

**TSWV CUAB COV CAI THIAB COV
LUS QHIA DAWS TEEB MEEM**

Sacramento County Mental Health Plan (MHP)
cov tswv cuab muaj cai:

- Raug saib taus los ntawm txhua tus kws saib xyuas kev nyuaj siab.
- 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 kws kho mob, thiab thov hais kom muab lus taw qhia los sab nrauv los.
- Txiax txim txog qhov teeb meem los sis qhov kev txhawj xeeb txog cov kev saib xyuas los ntawm cov neeg ua hauj lwm los sis 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 txiax txim dua tshiab.
- Foob hais kom txiax txim dua tshiab txog ib qho NOABD.
- Hais kom ib tug neeg ua hauj lwm tam rau lawv tus kheej thaum hais qhov tsis txaus siab, thov hais kom txiax txim dua los sis thov hais kom Taug Xyuas Kom Ncaj Ncees.
- Kev saib xyuas zoo txog kab lis kev cais ntawm sawd daws.
- 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 los sis kho.
- Tsis muaj kev txwv txiax los sis kev siv rau ib leeg xws li kev yuam, kev rau lub txim, kev pab kom yooj yim los sis kev ua pauj kua zaub ntsuab.

**Patient Rights Advocate
(916) 333-3800**

**Sacramento County Mental Health Plan
Quality Management - Member Services
(Lub Chaw Pab Cuam Tswvcuab)**

(916) 875-6069

Tus 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
Susan Peters, Cheeb Tsam Nroog Thib 3
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**County Executive
Navdeep S. Gill**

**Department of Health Services
Peter Beilenson, MD, MPH, Tus Thawj Coj**

**Division of Behavioral Health
Ryan Quist, Ph.D., Tus Thawj Coj**

Sacramento County MHP yuav tsum ua
raws li Tsoom fwv cov cai lij choj ntawm pej xeem
thiab tsis muaj kev ntxub ntxaug rau ib tug neeg
vim yog ib haiv neeg twg, cev nqaj daim tawv
txawv tsos xim, neeg keeb kwm hauv lub teb
chaws, hnuv nyoog laus hluas, neeg xiam oob
qhab, los sis txiv neej los yog poj niam.

**Raug tshaj tawm los ntawm County of
Sacramento
Division of Behavioral Health
5/06/2019**



**Sacramento County
Mental Health Plan
(Qhov Kev Npaj Pab Txog
Kev Nyuaj Siab)**

**Tswv cuab
Cov Cai
thiab Cov
Lus Qhia
Daws Teeb
Meem**

Problem Resolution - Hmong

Mental Health Plan (MHP) muab Kev Saib Xyuas kev nyuaj siab rau cov me nyuam yaus thiab cov neeg loj uas muaj cai rau Medi-Cal.

Kev Qhuab Qhia

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

Patient Rights (Koj muaj cai) (916) 333-3800

Member Services (Lub Chaw Pab Cuam Tswv cuab) (916) 875-6069

Ib tug tswv cuab tuaj yem hais kom ib tug neeg ua hauj lwm 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 saib xyuas ntawm MHP yuav TSIS cuam tshuam dab tsi vim los ntawm qhov koj foob hais qhov tsis txaus siab, thov hais kom txiav txim dua lossis thov Taug Xyuas Kom 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 qhov chaw kev pab cuam los sis sau daim ntawv foos hais qhov tsis txaus siab.

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

* Tej zaum yuav muab lub sij awm 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, ncuu los sis thim qhov tau tso cai saib xyuas; tsis kam lees them qhov nqi saib xyuas; tsis muab cov kev saib xyuas kom ncuu lub sij hawm; los sis tsis nqis tes ua raws li lub sij hawm hais qhov tsis txaus siab, thov hais kom taug xyuas rooj plaub dua raws li txheej txheem, los sis thov hais kom taug xyuas rooj plaub sai sai, los sis tsis kam lees daim ntawv thov them cov nqi uas tsis sib haum xeeb.

- Tus tswv cuab tuaj yeem hais kom txiav txim dua los sis 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 tswv cuab 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 tswv cuab 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 tswv cuab txoj sia, kev noj qab haus huv, los sis rab peev xwm yuav poob rau kis tsis zoo.

- Tus tswv cuab 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

Tswv cuab cov lus qhuab qhia yog ib co lus tseem ceeb pab txhawb kom muab kev saib xyuas mob nkeeg tau zoo. Cov Kws Kuaj Mob muaj Cov Thawv Rau Cov Lus Qhuab Qhia nyob hauv cov chaw muab kev saib xyuas mob nkeeg. Yeej zoo siab txais tos tswv cuab cov lus qhuab qhia thiab yuav raug muab tso cia rau hauv cov thawv no, los sis yuav raug muab xa ncaj qha mus rau cov neeg saib xyuas mob hlwb lossis ib tug kws qhuab qhia txog kev mob hlwb.

State Fair Hearings

Yog koj yog ib tug tau txais txiaj ntsig rau Medi-Cal, koj muaj cai foob hais State Fair Hearing. Koj twb siv cov txheej txheem Thov Hais Kom Txiav Txim Dua rau qhov teeb meem mus rau MHP tag lawm ua ntej yuav foob hais qhov State Fair Hearing.

Administrative Law Judge yuav yog tus nyob nrog thaum lub sij hawm 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 ib qho State Fair Hearing 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, los sis tuaj yeem hu xov tooj mus thov tau ntawm Member Services rau ntawm (916) 875-6069, los sis rau ntawm www.dhs.saccounty.net.

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

**Sacramento County Mental Health Plan
Quality Management - Member Services
7001A East Parkway, Suite 300M
Sacramento, CA 95823**