



**COV TSWV CUAB PHAU NTAWV RAU
BADGERCARE PLUS THIAB MEDICAID SSI
STANDARD MEMBER HANDBOOK LANGUAGE
FOR BADGERCARE PLUS AND MEDICAID SSI**

KEV PAB TXHAIS LUS (INTERPRETER SERVICES)

English: For help to translate or understand this, please call. Toll free (888) 713-6180. TTY to Voice for the hearing impaired 7-1-1 or (800) 947-3529

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al telefono. (888) 713-6180. Para las personas sordos. TTY to Voice 7-1-1 or (800) 947-3529.

Russian: Если вам не всё понятно в этом документе, позвоните по телефону (888) 713-6180. TTY to Voice 7-1-1 or (800) 947-3529.

Hmong: Yog xav ta kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau. (888) 713-6180. Lag ntsej TTY to Voice 7-1-1 or (800) 947-3529.

Muaj txhais lus pub dawb tsis muaj nqi dab tsi rau koj them.

MHS COV XOJ TOOJ TSEEM CEEB (IMPORTANT PHONE NUMBERS)

Pab Cov Tswv Cuab (Customer Service) 1-888-713-6180

Tus xov tooj thaum 1-888-713-6180 Hu tau 24 teev txhua hnuv, xya (7) hnuv hauv
muaj mob ceev heev b lub lis piam

TDD/TTY 7-1-1 or 1-800-947-3529

ZOO SIAB TXAIS TOS (WELCOME)

Zoo siab txais tos koj tuaj rau hauv MHS Health Wisconsin (MHS). Ua ib tug tswv cuab rau hauv MHS, koj yuav tau txais tag nrho koj cov kev kho mob los ntawm MHS cov kws kho mob thiab tsev kho mob. Mus saib MHS daim ntawv teev cov chaw kho mob thiab kws kho mob (Provider Directory). Koj kuj tseem hu tau rau peb qhov chaw pab cov tswv cuab (Customer Service Department) ntawm 1-888-713-6180. Cov chaw kho mob thiab kws kho mob uas tsis

txais neeg tshiab ntxiv lawm yog cov muab cim tseg rau ntawm daim ntawv teev npe (Provider Directory).

KOJ DAIM FORWARD HEALTH ID CARD

Nco ntsoov nqa koj daim Forward Health card nrog koj, thiab muab rau lawv saib txhua zaus koj mus kho mob. Yog koj tsis nqa koj daim card nrog koj tej zaum koj yuav tsis tau txais kev kho mob los yog nqa tsis tau tshuaj. Thiab nqa lwm hom ntawv kho mob yog koj muaj.



THAWJ TUS KWS KHO MOB (PRIMARY CARE PHYSICIAN, PCP)

Nws tseem ceeb heev uas koj yuav tau hu rau koj thawj tus kws kho mob (PCP) ua ntej thaum koj xav tau kev pab kho mob. Tus kws kho mob no thiaj yog tus yuav saib xyuas koj tej kev kho mob. Yog koj xav mus cuag lwm tus kws kho mob, los yog ib tus kws kho mob tshwj xeeb uas nws paub ib hom mob zoo, nug koj thawj tus kws kho mob ua ntej tso. Koj thawj tus kws kho mob yuav pab koj txiav txim seb puas tsim nyog xa koj mus cuag lwm tus kws kho mob, thiab mam ua ib daim ntawv xa koj mus. Nco ntsoov, koj yuav tsum tau ntawv tso cai ntawm koj thawj tus kws kho mob ua ntej koj mus cuag tau lwm tus kws kho mob.

Koj yuav xaiv tau koj thawj tus kws kho mob ntawm cov uas tseem qhib txais neeg (CEEB TOOM): Ntxiv rau qhov xaiv thawj tus kws kho mob, cov poj niam kuj tseem mus cuag tau ib tus kws kho mob tshwj xeeb rau poj niam thiab (xws li tus kws kho mob OB/GYN los yog tus nurse midwife) uas tsis tas kom thawj tus kws kho mob ua ntawv xa mus. Nws muaj HMO cov kws kho mob uas to taub txog ntau haiv neeg tej kab lig kev cai thiab. Yuav xaiv thawj tus kws kho mob, los yog pauv mus rau ib tug kws kho mob tshiab, hu rau peb qhov chaw pab cov tswv cuab (Customer Service Department) ntawm 1-888-713-6180.

