



**TSWV CUAB DAIM NTAWV FOOS FOOB HAIS QHOV TSIS TXAUS
SIAB/HAIS QHOV TSIS TXAUS SIAB**

Hnub: _____

Thov sau txhua yam ntaub ntawv kom tag. Cov ntaub ntawv ntawm tus neeg foob:

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Npe	Xov Tooj Tom Chaw Ua Haujlwm	Xov Tooj Hauv Tsev	
Chaw Nyob	Nroog	Xeev	Zip Code

Lub npe ntawm cov neeg uas ntsig txog rau tus neeg foob:

	#:
Npe	Nab Npawb ID
	#:
	Npe
	#:
Npe	Nab Npawb ID

Lub hauv paus ntawm qhov tsis txaus siab: [Kos rau txhua nqe uas phim]

_____ Kiab khw _____ Thim qhov tso npe nyuaj _____ Daim ntawv nqi ntawm tus tswv cuab
 _____ Qhov saib xyuas zoo _____ Kev thauj mus los _____ Kev tau txais saib xyuas
 _____ Kev saib xyuas kis xwm txheej kub ntxhov ceev
 _____ Yeeb yam ntawm cov neeg ua haujlwm _____ Kev tso cai

Lwm yam: _____

Sau hais qhov teeb meem: Hnub Tshwm Sim Teeb Meem: _____

Qhov chaw: _____ Tus Kws Kuaj Mob Lub Npe _____

Piav qhia txog qhov teeb meem/qhov tsis txaus siab kom txhij txhua:

Sau rau sab tom qab ntawm daim ntawv foos no yog xav sau ntxiv.

Tus Tswv Cuab Kos Npe

Hnub

(lossis kos npe ntawm tus niam txiv ntawm tus tswv cuab menyuum yaus lossis tus neeg tsis taus)

KEV TSO TSEG KEV KHOMOB

TSWV CUAB: Thov qhia lub npe thiab xov tooj ntawm cov kws kuaj mob uas tau saib xyuas koj qhov mob uas koj hais txog rau hauv daim ntawv foob hais qhov tsis txaus siab.

Txhua Cov Ntaub Ntawv Teev Tseg Txog Kev Khomob tau los yuav raug muab ceev zoo thiab tsuas raug siv rau lub hom phiaj saib xyuas koj qhov tsis txaus siab xwb.

KUV TSO CAI THIAB THOV COV KWS KUAJ MOB UAS MUAJ NPE SAUM TOJ SAUD TSHAJ TAWM IB YAM THIAB TXHUA YAM NTAUB NTAWV TEEV TSEG TXOG KEV KHOMOB RAU LUB CHAW HEALTH NET LOS TSHUAJ XYUAS RAU KUV QHOV TSIS TXAUS SIAB:

KOS NPE: _____ **HNUB:** _____

(Yog lwm tus neeg kos npe) **KEV TXHEEB ZE:** _____
(NIAM, TXIV, TUS NEEG SAIB XYUAS)

Yog koj muaj lus nug ntxiv lossis yog koj xav tau kev pab hais qhov teeb meem no, thov hu rau peb Lub Chaw Pab Cuam Tswv Cuab rau ntawm tus xov tooj hu dawb (800) 675-6110 lossis TTY/TDD: (800)-431-0964. Thaum sau tiav lawm muab nws mus rau: Health Net, Attn: Medi-Cal Member Appeals and Grievance Department, P.O. Box 10348, Van Nuys, CA 91410-0348. Nab Npawb Fej Ntawv: (877) 831-6019.



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Yog koj tseem tsis pom zoo raws li qhov txiav txim no, koj tuaj yeem:

- Thov hais kom **“Tshuaj Xyuas Ywj Pheej Txog Kev Khomob” (IMR)** thiab thov lwm tus neeg sab nrauv uas tsis muaj feem ntsig txog qhov kev npaj saib xyuas mob nkeeg no los tshuaj xyuas koj qhov teeb meem.
- Thov hais kom **“Taug Xyuas Kom Ncaj Ncees”** thiab thov kom ib tug kws txiav txim plaub ntug los saib xyuas koj qhov teeb meem

Koj tuaj yeem thov hais IMR thiab thov hais kom Taug Xyuas Kom Ncaj Ncees rau tib lub sijhawm tau. Koj kuj tuaj yeem thov hais ib qho ua ntej saib seb puas yuav daws tau koj qhov teeb meem. Piv txwv, yog koj thov hais IMR ua ntej, tab tsis koj tsis pom zoo raws li qhov txiav txim, koj tuaj yeem thov hais kom Taug Xyuas Kom Ncaj Ncees tom qab ntawd. Txawm li cas los xij, yog koj thov hais kom Taug Xyuas Kom Ncaj Ncees ua ntej, tab sis twb taug xyuas lawm, koj yuav tsis tuaj yeem thov hais IMR tau lawm. Txhais tau tias qhov teeb meem no yeej Taug Xyuas Kom Ncaj Ncees rau zaum kawg lawm.

