thaum kev thauj neeg yog **Health Net** tso cai.

Koj pawg kho hniav tsis duav tej yam twg

Yuav tsis duav tej kev kho hniav sab nraum **lub Nras Sacramento** tsuas yog muaj mob xwm txheej ceev.

Medi-Cal tsis duav tej kev kho hniav no, tom qab muaj hnuv nyoog 21 xyoos rov saud:

- Looj hniav uas siv nyiaj kub ua
- Dig pos hniav
- Hniav cuav ib co uas lub hauv paus muag
- Tej kev kuaj nrog kws kho hniav tshwj xeeb
- Kev kho kom ncaj (hlau txheem hniav kom ncaj)
- Looj hniav khov rau cov hniav nram qab uas tsis txhawb nqa thiab kev kho hniav cuav uas yuav ua tam sim no los yog npaj ua
- Tej hniav cuav ib co tsuas yog muaj lawm los yog npaj yuav ua hniav cuav tag nrho rau lwm sab
- Kev cog hniav thiab lwm yam kev pab cog hniav tsuas yog ua raws li tej kev kho



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mob tseem ceeb

- Hniav cuav uas kho ruaj khov (tus choj) tsuas yog ua raws li tej kev kho mob tseem ceeb

Yog koj muaj lus nug los sis koj xav kawm ntxiv txog kev pab kho hniav, hu Denti-Cal rau ntawm 1- 800-322-6384 (TTY 1-800-735-2922). Koj kuj muaj cai xyuas hauv Denti-Cal qhov website nyob ntawm denti-cal.ca.gov.

Tej kev pab uas koj txais tsis tau los ntawm **Health Net** los sis **Medi-Cal**

Muaj tej yam kev pab uas **Health Net** los yog Medi-Cal tsis kam duav, muaj li no:

- Kev Pab California cov Me Nyuam (California Children’s Services, CCS)
- Tej kev pab uas tsis yog kev kho hniav
- Tej kev pab kho hniav uas lub txheej xwm Medi-Cal Dental tsis duav
- Tej kev pab kho hniav uas pib ua ua ntej duav nqi los yog tom qab tau txiaj kev duav nyob hauv Pawg Kho Hniav
- Tej kev pab kho hniav, tej kev kuaj, khoom kho los sis kev kho kom zoo li qub uas pab kho Teeb Meem ntawm Puab Tsaig (TMJ)
- Tej kev pab kho hniav uas txiaj txim siab tias yog pab kho kom zoo nkauj xwb raws li cov kws kho mob tshab xyuas
- Tej kev pab kho hniav uas txiaj txim siab tias tsis tsim nyog kho hniav raws li cov kws kho mob tshab xyuas
- Tej kev kho hniav uas pab kho kom zoo li qub vim xiam ib tug hniav thaum kuam to, yaig, lwj los sis kab noj hniav
- Tej kev pab kho hniav los sis khoom kho uas ib tug kws kho hniav uas txawj Ua Khoom Cuav rau hniav muab rau neeg
- Tej kev pab kho hniav thaum tshem cov hniav puas thib peb (hniav txhab) uas tsis pom tias tau lwj ntau, tsis muaj mob dhau thiab kab mob thiab/los sis cov hniav tsis thaiv kom lwm tus hniav tuaj tsis taus.
- Tej kev pab kho hniav uas yuav hloov qhov uas cov hniav sab saum thiab sab hauv sib dhos zoo thaum tom los sis ntsuas
- Ib txoj kev pab kho hniav uas ua nraum hoob kas kho hniav uas tau muab rau koj siv, tsuas yog Health Net txhob txwm tso cai ua xwb
- Ib txoj kev kho hniav raws caij raws nyoog uas ib tug kws kho hniav los sis kws kho hniav tshwj xeeb ua thaum pw hauv/mus ua hauv lub tsev kho mob

Nyeem txhua kem ntawv nram qab no yog xav kawm ntxiv. Los sis hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Kev Pab California cov Me Nyuam (California Children’s Services, CCS)

CCS yog lub xeev ib txoj kev pab uas kho cov me nyuam uas muaj hnuv nyoog 21 xyoos rov haud uas muaj tej tus mob, kab mob, los yog tus mob kav ntev thiab cov uas ua raws li lub txheej xwm CCS tej kev cai. Yog tias **Health Net** los sis koj tus PCP ntseeg hais tias koj tus me nyuam muaj ib yam kab mob hauv CCS, nws yuav raug xa mus rau qhov kev pab CCS.

Qhov kev pab CCS yuav txiaj txim seb koj tus me nyuam puas tsim nyog txais CCS tej kev pab. Yog koj tus me nyuam txais tau tej kev pab kho mob no, cov kws kho mob



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CCS yuav kho nws tus mob uas CCS pab tau. [Health Net](#) yuav duav tej kev pab uas tsis yog ua kom pab tus mob uas CCS pab tau xws li kev kuaj lub cev, txhaj tshuaj, thiab kev kuaj cov me nyuam uas tsis mob.

[Health Net](#) tsis duav tej kev pab uas txais hauv qhov kev pab CCS. Yog CCS yuav duav tej teeb meem no, CCS yuav tsum pom zoo rau tus kws kho hniav, cov kev pab thiab cov khoom.

CCS tsis duav txhua yam teeb meem. CCS duav yuav luag txhua yam uas tab kaum txoj kev siv lub cev los sis yuav tsum tau tshuaj, kev phais los sis kev qoj tes taw kom kho tau. CCS duav cov me nyuam uas muaj tej teeb meem zoo li:

- Kev mob plawv txij thaum yug los
- Tej yam mob khas xawj
- Qog loj
- Ntshav tsis paub tu
- Ntshav tsis txaus
- Teeb meem ntawm pob caj pa
- Tus mob ntshav qab zib
- Teeb meem loj ntawm cov raum
- Kab mob hauv daim siab
- Kab mob hauv plab hnyuv
- Khis ncauj/daim di ncauj
- Tus txha nrob qaum ntswj
- Hnov lus tsis taus
- Qaus muag
- Hlwb puas ua rau tsis meej pem
- Qaug dab peg uas tswj tsis tau
- Mob caws tes caws taw
- Kev mob nkeeg uas cia li sem nqaij sem tawv los yog cia li yuag zuj zus
- Yam kab mob AIDS
- Raug mob loj ntawm taub hau, paj hlwb los sis tus txha caj qaum
- Kub hnyiab loj heev
- Cov hniav uas nkhaus heev

Lub xeev them nqi rau CCS tej kev pab. Yog tias koj tus me nyuam tsis tsim nyog tau qhov kev pab CCS, nws tseem yuav tau tej kev kho mob uas tsim nyog muab los ntawm [Health Net](#).

