

**TSWVCUAB COV CAI THIAB COV LUS QHIA
DAWS TEEB MEEM**

Sacramento County Substance Use Prevention and Treatment cov tswv cuab muaj cai txog:

- Raug saib xyuas hawm zoo los ntawm xhua cov kws kho mob.
- Tau txais kev saib xyuas nyab xeeb.
- Raug hais kom pom zoo cia kho mob thiab pom zoo cia siv cov tshuaj kho mob thiab hom kev xaiv kho mob.
- Tiv thaiv tus kheej ntiag tug cov ntaub ntawv hais txog kev noj qab haus huv.
- Mus koom npaj kev kho mob.
- Thov hloov them kev saib xyuas, hloov tus kws pab tswv yim, thiab cov lus xam pom thib ob.
- Txiaiv txim txog qhov teeb meem lossis qhov kev txhawj xeeb txog cov kev saib xyuas los ntawm cov neeg ua haujlwm lossis lub chaw kuaj mob.
- Foob hais qhov tsis txaus siab los ntawm cov kev saib xyuas tsis zoo.
- Foob hais kom Taug Xyuas Ncaj Ncees tom qab thov hais kom txiaiv txim dua tshiab.
- Foob hais kom txiaiv txim dua tshiab txog ib qho NOABD.
- Hais kom ib tug neeg ua haujlwm tam rau lawv tus kheej thaum hais qhov tsis txaus siab, thov hais kom txiaiv txim dua lossis thov hais kom Taug Xyuas Kom Ncaj Ncees.
- Kws pab tswv yim zoo txog kab lis kev cais
- Siv ib tug kws txhais lus dawb.
- Thov thiab txais ib daim ntawv theej ntawm nws cov ntaub ntawv teev tseg txog kev kho mob, thiab thov hais kom lawv muab cov ntaub ntawv no kho duab tshiab lossis kho.
- Tsis muaj kev txwv txiaiv lossis kev siv rau ib leeg xws li kev yuam, kev rau lub txim, kev pab kom yooj yim lossis kev ua paj kua zaub ntsuab.

**Tus Kws Pab Tswv Yim Txog Neeg Mob Cov
Cai
(916) 333-3800**

**Sacramento County Substance Use Prevention
and Treatment Services Quality Management - Pab
Cuam Tswv Cuab**

(916) 875-6069
Tus Nab Npawb Xov Tooj Hu Dawb **1-888-881-
4881**

TTY (916) 876-8853

Sacramento County Board of Supervisors

Phil Serna, Cheeb Tsa Nroog Thib 1
Patrick Kennedy, Cheeb Tsam Nroog Thib 2
Rich Desmond, Ib Cheeb Tsam Nroog Thib 3
Sue Frost, Cheeb Tsam Nroog Thib 4
Don Nottoli, Cheeb Tsam Nroog Thib 5

Interim County Executive

Ann Edwards

Department of Health Services

Chevon Kothari, Director

Division of Behavioral Health

Ryan Quist, Ph.D.

Tus Thawj Coj Feem Saib Xyuas Kev Coj Tus
Cwj Pwm Muaj Mob

Sacramento County yuav tsum ua raws li
Tsoomfwm cov cai lij choj ntawm pej xeeb thiab
tsis muaj kev ntxub ntxaug rau ib tug neeg vim
yog ib haiv neeg twg, cev nqaij daim tawv txawv
tsos xim, neeg keeb kwm hauv lub tebchaws,
hnub nyoog laus hluas, neeg xiam oob qhab,
lossis txivneej los yog pojniam.

Raug tshaj tawm los ntawm County of
Sacramento

Division of Behavioral Health
05/27/21



**Sacramento County
Substance Use Prevention
and Treatment Services**

**Tswvcuab Cov
Cai
thiab Cov Lus
Qhia Daws
Teeb Meem**

Kev Daws Teeb Meem – Ntawv Hmoob

Sacramento County Substance Use Prevention and Treatment Services muaj kev pab rau cov menyuam yaus thiab cov neeg luas ua tsim nyog raug pab rau ntawm Medi-Cal.

Kev Qhuab Qhia

Cov chaw nram qab no tuaj yeem pab sau cov ntaub ntawv hais qhov tsis txaus siab, daim ntawv tho hais kom txiav txim dua, thiab Thov Taug Xyuas Kom Ncaj Ncees:

Patient Rights (916) 333-3800

Pab Cuam Tswvcuab (916) 875-6069

Ib tug tswvcuab tuaj yem hais kom ib tug neeg ua haujlwm tam rau nws tus kheej thaum hais qhov tsis txaus siab, thov hais kom txiav txim dua lossis thov hais kom Taug Xyuas Kom Ncaj Ncees.

Koj cov kev pab yuav TSIS raug cuam tshuam los ntawm kev sau ib daim ntawv hais qhov tsis txaus siab, sau ntawv thov hais kom rov qab txiav txim dua los sis thov hais kom Taug Xyuas Kev Ncaj Ncees.

Kev hais qhov tsis txaus siab

Ib qho tsis txaus siab yog ib qho hais txog qhov tsis pom zoo txog ib qho teeb meem uas tsis yog Notice of Adverse Benefit Determination (NOABD).

Tuaj yeem hu xov tooj mus foob hais qhov tsis txaus siab rau ntawm Member Services lossis sau daim ntawv foos hais qhov tsis txaus siab.