Koj tsis tas yuav them cov nqi rau qhov IMR lossis qhov thov hais kom Taug Xyuas Kom Ncaj Ncees.

YUAV THOV COV TXIAJ NTSIG MUS NTXIV LI CAS

Yog tam sim no koj tau txais kev khomob lawm thiab koj xav kom tau txais kev khomob mus ntxiv, koj yuav tsum thov rau hauv lub sijhawm 10 hnuv txij hnuv sau "Daim Ntawv Ceeb Toom txog Qhov Txiaiv Txim" lossis "Daim Ntawv Ceeb Toom txog Kev Daws Daim Ntawv Thov Hais Kom Rov Qab Txiaiv Txim Dua" raug muab tuaj rau koj lawm, LOSSIS ua ntej txog hnuv kawg ntawm koj Pawg Kws Kuaj Mob lossis Health Net qhia tias yuav tso tseg saib xyuas mob nkeeg rau koj. Koj yuav tsum hais tias koj xav tau txais kev khomob mus ntxiv thaum koj thov hais kom rov qab txiav txim dua. Koj tuaj yeem thov kom tau txais kev saib xyuas rau Cov Kev Saib Xyuas Raug Pov Thaiv thaum lub sijhawm nyob tos Thov Hais Kom Rov Qab Txiaiv Txim Dua lossis Thov Hais Kom Ncaj Ncees, yog koj raug raws li tshooj cai nram qab no:

- 1) Tau txais koj daim ntawv Thov Hais Kom Rov Qab Txiaiv Txim Dua rau hauv lub sijhawm **60 hnuv** txij hnuv sau “Daim Ntawv Ceeb Toom txog Qhov Txiaiv Txim” no.
- 2) Koj tab tom thov hais kom rov qab txiav txim dua txog qhov raug tso tseg, ncuva lub sijhawm, lossis txo cov kev saib xyuas mob nkeeg raws li raug tso cai yav dhau los;
- 3) Cov Kev Saib Xyuas Raug Pov Thaiv no raug hais los ntawm ib Tus Kws Kuaj Mob raug tso cai;
- 4) Lub sijhawm raug pov thaiv raws li cov kev saib xyuas mob nkeeg uas raug tso cai yav dhau los;



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- 5) Koj xa ib daim ntawv thov kom tau txais Cov Kev Saib Xyuas Raug Pov Thav rau hauv lub sijhawm **10 hnuv** txij hnuv xa “Daim Ntawv Ceeb Toom txog Qhov Txiav Txim” tuaj, lossis ua ntej hnuv siv tau ntawm qhov txiav txim no.
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KEV TSHUAJ XYUAS YWJ PHEEJ TXOG KEV KHOMOB (IMR)

Koj yuav tsum thov hais qhov IMR rau hauv lub sijhawm **180 hnuv** txij hnuv xa “Daim Ntawv Ceeb Toom txog Kev Daws Daim Ntawv Thov Hais Kom Rov Qab Txiav Txim Dua” no tuaj. Cov ntaub ntawv hauv qab no yuav qhia rau koj tias yuav thov hais qhov IMR li cas. Thov nco tias nqe lus "tsis txaus siab" yog hais txog ob nqe lus li nram no "qhov tsis txaus siab" thiab "thov hais kom rov qab txiav txim dua."