Yog xav paub ntxiv txog CCS, hu [877-550-3868](tel:877-550-3868) (TTY 711).

Kev khiav hauj lwm txog cov kev pab

[Health Net](#) muab tej kev pab kom muab tej yam kev kho hniav uas koj xa tau tsis sau nqi ntawm koj. Yog koj muaj lus mug los sis kev txhawj xeeb txog koj txoj kev kho hniav los sis koj tus me nyuam txoj kev kho hniav, hu [877-550-3868](tel:877-550-3868) (TTY 711).



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5. Tej cai thiab kev lav ris

Ua ib tug tswv cuab hauv [Health Net](#), koj muaj tej cai thiab kev lav ris. Tshooj no yuav piav txog tej cai thiab kev lav ris no. Tshooj no kuj yuav qhia tej ntawv ceeb toom uas koj muaj cai tau vim koj yog ib tug tswv cuab hauv [Health Net](#).

Koj tej cai

[Health Net](#) cov tswv cuab muaj cai li no:

- Muaj neeg saib nws rau nqi, xav txog tus Tswv Cuab txoj cai tsis pub lwm tus paub thiab qhov uas yuav tsum tsis cia lwm tus paub txog tus Tswv Cuab cov ntaub ntawv kho mob thiab kho hniav.
- Kom tau tej xov xwm txog pawg kho hniav thiab tej kev pab uas lawv muab, tsis hais Tej Kev Pab uas Duav.
- Kom muaj cuab kav xaiv ib tug Thawj Kws Kho Hniav uas nyob hauv tus Sib Cog Lus pawg neeg.
- Koom tes txiav txim siab txog lawv txoj kev kho hniav, tsis hais kev muaj cai hais tias tsis kam txais kev kho hniav.
- Hais tias tsis txaus siab, tsis hais thaum hais tab meeg los sis sau ntawv, hais txog lub koom haum los yog txoj kev kho hniav uas lawv tau txais.
- Txais kev pab txhais lus hauv lawv yam lus.
- muaj cuab kav mus txais kev kho hauv Tsoom Fwv Teb Chaws Qhov Chaw Kho Mob Tsim Nyog, Neeg Qhab Qhov Chaw Kho Mob, thiab Kev Pab Kho Mob Thaum Muaj Xwm Txheej Ceev sab nraum tus Sib Cog Lus pawg neeg raws li tsoom fwv tej kev cai.
- Kom thov tau lub Xeev lub Rooj Mloog Plaub, uas muaj tej xov xwm uas qhia txog tej kev cai thaum tsim nyog muaj lub rooj mloog plaub kom sai.
- Kom saib tau, thiab thaum twg yog raws li kev cai, txais tau tej daim luam, sau ntxiv rau thiab kho lawv cov Ntaub Ntawv Kho Hniav.
- Rho npe thaum thov.
- Kom txais tau tej ntaub ntawv txog tus Tswv Cuab ua lwm yam ntawv (zoo li ua lus Braille, ntawv loj, thiab kaw suab lus) yog thov thiab yuav muab sai raws li yam uas lawv thov thiab ua raws li kev cai W & I Code Section 14182 (b)(12).
- Kom tsis txhob raug kev khuam los yog kev tso nyob ib leeg vim xav yuam, qhuab ntuas, nyob tus, los yog ua pauj.
- Kom txais lus qhia txog tej kev kho mob thiab lwm txoj kev kho uas siv tau, uas tau hais qhia tej ntawd rau tus Tswv Cuab tsim nyog rau nws tus mob thiab raws li nws txawj to taub.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

- Kom txais tej daim luam ntawm lawv cov ntaub ntawv kho hniav, thiab thov kom sau ntxiv los sis kho rau, raws li tsoom fwv tej kev cai qhia.
- Muaj kev ywj siab xaiv seb yuav siv tej cai no li cas tsis tas ntshai tus Sib Cog Lus, cov kws kho hniav, los sis lub Xeev yuav pauj txiaj ntsim li cas.

Koj tej kev lav ris

Health Net cov tswv muaj tej kev lav ris no:

- Qhia koj tus kws kho hniav, txhua yam uas koj paub, qhia qhov tseeb txog koj txoj kev noj qab nyob zoo ntawm koj lub cev thiab cov hniav
- Qhia koj tus kws kho hniav yog tias koj txoj kev noj qab nyob zoo ntawm lub cev thiab cov hniav txawm pauv li cas
- Qhia koj tus kws kho hniav tias koj to taub koj txoj kev kho hniav thiab koj yuav tsum ua li cas
- Ua raws li txoj kev kho uas koj to taub thiab pom zoo uas koj tus kws kho hniav hais kom ua
- Mus kuaj raws li koj teem tseg nrog koj tus kws kho hniav
- Qhia koj tus kws kho hniav ua ntej lub sijhawm yog tias koj yuav tuaj tsis tau raws li koj tau teem tseg
- Tej yam uas yuav kawj yog tias koj tsis kam txais kev kho los sis yog tias koj tsis ua raws li koj tus kws kho hniav txoj kev kho, tej lus qhia thiab tej lus ntuas
- Them tej nqi los sis nyiaj uas koj tshuav rau koj tus kws kho hniav lub hoob kas sai li sai tau
- Ua raws li tus kws kho hniav tej kev cai kho hniav thiab kev coj ua tag nrho

Ceeb Toom Txog cov Kev Ceev Ntiag Tug

Ib daim ntawv piav txog peb tej kev cai thiab tej kev cai coj kom txhob qhia tej ntaub ntawv kho hniav rau lwm tus thiab yuav muab rau koj yog tias koj thov.

Raws li txoj kev cai no hais, daim ntawv no hais txog koj tej cai, peb tej hauj lwm raws txoj cai thiab kev ceev ntiag tug hais los txog txoj kev tsis txhob qhia tawm txog Koj cov Ntaub Ntawv Kho Mob (PHI). Daim ntawv ceeb toom no kuj qhia seb peb muaj cai khaws, siv thiab qhia tawm txog koj cov ntawv PHI. Peb yuav tsum ua raws li tej lus txib hauv daim ntawv ceeb toom no. Tej thaum peb muaj cai pauv tej yam hauv daim ntawv ceeb toom no thiab kom muab tej kev pauv ntawd rau tag nrho cov ntaub ntawv PHI uas peb muaj. Koj yuav nrhiav tau peb daim ntawv ceev ntiag tug tas sim no rau hauv peb chaw website nyob ntawm www.hndental.com.