- Tus tswvcuab yuav tau txais ib daim ntawv lees tias Lub Chaw Pab Cuam Tswvcuab tau txais daim ntawv hais qhov tsis txaus siab lawm.
- Tus tswvcuab yuav tau txais ib daim ntawv daws qhov teeb meem rau hauv lub sijhawm (90) cuaj caum hnuv.

* Tej zaum yuav muab lub sijhawm ntxiv 14-hnuv uas yog saib raws li qhov teeb meem ntawd.

Thov Hais Kom Txiav Txim Dua Raws Li Txheej Txheem

Ib Qho Thov Hais Kom Txiav Txim Dua yog ib daim ntawv thov hais kom rov qab saib xyuas txog NOABD.Ib qho NOABD tshwm sim thaum MHP tsis kam lees saib xyuas, txo, ncu lossis thim qhov tau tso cai saib xyuas; tsis kam lees them qhov nqi saib xyuas; tsis muab cov kev saib xyuas kom ncav lub sijhawm; lossis tsis nqis tes ua raws li lub sijhawm hais qhov tsis txaus siab, thov hais kom taug xyuas rooj plaub dua raws li txheej txheem, lossis thov hais kom taug xyuas rooj plaub sai sai*, lossis tsis kam lees daim ntawv thov them cov nqi uas tsis sib haum xeeb.

- Tus tswvcuab tuaj yeem hais kom txiav txim dua lossis sau ntawv xa mus rau lawv.Kev hais lus kom taug xyuas rooj plaub dua ntawd yuav tsum tau sau ntawv mus ntxiv, thiab kos npe rau daim ntawv thov hais kom taug xyuas rooj plaub dua.
- Tus tswvcuab yuav tau txais ib daim ntawv lees tias Member Services tau txais daim ntawv thov hais kom txiav txim dua lawm.
- Yuav tsum sau daim ntawv thov hais kom txiav txim dua rau hauv lub sijhawm 60 hnuv txij hnuv ntawm NOABD.
- Tus tswvcuab yuav tau txais ib daim ntawv daws qhov teeb meem rau hauv lub sijhawm 30 hnuv*.

Thov Hais Kom Txiav Txim Dua Sai Sai

Yuav tsum sau daim ntawv Thov Hais Kom Txiav Txim Dua yog thaum tus tswvcuab txoj sia, kev noj qab haus huv, lossis rab peev xwm yuav poob rau kis tsis zoo.

- Tus tswvcuab yuav tau txais ib daim ntawv daws qhov teeb meem rau hauv lub sijhawm 72 hnuv.
- Yog tsis kam lees txais daim ntawv thov hais kom txiav txim dua sai sai, lawv yuav xa ib daim ntawv ceeb toom tuaj rau tus tswvcuab thiab mam li pib thov hais kom txiav txim dua raws li txheej txheem.

Kev Muab Lus Qhuab Qhia

Tswvcuab cov lus qhuab qhia yog ib co lus tseem ceeb pab txhawb kom muab kev saib xyuas mob nkeeg tau zoo.Cov Kws Kho Mob muaj Cov Kem Plaub Fab Muab Lus Qhuab Qhia txog feem kev saib xyuas.Zoo siab txais tos txog cov tswv cuab cov lus qhuab qhia thiab yuav raug muab tso rau hauv cov kem plaub fab, los sis muab qhia ncaj qha rau tus kws saib xyuas mob puas hlwb los sis tus kws pab tswv yim.

Taug Xyuas Kev Ncaj Ncees

Yog koj yog ib tug neeg tau txais txiaj ntsig ntawm Medi-Cal, koj muaj cai thov hais kom Taug Xyuas Kev Ncaj Ncees.Koj yuav tsum ua kom tiav tag txheej txheem kev daws teeb meem ntawm ADS rau Qhov Thov Hais Kom Rov Qab Txiav Txim Dua ua ntej yuav thov hais kom Taug Xyuas Kev Ncaj Ncees.

Administrative Law Judge yuav yog tus nyob nrog thaum lub sijhawm Taug Xyuas Kev Ncaj Ncees tsuas yog thaum nws raug tso cai los Daws qhov teeb meem no. Qhov txiav txim no yuav yog zaum kawg.

Yuav foob hais kom Taug Xyuas Kev Ncaj Ncees ces xa koj daim ntawv thov mus rau:

**State Hearings Division
California Department of Social Services
P.O.Box 944243, Mail Station 19-37
Sacramento, CA 94244-2430**

Kev tho hais kom taug xyuas ncaj ncees tuaj yeem Hu Rau Tus Xov Tooj Hu Dawb: 1-800-952-5253.Yog koj lag ntseg thov siv TDD, hu rau 1-800-952-8349.

Cov Ntawv Foos

Cov ntawv foos hais qhov tsis txaus siab thiab Thov Hais Kom Txiav Txim Dua muaj nyob rau ntawm txhua lub chaw kuaj mob, lossis tuaj yeem hu xov tooj mus thov tau ntawm Member Services rau ntawm (916) 875-6069, lossis rau ntawm <https://dhs.saccounty.net>

Muab daim ntawv foos sau tiav ntawd xa mus rau qhov chaw nyob nram qab no:

**Sacramento County
Substance Use Prevention and Treatment
Services
Quality Management - Pab Cuam Tswv Cuab
7001A East Parkway, Suite 300M
Sacramento, CA 95823**