Lub California Department of Managed Health Care (Kaslifausnias Tuam Tsev Haujlwm Tswj Kev Pab Cuam Npaj Kho Mob) yog muaj lub luag haujlwm los tswj saib cov kev npaj pab them nqi kho mob. Yog koj muaj ib qho tsis txaus siab rau koj qhov kev npaj saib xyuas mob nkeeg, koj yuav tsum hu xov tooj ua ntej mus rau **Health Net** rau ntawm tus xov tooj **1-800-675-6110** thiab siv **Health Net txheej txheem thov hais kom rov qab txiav txim dua** ua ntej yuav hu rau Lub Tsev Haujlwm Loj. Txawm tias koj ua ntawv tsis txaus siab rau lawv lawm los nws yuav txwv tsis tau lwm cov cai los yog lwm cov kev muaj rau koj. Yog koj xav tau kev pab hais ibqho tsis txaus siab los ntawm kis saib xyuas xwm txheej kub ntxhov ceev, koj tseem tsis txaus siab rau qhov daws qhov teebmeem ntawm koj hom kev npaj saib xyuas kev noj qab haus huv, lossis tseem tsis tau daws qhov teebmeem ntev txog 30 hnuv, tej zaum koj tuaj yeem hu mus thov kev pab rau ntawm Lub Tsev Haujlwm Loj. Tej zaum koj tsim nyog txais qhov Independent Medical Review (Kev Tshuaj Xyuas Ywj Pheej Txog Kev Khomob; IMR). Yog koj muaj cai rau kis IMR, yuav tau rov qab saib xyuas raws li txheej txheem IMR txog feem kev txiav txim siab khomob rau koj lossis tau muab kev saib xyuas rau koj, kev txiav txim pab them cov nqi khomob rau feem kev sim khomob lossis feem tshuaj ntsuam xyuas keeb kwm ntawm tus mob thiab qhov tsis pom zoo them cov nqi rau kis saib xyuas xwm txheej kub ntxhov ceev lossis kev khomob sai sai. Lub Tsev Haujlwm loj kuj muaj tus xov tooj hu dawb yog (**1-888-HMO-2219**) thiab tus xov tooj TDD (**1-877-688-9891**) rau cov neeg hnov lus tsis zoo thiab hais lus tsis tau. Lub Tsev Haujlwm loj li Internet Web site yog (<http://www.hmohelp.ca.gov>) muaj cov ntaub ntawv foos hais qhov tsis txaus siab, cov ntaub ntawv foos hais qhov IMR thiab cov lus qhia nyob hauv online.

KEV TAUG XYUAS KOM NCAJ NCEES

Yog koj xav Thov Hais Kom Ncaj Ncees, koj yuav tsum thov hais hauv lub sijhawm **120 hnuv** suav txij hnuv xa “Daim Ntawv Ceeb Toom txog Kev Daws Daim Ntawv Thov Hais Kom Rov Qab Txiav Txim Dua” (NAR) no tuaj qhia rau koj tias yuav raug ceev ib nrab lossis tag nrog Cov Txiaj Ntsig Uas Tau Tag yav dhau los. Tab sis, **yog tam sim no koj tau txais kev khomob lawm thiab koj xav kom tau txais kev khomob mus ntxiv, koj yuav tsum thov Taug Xyuas Kom Muaj Kev Ncaj Ncees rau hauv lub sijhawm 10 hnuv** txij hnuv sau lossis tau xa tsab ntawv no tuaj rau koj, LOSSIS ua ntej txog hnuv kawg ntawm koj qhov kev npaj saib xyuas mob nkeeg. Koj yuav tsum hais tias koj xav tau txais



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kev khomob mus ntxiv thaum koj thov hais kom taug xyuas kom ncaj ncees.

Koj tuaj yeem hu xov tooj lossis sau ntawv thov Taug Xyuas Kom Ncaj Ncees:

- Hu xov tooj: Hu rau **1-800-952-5253**. Tej zaum tus xov tooj yuav tsis khoom. Tej zaum yuav hnov faj lus tseg tias mam li hu rov qab tuaj. Yog koj hais lus tsis tau lossis tsis hnov lus zoo, koj tuaj yeem hu rau tus xov tooj **TTY/TDD 1-800-952-8349**.
- Sau ntawv: Sau rau daim ntawv foos thov Taug Xyuas Kom Ncaj Ncees lossis xa tsab ntawv mus rau:

**California Department of Social Services
State Hearings Division
P.O.Box 944243, Mail Station 9-17-37
Sacramento, CA 94244**

Daim ntawv foos thov hais kom Taug Xyuas Kom Ncaj Ncees yeej muab tso nrog tsab ntawv no tuaj. Nco ntsoov sau koj lub npe, qhov chaw nyob, nab npawb xov tooj, Tus Nab Npawb Social Security, thiab lub laj thawj uas koj xav Taug Xyuas Kom Ncaj Ncees. Yog ib tug neeg tab tom pab koj thov Taug Xyuas Kom Ncaj Ncees, tso lawv lub npe, qhov chaw nyob, thiab tus nab npawb xov tooj rau daim ntawv foos no lossis sau rau hauv tsab ntawv no. Yog koj xav tau ib tug kws txhais lus, thov qhia koj hom lus rau peb. Koj tsis tas yuav them cov nqi rau tus kws txhais lus. Peb yuav nrhiav ib tug kws txhais lus rau koj.