Hu peb Qhov Chaw Pab Tswv Cuab nyob ntawm (877-550-3868) (TTY 711) hnuv Monday txog hnuv Friday kom txais tau ib daim ntawv ceeb toom no



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Daim ntawv ceeb toom txog tej kev cai

Muaj ntau txoj kev cai uas hais txog Phau Ntawv rau Tswv Cuab no. Tej zaum tej kev cai no yuav pauv koj tej cai thiab kev lav ris tab txawm phau ntawv no tsis piav txog tej kev cai ntawd. Tej kev cai uas hais txog phau ntawv no yog lub xeev thiab tuam tsoom fwv tej kev cai txog qhov kev pab Medi-Cal. Tej zaum yuav muaj tuam tsoom fwv thiab lub xeev lwm txoj kev cai.

Daim ntawv ceeb toom txog Medi-Cal uas tus uas them thaum kawg

Tej thaum lwm tus neeg yuav tsum xub them tej nqi rau tej kev pab uas peb muab rau koj. Piv txwv hais tias, yog koj muaj kev tuav pov hwm uas tsis kim los ntawm lub koom haum uas ntiav koj ua hauj lwm.

Vim koj yog Health Net ib tug tswv cuab, koj yeej yuav txais koj tej kev pab Medi-Cal. Tiam sis, yog koj muaj kev duav raws li ib pawg kho hniav los yog tsab cai los ntawm lwm Pawg Kho Mob, txoj kev duav los ntawm pawg kho hniav no yog kev pab kho hniav thib ob.

California Rooj Tsav Xwm Saib Xyuas Kev Pab Kho Mob muaj txoj cai thiab kev lav ris los khaws nyiaj rau tej kev pab uas Medi-Cal duav uas Medical tsis yog tus uas xub them.

Qhov kev pab Medi-Cal yeej coj raws li lub xeev thiab tuam tsoom fwv tej kev cai thiab kev cai coj hais los txog tus neeg thib peb txoj kev lav ris them nqi rau tej kev pab kho mob rau cov neeg uas lawv duav. Peb yuav ua txhua yam peb ua tau xwv kom qhov kev pab Medi-Cal yog tus uas lav them thaum kawg.

Daim Ntawv Ceeb Toom tias Yuav Tsis Kam Duav Tej Kev Pab

Peb yuav tsum siv Daim Ntawv Ceeb Toom txog Kev Tsis Pom Zoo Muab Kev Pab (Notice of Adverse Benefit Determination, NABD) uas qhia koj tias txwv tsis pub ua, yuav txaiv, thiab laug sij hawm los sis hloov tej kev pab. Yog tias koj tsis txaus siab rau peb txoj kev txiav txim no, koj muaj cai ua ntawv thov kom tshab xyuas dua rau peb pawg kho hniav.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

6. Kev qhia txog thiab kho tej teeb meem

Muaj ob yam teeb meem uas koj muaj tau nrog koj pawg kho hniav:

- Ib daim qhia lus **tsis txaus siab** (los sis **ntawv foob**) yog thaum koj muaj teeb meem nrog [Health Net](#), los sis ib tug kws kho hniav, los sis txog koj txoj kev kho hniav uas koj txais tau los ntawm tus kws kho hniav
- Ib txoj **kev rov tshab xyuas** dua yog thaum koj tis pom zoo rau [Health Net](#) txoj kev txiav txim tias lawv yuav tsis duav ib yam kev pab

Koj yuav tsum siv [Health Net](#) qhov kev ua tsab ntawv foob thiab kev rov tshab xyuas dua ua ntej koj qhia rau peb txog koj qhov teeb meem. Nov tsis yog yuav tshem koj tej cai thiab tej kev kho teeb meem raws txoj kev cai. Thiab peb yuav tsis xaiv tib neeg ntsej muag los sis pauj txiaj ntsim rau koj vim koj hais lus tsis txaus siab rau peb. Txoj kev qhia rau peb paub txog koj qhov teeb meem yuav pab peb muab kev kho hniav zoo dua rau txhua tus tswv cuab. Yog tias tsis kho koj txoj kev tsis txaus siab, koj muaj cai [hais lus tsis txaus siab mus rau Lub Tuam Tsev Hauj Lwm Tswj Xyuas Kev Kho Mob \(Department of Managed Health Care, DMHC\)](#). Yog koj tsis pom zoo seb koj txoj kev thov kom rov tshab xyuas dua mus li cas, koj muaj cai [ua ntawv thov kom muaj lub Xeev lub Rooj Mloog Plaub](#). Koj yuav tsum ua raws li [Health Net](#) kev rov tshab xyuas ua ntej koj muaj cai thov kom muaj lub Xeev ib lub Rooj Mloog Plaub.

Koj kuj muaj cai hov kom muaj Kev Muaj Lwm tus Neeg Kho Mob Sab Nraum Kuaj Xyuas (Independent Medical Review, IMR) los ntawm [DMHC](#). Qhov IMR no yog ib txoj kev tshab xyuas tseem ceeb hauv pawg kho hniav txoj kev txiav txim. Qhov IMR yuav txiav txim seb puas tsim nyog muab tej kev pab, kev duav, thiab kev sib cav txog kev them nqi rau kev kho hniav kam ceev los sis thaum muaj xwm txheej ceev. Koj yuav tsum thov kom muaj qhov IMR hauv 6 lub hlis tom qab [Health Net](#) ua ntawv txiav txim txog koj txoj kev thov kom rov tshab xyuas dua.

Yog tias koj xub thov kom muaj lub Xeev Rooj Plaub, koj thov **tsis tau** kom muaj qhov Kev Muaj Lwm tus Neeg Kho Mob Sab Nraum Kuaj Xyuas (IMR). Tiam sis yog koj xub thov kom muaj ib qho IMR thiab tsis txaus siab txog qhov ntawd, koj muaj cai thov kom muaj lub Xeev Rooj Plaub. Koj txais tau kev pab los ntawm California Lub Tuam Tsev Hauj Lwm Saib Xyuas Cov Kev Npaj Pab Kho Mob.

California Lub Tuam Tsev Hauj Lwm Saib Xyuas Cov Pawg Kho Mob (California Department of Managed Health Care) muaj lub luag hauj lwm los tawm txoj cai tswj cov kev npaj pab kho mob cov kev pab. Yog koj muaj lus tsis txaus siab txog koj pawg kho mob, koj yuav tsum sub hu mus rau koj pawg kho mob nyob ntawm **877-550-3868 (TTY 711)** thiab siv koj pawg kho mob txoj kev qhia lus tsis txaus siab ua ntej tiv tauj mus rau lub koom haum.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868 \(TTY 711\)](#). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm [www.hndental.com](#).

Kev siv qhov ua ntawv tsis txaus siab tus txheej txheem no nws yuav tsis txwv koj ntawm cov cai uas koj muaj los sis cov kev kho mob uas peb muaj rau koj. Yog tias koj xav tau kev pab ua ntawv tsis txaus siab ntsig txog ib qho xwm txheej ceev, koj qhov kev npaj pab kho mob daws tsis tau koj cov lus tsis txaus siab raws li koj siab nyiam, los sis lawv tsis tau teb koj qhov kev tsis txaus siab tau ntev tshaj 30 hnuv lawm, koj hu tau rau lub tuam tsev kom lawv pab. Tej zaum koj yuav tsim nyog tau txais qhov Kev Muaj Lwm Tus Neeg Kho Mob Sab Nraum Kuaj Xyuas (Independent Medical Review, IMR) thiab. Yog tias koj tsim nyog txais qhov IMR, qhov IMR yuav cia rau lwm tus sab nraud los txiav txim txog cov kev mob los ntawm qhov kev npaj pab kho mob seb koj yuav tsum tau txoj kev pab lossis kev kho mob twg, txiav txim seb puas them rau cov kev kho uas kws kho mob tseem sim kho lossis raug xwj tshawb xyuas thiab cov nqi them uas tsis thwj rau kev kho mob xwm txheej ceev lossis cov kev kho mob kub ntxhov. Lub rooj tsav xwm muaj ib tug naj npawb xov tooj hu pub dawb **(1-888-446-2219)** thiab ib tug xov tooj TDD **(1-877-688-9891)** rau cov neeg uas hnov tsis taus lus zoo thiab hais lus tsis taus. Lub rooj tsav xwm qhov chaw Internet Web site www.dmhca.gov muaj cov ntawv qhia kev tsis txaus siab, cov ntawv thov kom tau ib qho IMR thiab tej lus qhia nyob online.

California lub Rooj Tsav Xwm Saib Xyuas Kev Pab Kho Mob (DHCS) Medi-Cal Qhov Chaw Saib Xyuas Kev Kho Mob tus Neeg Sawv Cev kuj pab tau thiab. Tus Neeg Sawv Cev pab kho tau tej teeb meem uas pawg kho hniav tseem tsis tau kho; tej teeb meem tuaj koom, pauv los sis tawm ntawm pawg kho hniav; thiab lwm cov teeb meem nrog Medi-Cal tej pawg kho mob. Koj muaj cai hu tus Neeg Sawv Cev nyob ntawm **1-888-452-8609**, Hnuv Monday txog Friday thaum 8:00 teev sawv ntxov mus rau 5:00 teev tsaus ntuj.

Koj kuj muaj cai ua ntawv foob mus rau koj lub nras tus neeg khiav hauj lwm seb puas tsim nyog tau Medi-Cal. Yog koj tsis paub hais tias leej twg yuav ua koj daim ntawv qhia lus tsis txaus siab rau leej twg, cia li hu [877-550-3868](tel:877-550-3868) (TTY 711).

Lus tsis txaus siab

Ib daim ntawv qhia lus tsis txaus siab (los sis ntawv foob) yeej ua tau txog kev kho uas koj tau txais los ntawm ib tug kws kho hniav. Ib daim ntawv qhia lus tsis txaus siab qhia tau txog [Health Net](#) los tau. Saib nram qab no txog kev thov kom rov tshab xyuas dua thiab lub Xeev Rooj Plaub. Koj muaj cai hais lus tsis txaus siab txog koj tus PCD los sis txog [Health Net](#).

Koj muaj cai qhia lus tsis txaus siab rau peb hauv xov tooj los sis ua ntawv tuaj. Tsis muaj ciam sij hawm ua ntawv qhia lus tsis txaus siab.

Yog xav ua ntawv qhia lus tsis txaus siab hauv xov tooj, hu koj tus PCD lub hoob kas los sis hu [877-550-3868](tel:877-550-3868) (TTY 711). Qhia koj tus naj npawb ID rau pawg kho hniav, koj lub npe, thiab lub ntsiab yog vim li cas xav qhia lus tsis txaus siab.

Yog xav qhia lus tsis txaus siab los ntawm kev xa ntawv, hu [877-550-3868](tel:877-550-3868) (TTY 711). Hais kom lawv xa ib daim rau koj. Thaum koj txais daim ntawv lawm, cia li ua ntawv. Yuav tsum qhia koj lub npe, koj tus naj npawb ID rau pawg kho hniav, thiab lub ntsiab yog vim li cas xav qhia lus tsis txaus siab. Qhia peb seb tau muaj xwm dab tsi thiab peb yuav ua li cas thiaj pab tau koj.



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY 711). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

Xa daim ntawv tuaj rau:

Health Net
Appeals & Grievances
P.O.Box 10348
Van Nuys, CA 91409

Yog koj xav tau kev pab ua koj daim ntawv qhia lus tsis txaus siab, peb mam li pab. Peb muab tau kev pab txhais lus pub dawb rau koj. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Ua ntej dhau 5 hnuv tom qab txais koj txoj kev yws, peb yuav xa ib tsab ntawv rau koj qhia koj tias peb twb txais tau lawm. Ua ntej dhau 30 hnuv, peb yuav qhia koj tias peb tau ua li cas kom kho koj qhov teeb meem.

Yog koj xav kom peb txiav txim sai vim hais tias lub sij hawm uas peb siv rau kev kho koj txoj kev qhia lus tsis txaus siab yuav ua rau koj txoj sia, kev noj qab nyob zoo, los sis lub peev xwm muaj tau xwm txheej, koj muaj cai thov kom tshab xyuas ceev (sai). Yog xav tau kev tshab xyuas ceev, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb mam li txiav txim ua ntej dhau 72 teev tom qab txais koj daim ntawv qhia lus tsis txaus siab.