Tom qab koj thov Taug Xyuas Kom Ncaj Ncees, nws yuav siv sijhawm ntev txog 90 hnuv thiaj li txiav txim koj qhov teeb meem tau thiab thiaj li mam xa cov npe lus teb tuaj rau koj tau. Yog koj xav tias yuav tau tos ntev thiab qhov no yuav ua rau koj mob loj, tej zaum lawv yuav teb tuaj rau koj rau hauv lub sijhawm 3 hnuv ua haujlwm. Nug koj tus kws khomob lossis qhov kev npaj saib xyuas mob nkeeg kom lawv pab sau ib tsab ntawv tam rau koj. Yuav tsum piav qhia rau hauv tsab ntawv no tias qhov koj tos ntev txog 90 hnuv mam raug saib xyuas no yuav ua rau koj mob loj, cuam tshuam rau kev noj qab haus huv ntawm koj, lossis ua rau koj tsis muaj peev xwm mus ua haujlwm tau, tuav txoj haujlwm tau, lossis rov qab ua haujlwm tau. Dhau ntawd ces, nco ntsoov hais kom **“taug xyuas kom muaj kev ncaj ncees sai sai”** thiab muab tsab ntawv no tso nrog koj daim ntawv thov xa mus ua ke.

Tej zaum koj tus kheej yuav yog tus hais thaum tuaj koom lub rooj Taug Xyuas Kom Ncaj Ncees. Lossis, koj tuaj yeem hais ib tug kwv tij, phooj ywg, kws pab tswv yim, kws khomob, lossis kws hais plaub los ua tus tham lus tam rau koj. Yog koj xav kom ib tug neeg tham lus tam rau koj, dhau ntawd ces koj yuav tsum qhia rau chav lis haujlwm Taug Xyuas Kom Ncaj Ncees tias koj yeej tso cai rau tus neeg no los tham lus tam rau koj lawm. Tus neeg no hu ua "tus neeg sawv cev raug cai."



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KEV PAB TXOJ CAI

Tej zaum koj yuav tau txais kev pab txoj cai pub dawb. Hu rau tus xov tooj pab saib xyuas cov cai rau neeg pej xeem sawd daws nyob hauv lub zos. Koj kuj tuaj yeem hu rau tus xov tooj Pab Txoj Cai (Legal Aid Society) uas nyob hauv koj lub zos 1-888-804-3536.



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Lub Zos	Cov Cai Ntawm Cov Neeg Qhua
Fresno	Fresno Health Consumer Center 2115 Kern Street Suite 1 Fresno, CA 93721 Phone (559) 570 - 1200 Toll Free (800) 675 - 8001 Website http://www.centralcallegal.org
Kern	California Rural Legal Assistance, Inc. 601 High Street (map) Suite C Delano, CA 93215 Phone (661) 725 - 4350 Website http://crla.org Email info@crla.org
Kings	Fresno Health Consumer Center 2115 Kern Street Suite 1 Fresno, CA 93721 Phone (559) 570 - 1200 Toll Free (800) 675 - 8001 Website http://www.centralcallegal.org
Los Angeles	Center for Health Care Rights 520 South Lafayette Park Place Suite 214 Los Angeles, CA 90057 Toll Free (800) 824 - 0780 Email center@healthcarerights.org
Madera	Fresno Health Consumer Center 2115 Kern Street Suite 1 Fresno, CA 93721 Phone (559) 570 - 1200 Toll Free (800) 675 - 8001 Website http://www.centralcallegal.org



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Lub Zos	Cov Cai Ntawm Cov Neeg Qhua
Riverside	California Rural Legal Assistance, Inc 1460 6th Street Coachella, CA 92236 Phone (760) 398 - 7261 Website http://crla.org Email info@crla.org
Sacramento	Community Legal Services - McGeorge School of Law 3200 Fifth Avenue Sacramento, CA 95818 Phone (916) 340 – 6080
San Bernardino	California Rural Legal Assistance, Inc 1460 6th Street Coachella, CA 92236 Phone (760) 398 - 7261 Website http://crla.org Email info@crla.org
San Diego	California Rural Legal Assistance, Inc. 640 Civic Center Drive #108 Vista, CA 92084 Phone (760) 966 - 0511 Website http://crla.org Email info@crla.org
San Joquin	Legal Services of Northern California Phone: (888) 354-4474
Stanislaus	Central California Legal Services, Inc. Phone: (559) 570-1200
Tulare	Central California Legal Services, Inc. Phone: (559) 570-1200