Kev thov kom tshab xyuas dua

Ib txoj kev thov kom rov tshab xyuas dua txawv ib qho kev qhia lus tsis txaus siab. Ib txoj kev thov kom rov tshab xyuas dua yog ib txoj kev thov [Health Net](#) kom rov txheeb xyuas thiab pauv ib txoj kev txiav txim uas peb twb txiav txim txog ib qho kev pab. Yog tias peb twb xa ib daim Daim Ntawv Ceeb Toom txog Kev Tsis Pom Zoo Muab Kev Pab (NABD) rau koj thiab koj tsis pom zoo rau peb txoj kev txiav txim ntawd, koj muaj cai thov kom rov qab tshab xyuas dua, los sis koj tus PCD muaj cai ua ib daim kom rov tshab xyuas dua rau koj.

Koj ua tau kev thov kom rov tshab xyuas dua hauv xov tooj los sis xa ntawv tuaj. Koj yuav tsum ua ntawv thov kom rov tshab xyuas dua ua ntej dhau 60 hnuv txij ntawm hnuv uas koj txais tau daim ceeb toom.

- Yog xav thov kom rov tshab xyuas dua hauv xov tooj, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Qhia koj lub npe, naj npawb ID rau pawg kho mob, thiab txoj kev pab uas koj thov kom rov tshab xyuas dua.
- Yog xav thov kom rov tshab xyuas dua hauv xov tooj, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Hais kom lawv xa ib daim rau koj. Thaum koj txais daim ntawv lawm, cia li ua ntawv. Yuav tsum qhia koj lub npe, naj npawb ID rau pawg kho hniav, thiab txoj kev pab uas koj thov kom rov tshab xyuas dua.

Xa daim ntawv tuaj rau:

Health Net
Appeals & Grievances
P.O. Box 10348
Van Nuys, CA 91409



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

6 | Kev qhia txog thiab kho kev tsis txaus siab

Yog tias daim ntawv ceeb toom uas peb xa tuaj rau koj qhia hais tias tej kev pab yuav raug txiav, koj tseem txais tau tej kev pab thaum tab tom ua kev rov tshab xyuas dua. Yog ua li ntawd, koj los sis koj tus PCD yuav tsum thov kev rov tshab xyuas dua hauv 10 hnuv tom qab hnuv uas tau xa daim ntawv ceeb toom rau koj. Koj yuav tsum qhia peb hais tias koj tseem xav txais kev pab.

Yog koj xav tau kev pab ua koj daim ntawv thov kom rov tshab xyuas dua, peb yuav pab koj. Peb muab tau kev pab txhais lus pub dawb rau koj. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Ua ntej dhau 5 hnuv tom qab txais koj txoj kev thov rov tshab xyuas dua, peb yuav xa ib tsab ntawv rau koj qhia koj tias peb twb txais tau lawm. Hauv 30 hnuv, peb yuav qhia koj seb peb txiav txim li cas txog koj txoj kev thov kom rov tshab xyuas dua.

Yog koj xav kom peb txiav txim sai vim hais tias lub sij hawm uas peb siv rau kev rov tshab xyuas dua yuav ua rau koj txoj sia, kev noj qab nyob zoo, los sis lub peev xwm muaj tau xwm txheej, koj muaj cai thov kom muaj kev tshab xyuas ceev (sai). Yog xav thov kom muaj kev tshab xyuas ceev, hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb mam li txiav txim ua ntej dhau 72 xuab moos tom qab txais koj daim ntawv thov kom rov tshab xyuas dua.

Lub Xeev Rooj Mloog Plaub

Lub Xeev Rooj Plaub yog ib txoj kev sib ntsib nrog cov neeg hauv California lub Rooj Tsav Xwm Pab Neeg (California Department of Social Services, DSS). Ib tug txiav txim yuav pab kho koj qhov teeb meem. Koj tsuas muaj cai thov kom muaj lub Xeev Rooj Plaub **tom qab** koj twb uas kev thov kom rov tshab xyuas dua nrog [Health Net](#) thiab koj tseem tsis zoo siab rau txoj kev txiav txim los sis yog tias koj tsis tau txais kev txiav txim rau koj txoj kev thov kom rov tshab xyuas dua tom qab 30 hnuv lawm.

Koj mam li thov kom muaj lub Xeev Rooj Plaub hauv xov tooj los sis hauv ntawv. Koj yuav tsum thov kom muaj lub Xeev Rooj Plaub ua ntej dhau 120 hnuv txij hnuv uas sau tseg hauv daim ntawv ceeb toom txog kev txiav txim rau kev thov kom rov tshab xyuas dua. Koj tus PCD muaj cai thov kom muaj lub Xeev Rooj Plaub rau koj yog tias nws tau kev tso lus los ntawm DSS. Hu DSS kom thov lub xeev pom zoo rau koj tus PCD thov kom muaj lub Xeev Rooj Plaub.

Yog tias daim ntawv ceeb toom uas peb xa tuaj rau koj qhia hais tias tej kev pab yuav raug txiav, koj tseem txais tau tej kev pab thaum tab tom ua koj lub Xeev Rooj Mloog Plaub. Yog ua li ntawd, koj los sis koj tus PCD yuav tsum thov lub Xeev Rooj Mloog Plaub hauv 10 hnuv tom qab hnuv uas tau xa daim ntawv ceeb toom rau koj. Koj yuav tsum qhia peb hais tias koj tseem xav txais kev pab.

Yog xav thov kom muaj lub Xeev Rooj Plaub hauv xov tooj, hu mus rau California lub Rooj Tsav Xwm Pab Neeg (DSS) Qhov Chaw Pab Pej Xeem nyob ntawm **1-800-952-5253. (TTD 1-800-952-8349).**

Yog xav thov kom muaj lub Xeev Rooj Plaub hauv ntawv, cia li ua daim ntawv uas koj txais nrog tsab ntawv qhia seb tau txiav txim li cas rau koj qhov kev thov kom rov tshab xyuas dua: Xa tuaj rau:



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

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

Yog koj xav tau kev pab thov kom muaj lub Xeev Rooj Plaub, peb pab tau. Peb muab tau kev pab txhais lus pub dawb rau koj. Hu [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)).

Nyob hauv lub rooj mloog plaub, koj mam li qhia seb koj xav li cas. Peb mam li qhia seb peb xav li cas. Tej zaum yuav siv li 90 hnuv tus txiav txim mam li txiav txim txog koj qhov txooj xwm.

Yog koj xav kom peb txiav txim sai vim hais tias lub sij hawm uas peb siv rau lub Xeev Rooj Plaub yuav ua rau koj txoj sia, kev noj qab nyob zoo, los sis lub peev xwm muaj tau xwm txheej, koj los sis koj tus PCD sau ntawv rau DSS los tau. Koj thov tau kom muaj lub Xeev Rooj Plaub kom sai (ceev). DSS yuav tsum ua kev txiav txim ua ntej 3 hnuv hauj lwm tom qab lawv txais koj txoj kev thov.

Yog tias koj twb muaj muaj lub Xeev Rooj Plaub, koj tsis muaj cuab kav thov ib qho IMR. Tiam sis, yog tias koj xub thov kom muaj ib qho IMR thiab tsis zoo siab txog qhov ntawd, koj tseem muaj cai thov kom muaj lub Xeev Rooj Plaub.

Kev dag, kev nkim thiab siv ua lwj ua liam

Yog koj xav tias ib tug kws kho hniav los sis ib tug neeg uas txais kev pab los ntawm Medi-Cal tau dag, kev nkim los sis siv ua lwj ua liam, koj muaj cai thiab kev lav ris kom qhia tawm.

Kws kho hniav txoj kev dag, kev nkim thiab siv ua lwj ua liam muaj li:

- Hloov cov ntaub ntawv kho hniav
- Sau tshuaj ntau tshaj qhov uas tsim nyog muab kho mob
- Muab kev kho hniav ntau tshaj qhov uas tsim nyog muab kho mob
- Ua nqi rau tej kev pab uas lawv tsis tau muab
- Ua nqi rau kev kho thaum tus neeg kho hniav ntawd yeej tsis yog tus uas muab Kev dag, siv ua lwj ua liam thiab siv ua lwj ua liam los ntawm ib tug neeg uas txais kev pab uas muaj xws li:
- Qiv, muag los sis muab daim ID rau pawg kho hniav los sis Daim Npav Qhia Npe ID Medi-Cal Benefits (BIC) rau lwm tus neeg siv
- Txais tej yam los sis tib yam kev kho los sis tshuaj los ntawm ob peb tug kws kho hniav
- Mus rau chav kho mob thaum muaj xwm txheej thaum twg yus yeej tsis muaj mob xwm txheej ceev
- Siv lwm tus neeg Naj Npawb Xo Sau los sis pawg kho hniav daim ID naj npawb

Yog xav qhia txog kev dag, kev nkim thiab siv ua lwj ua liam, cia li sau lub npe, chaw nyob thiab naj npawb ID txog tus neeg uas tau dag, nkim los sis siv ua lwj ua liam. Qhia xov xwm ntau npaum li koj qhia tau txog tus neeg ntawd, zoo li tus naj npawb xov tooj los sis yog tias yog tus kws kho hniav qhia seb nws kho mob li cas. Qhia tej hnuv uas muaj qhov xwm ntawd thiab piav meej meej seb muaj xwm zoo li cas.



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6 | Kev qhia txog thiab kho kev tsis tsaus siab

Xa koj daim ntawv tuaj rau peb:

Health Net
Quality Management Department
P.O. Box 26110
Santa Ana, CA 92799-6110
Xov tooj: 877-550-3868

Los sis hu tus Xov Tooj 24 Teev Kev Dag, Kev Nkim thiab siv ua lwj ua liam nyob
ntawm 1-800-977-3565



Hu Qhov Chaw Pab Tswv Cuab rau ntawm [877-550-3868](tel:877-550-3868) (TTY [711](tel:711)). Peb nyob no hnuv Monday txog hnuv Friday 8:00 teev sawv ntxov txog 5:00 teev tsaus ntuj. Yog hu pub dawb. Los sis hu California Relay Line rau ntawm 711. Xyuas peb online nyob ntawm www.hndental.com.

7. Cov naj npawb tseem ceeb thiab tej lus uas yuav tsum paub

Cov naj npawb xov tooj tseem ceeb

- [Health Net](#) Qhov Chaw Pab Tswv Cuab 877-550-3868 (TTY 711)
- Denti-Cal cov Neeg Txais Kev Pab (Denti-Cal Beneficiaries) 800-322-6384 (TTY 800-735-2922)
- DMHC Qhov Chaw Pab (Help Center) 888-466-2219
- Tej Kev Xaiv rau Kev Kho Mob - Medi-Cal Kev Saib Xyuas Kev Kho Mob (Health Care Options – Medi-Cal Managed Care) 800-430-4263
- Pawg Neeg Saib Xyuas Kev Kho Mob (Health Consumer Alliance) 888-804-3536
- Tsim Nyog tau Medi-Cal (Medi-Cal Eligibility) 916-552-9200
- Medi-Cal lub Rooj Mloog Plaub (Medi-Cal Fair Hearing) 800-952-5253 (TTY 800-952-8349)
- Medi-Cal Chaw Saib Xyuas Kev Kho Mob (Medi-Cal Managed Care) 916-449-2000
- Medi-Cal tus Neeg Sawv Cev (Medi-Cal Ombudsman) 888-452-8609

Tej lus uas yuav tsum paub

California Kev Kho Mob Rau Menyuum Yaus (California Children Services, CCS): Ib txoj kev pab pej xeem uas muab txoj kev kuaj xyuas, kev kho, thiab kev pab rau cov me nyuam uas muaj 21 xyoos rov hauv uas tsim nyog lawv yuav tsum muaj ib yam kab mob CCS raws li lub xeev txoj kev cai tem tseg.

Cheeb Tsam Muab Kev Pab (Service Area): Thaj Chaw uas [Health Net](#) muab kev pab haud. Nov hais txog cov nras Sacramento.



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Daim Npav Qhia Npe ID Medi-Cal Benefits (Beneficiary Identification Card, BIC):

Daim npav qhia npe uas muab rau cov neeg uas txais kev pab los ntawm lub Rooj Tsav Xwm Saib Xyuas Kev Pab Kho Mob. Daim BIC muaj tus neeg txais kev pab tus naj npawb thiab lwm cov xov xwm tseem ceeb.

Daim Ntawv Ceeb Toom txog Kev Pom Zoo (Notice of Authorization, NOA):

Ib daim ntawv uas xa mus rau cov kws kho hniav uas qhia txog lawv txoj kev thov kev pom zoo muab ib yam kev pab. (Saib Daim Ntawv Pom Zoo Rau Kev Kho Mob.)

Daim Ntawv Pom Zoo Rau Kev Kho Mob (Treatment Authorization Request, TAR):

Ib daim ntawv thov uas Health Net ib tug kws kho hniav xa kom txais kev pom zoo rau tej kev pab uas duav ua ntej yuav pib kho hniav. Yuav tsum muaj ib daim TAR rau tej yam kev pab thiab thaum tej lub sij hawm tshwj xeeb.

Denti-Cal tus Kws Kho Hniav (Denti-Cal Dentist): Ib tug kws kho hniav uas tau kev pom zoo muab kev pab rau cov neeg uas txais Medi-Cal.

Feem Nqi Them (Share of Cost): Feem nqi kho mob uas tus neeg txais kev pab yuav tau them los sis cog lus hais tias yuav them ua ntej Medi-Cal yuav them rau lub hlis ntawd.

Hniav Ncaig (Caries): Lwm lo lus rau kab noj hniav los sis hniav to qhov.

Kev Cais Tawm (Exclusion): Hais txog ib txoj kev kho hniav los sis kev pab uas yus txais tsis tau hauv Medi-Cal Kev Pab Kho Hniav.

Kev Kho Mob Xwm Txheej Ceev (Emergency Care): Kws kho hniav txoj kev kuaj xyuas thiab/los sis ntsuam xyuas los ntawm Health Net ib tug kws kho hniav los sis kws kho hniav tshwj xeeb seb puas muaj xwm txheej ceev ntawm cov hniav, thiab muab kev pab kho ib yam kev xwm txheej ceev raws li lub tsev muaj cuab kav ua thiab kom muav kev pab kho hniav raws li teem tseg lawm.

Kev Lav Ris (Responsibility): Hais txog ib yam dab tsi koj yuav tsum ua, los sis xav tias koj yuav ua.

Kev Mob Hniav Muaj Xwm Txheej Ceev (Emergency Dental Condition): Ib yam kev mob hniav uas yog tias tsis muab kho tas sim ntawd ces yuav ua rau tus neeg ntawd txoj kev noj qab nyob zoo muaj tau kam ceev, ces yuav ua rau nws mob los sis siv tsis tau lawm.

Kev Ntsuam Xyuas Mob (Clinical Screening): Ib tug kws kho hniav txoj kev kuaj xyuas seb puas tsim nyog muab kev kho li cas los sis qhov uas Health Net lwm tus kws kho hniav hais kom ua. Tej zaum Health Net yuav hais kom ua kev ntsuam xyuas mob rau tej lub sij hawm.

Kev Pab (Benefits): Kev pab kho hniav uas tsim nyog muab kho los ntawm Pawg Kho Hniav ib tug kws kho hniav uas yuav txais tau los ntawm Medi-Cal kev pab Kho Hniav.

Kev Pab uas Duav (Covered Services): Tej yam kev pab kho hniav uas Health Net yuav muab rau neeg. Health Net tsuas kam them rau tej kev pab kho mob uas tsim nyog tau los ntawm Health Net ib tug kws kho hniav uas yog tej kev pab uas yus txais tau los ntawm Medi-Cal Qhov Kev Pab Kho Hniav.

Kev Pom Zoo Ua Ntej (Prior Authorization): Thaum Health Net ib tug kws kho hniav thov kev pom zoo muab kev pab ua ntej lawv twb muab kev pab ntawd. Cov kws kho mob yuav txais ib Daim Ntawv Ceeb Toom txog Kev Pom Zoo (NOA) los ntawm Pawg Kho Hniav rau tej kev pab uas lawv pom zoo rau.



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Kev Thov Kom Tshab Xyuas Dua (Appeal): Ib txoj kev thov kom Health Net yuav rov qab tshab xyuas qhov uas lawv hais tias yuav tsis kam muab kev kho. Koj tus kws kho hniav muaj cai ua ntawv thov rov tshab xyuas dua.

Kev Tshawb Xyuas, Kev Kuaj Mob thiab Kev Kho Mob uas Ua Thaum Ntxov thiab Ib Sij Ib Zaug (Early and Periodic Screening, Diagnosis and Treatment Program, EPSDT): Tuam tsoom fww ib txoj kev pab uas muab kev kho mob rau cov me nyuam dhau ntawm kev kuaj xyuas, kev ntsum xyuas thiab kev kho mob. Kev kho hniav yog ib yam ntawm qhov kev pab EPSDT.

Kev Tso Cai (Authorization): Saib Kev Tso Cai Ua Ntej.

Kev Tu Kom Xis Nyob (Palliative Care): Txoj kev kho uas pab ntaus mob tiam sis tsis yog kho qhov teeb meem uas ua rau yus mob, los sis tsuas pab rau ib ntus xwb.

Kws Kho Hniav (Provider): Ib tug kws kho hniav, Kws Muaj Lais Xees Tu Hniav hauv Lwm Qhov Chaw (RDHAP), pawg kho hniav, tsev kawm ntawv kho hniav los sis tsev kuaj hniav uas koom tes nrog Medi-Cal kev kho hniav thiab/los sis kev pab kho hniav rau cov neeg uas txais Medi-Cal.

Kws Kho Hniav Sab Nraum (Out-of-Network provider): Ib tug kws kho hniav uas tsis koom tes nrog Health Net pawg kho hniav.

Kws Kho Hniav Tshwj Xeeb (Dental Specialist): Ib tug kws kho hniav muab kev pab tshwj xeeb zoo li kho cov pos hniav, phais qhov ncauj, kho me nyuam hniav, kho ib ncig cov hniav, thiab kev kho kom hniav ncaj (hlau txheem hniav).

Kws Kho Hniav uas Sib Koom Tes (Participating Dental Provider): Ib tug kws kho hniav uas ua npe rau Medi-Cal Pawg Kho Hniav uas muab kev pab kho hniav rau Pawg Kho Mob tus tswv cuab.

Kws Kho Hniav uas Tsis Koom Tes (Non-Participating Dentist): Ib tug kws kho hniav uas tsis tau kev pom zoo muab ib qho kev pab rau cov neeg uas txais Medi-Cal.

Kws Kho Khoom Txheem Hniav (Prosthodontist): Ib tug kws kho hniav tshwj xeeb uas tsuas pab kho tej tus hniav uas ploj lawm thaum ua cov hniav cuav, ua hniav tuam choj los sis lwm yam khoom pauv hniav chaw.

Kws Kho Pos Hniav (Periodontist): Ib tug kws kho hniav tshwj xeeb uas tsuas kho tej yam kab mob ntawm cov pos hniav thiab cov nqaij ib ncig cov kaus hniav.

Kws Pav Kaus Hniav (Orthodontist): Ib tug kws kho hniav tshwj xeeb uas tsuas tiv thaiv thiab kho tej teeb meem ntawm cov hniav sab saum thiab sab hauv kom sib dhos zoo thaum tom los sis ntsuas.

Kws Phais Hniav (Endodontist): Ib tug kws kho hniav tshwj xeeb uas yog pab kho tej kab mob thiab kev raug mob rau ntawm cov hlwb hniav thiab tej cag hniav.

Kws Phais Qhov Ncauj (Oral Surgeon): Ib tug kws kho hniav tshwj xeeb uas tsuas nrhiav kab mob thiab phais tej yam kab mob, kev raug mob, kev tsis zoo nkauj, kev tsis zoo xws luag thiab seb lub qhov ncauj, puab tsaig thiab ntsej muag tsis zoo nkauj.

Lus Tsis Txaus Siab (Complaint): Txoj kev hais los sis sau ntawv hais tias yus tsis txaus siab, hais txog txoj kev sib cav, kev thov kom rov qab xav txog, los yog kev tshab xyuas dua, uas koj, los sis ib tug kws kho hniav sawv koj cev qhia. Ib tug uas sawv koj cev kuj muaj cai hais lus tsis txaus siab thiab.



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Lus Tsis Txaus Siab (Grievance): Saib Qhia Lus Tsis Txaus Siab.

Lwm Txoj Kev Duav Nqi Kho Mob / Lwm Qhov Isalas Duav Kev Kho Mob (Other Health Coverage / Other Health Insurance): Txoj kev duav tej nqi kho hniav uas koj tau txais hauv lwm pawg kho hniav, ib hom isalas, los sis lub seev los sis tuam tsoom fvv lwm txoj kev pab kho hniav, los sis lwm yam kev sib yeem lus los sis kev pab raws li kev cai lis choj.

Me Nyuam tus Kws Kho Hniav (Pediatric Dentist): Ib tug kws kho hniav tshwj xeeb uas tsuas kho cov me nyuam txij thaum yug los mus rau thaum tiav nkauj tiav nraug, muab tej kev pab kho thiab kev tiv thaiv kho hniav.

Naj Npawb Kho Mob (Procedure Code): Ib tug naj npawb kho mob uas qhia seb tab tom uas txoj kev kho mob los sis kev kho hniav twg.

Nqi Muas Kev Duav (Premium): Cov nyiaj uas ib tug neeg yuav tsum them txhua lub hlis kom duav kev pab kho hniav. Pawg Kho Hniav cov tswv cuab tsis tas them nqi muaj kev duav.

Nruab rau (Applicable): Muab nruab rau, los sis hais txog seb qhov ntawd yuav raug yus los sis ib yam dab tsi.

Ntawv Qhia Npe (Identification): Nov hais txog ib yam uas pab qhia tseeb yus yog leej twg, zoo li daim lais xees tsav tsheb.

Ntawv Xa (Referral): Thaum koj tus PCP hais tias koj txais tau kev pab los ntawm lwm tus kws kho hniav. Ib txhia kev pab uas peb duav xav tau ntawv xa mus thiab kev pom zoo ua ntej.

Nyiaj Them Ib Nrab (Copayment): Ib feem ntawm tus kws kho hniav daim nqi uas tus neeg txais kev pab yuav tau lav them.

Phau Ntawv Teev Cov Kws Kho Mob (Provider Directory): Ib daim ntawv uas qhia txog tag nrho cov kws kho hniav hauv [Health Net](#) pawg kho hniav.

Qhov Kev Pab Tiv Thaiv Me Nyuam Kev Xiam Hoob Khab thiab Kev Noj Qab Nyob Zoo (Child Health and Disability Prevention, CHDP): Kev pab tiv thaiv kev mob kev nkees rau cov neeg uas muaj 21 xyoos rov hauv raws li lub xeev tej kev cai thiab kev cai coj.

TAR/Daim Ntawv Sau Nqi (TAR/Claim Form): Daim ntawv uas tus kws kho hniav siv thaum xav tau kev pom zoo yuav muab ib txoj kev pab los sis txais nyiaj rau ib yam kev pab uas lawv twb muab lawm.

Tej Kev Cai (Requirements): Hais txog ib yam dab tsi koj yuav tsum ua, los sis tej kev cai coj uas koj yuav tsum ua raws.

Tej Kev Pab uas Tsis Duav (Non-Covered Service): Ib txoj kev pab kho hniav uas peb tsis kam duav.

Tej Kev Txwv (Limitations): Hais txog seb muab tau kev pab ntau npaum li cas, muab hom kev pab zoo li cas, thiab/los sis txoj kev kho hniav uas pheej yig tshaj uas tseem pab tau.

Tsim Nyog (Eligibility): Hais txog seb puas tsim nyog txais tej kev pab los ntawm Medi-Cal.



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Tsim Nyog Kho Mob (Medically Necessary): Tej kev pab uas tsim nyog muab thiab zoo rau txoj kev kho cov kaus hniav, pos hniav, thiab tej yam uas txheem tau cov hniav thiab yog (a) muab raws li cov kws kho hniav tej kev cai kho neeg; (b) tus kws kho hniav txiav txim tias yog muab tej ntawd yuav pab kho tau cov hniav; thiab (c) yog hom zoo tshaj thiab kev pab zoo thaum tseem xav txog tej teeb meem uas kawj tau, tej kev pab, thiab tej kev pab uas duav nws xaiv tau.

Tus Neeg Txais Kev Pab (Beneficiary): Ib tug neeg uas tsim nyog tau Medi-Cal tej kev pab.

Ua Nqi Seem Tshuav (Balance Billing): Ua nqi rau ib tug neeg mob rau tus nqi uas seem tshuav ntawm tus kws kho hniav daim nqi thiab qhov uas Health Net yuav them. Tsuas tshuav cov nyiaj copay thiab Tus Nqi Pab Them, peb txwv tsis pub ua nqi seem tshuav li no.

Xees Npe (Signature): Hais txog qhov uas koj siv tes sau koj lub npe.

Xeev Rooj Plaub (State Hearing): Lub Xeev Rooj Plaub yog txoj kev cai lis choj uas cia cov neeg uas txais kev pab thov kom rov qab tshab xyuas txog ib txoj kev txwv los sis hloov rau Daim Ntawv Pom Zoo Rau Kev Kho Mob (TAR). Qhov no cia tus neeg txais kev pab los sis kws kho hniav thov kom rov txheeb xyuas txog txoj kev them nqi rau kev kho hniav.