TUS NYOB TAWM NROOG SAB NRAUD (Muaj ib lub HMO hauv koj lub County nkaus xwb) (Tsuas yog rau cov HMOs uas muaj kev pab rau hauv cov cheeb tsam tawm nroog sab nraud nkaus xwb)

Yog koj nyob tawm nroog sab nraud es tsuas muaj ib lub HMO nkaus xwb thiab koj thawj tus kws kho mob (PCP) tsis nyob hauv pab pawg ua hauj lwm ua ke (network), koj yuav ntsib tau tus kws kho mob no ntev mus txog 60 hnub. Thov hu rau koj lub HMO thaum rau npe nkag qhia rau lawv paub seb koj tus kws kho mob yog leej twg. Yog tus kws kho mob no tseem tsis nyob hauv lub HMO pab pawg ua hauj lwm ua ke tom qab 60 hnub thiab, yuav muab cov kws kho mob uas koom ua hauj lwm ua ke rau koj xaiv ib tug tshiab.

XWM TXHEEJ MOB CEEV (EMERGENCY CARE)

Xwm txheej mob ceev yog ib tus mob yuav tau kho tam sid. Qhov no yog raug mob los yog cia li mob nthawv nthav tam sid. Piv txwv li:

Daig caj dab
Ua tsis taus pa
Pob txha dam

Los ntshav hlob heev
Tsam yog tshuaj lom
Tsam yog mob plawv nres

Tsis nco qab lawm
Kub hnyiab
Mob heev

Tsam yog hlab ntsha tawg/txhaws
Mob huam ib tshaj ib tshaj
Mob nriaj tes nriaj taw

Yog koj xav tau kev pab thaum muaj mob ceev, mus rau ntawm MHS ib qhov chaw kho mob yog koj mus taus. TAB SIS, yog qhov mob ntawd loj heev, cia li mus rau ib qhov chaw kho mob uas ze koj tshaj (tsev kho mob, kws kho mob los yog chaw kuaj mob). Tej zaum koj yuav tau hu rau 911 los yog tub ceev xwm los yog qhov chaw tua hluav taws uas nyob ze koj yog hais tias qhov xwm txheej ntawd loj heev.

Yog koj yuav tsum tau mus rau ib lub non-MHS lub tsev kho mob los yog kws kho mob, hu rau MHS ntawm tus xov tooj 1-888-713-6180 kom sai li sai tau es hais qhia rau peb seb yog li cas. Qhov nov tseem ceeb heev kom peb thiaj paub pab koj mus kho tus mob ntxiv tom ntej.

Nco ntsoov, tsev kho mob cov chav siv rau xwm txheej ceev tsuas siv rau cov mob loj heev tiag xwb. Hu rau koj tus kws kho mob los yog hu rau peb tus xov tooj thaum muaj xwm txheej ceev uas hu tau 24-teev ntawm 1-888-713-6180 ua ntej koj mus rau ntawm chav kho mob ceev, tshwj tias ntshe koj tus mob yeej heev tiag no xwb.

KHO MOB SAI (URGENT CARE)

Kho mob sai yog kev kho mob uas koj xav tau sai dua qhov teem sij hawm mus ntsib kws kho mob. Kev kho mob sai (urgent care) tsis yog kev kho mob ceev (emergency care). Tsis txhob mus rau ntawm chav kho mob ceev rau ib qhov mob uas xav kom tau kho sai tshwj tias ntshe koj tus kws kho mob hais kom koj mus rau ntawd no xwb.

Piv txwv tej yam mob uas yuav tau kho sai muaj xws li:

Feem ntau cov mob pob txha dam
Ntxee leeg
Los ntshav tsis heev
Kub hnyiab me ntsis

Nqaij to me ntsis
Nqaij doog
Siv tshuaj tsis haum

Yog koj xav tau qhov kho mob sai hu rau. Peb yuav qhia koj seb yuav mus rau qhov twg. Koj yuav tsum mus kho tus mob koj xav kom tau sai rau ntawm MHS cov kws kho mob tshwj tias ntshe koj tau txais kev tso cai mus cuag ib lub non-MHS tus kws kho mob no xwb.

Nco ntsoov tsis txhob mus rau ntawm tsev kho mob chav kho mob ceev (hospital emergency room) tshwj tias ntshe koj tau txais kev tso cai ntawm MHS ua ntej lawm no xwb.

YUAV UA CAS THIAJ TAU KHO MOB THAUM KOJ MUS DEB TSEV LAWV (HOW TO GET MEDICAL CARE WHEN YOU ARE AWAY FROM HOME)

Ua raws li cov lus qhia nram qab no yog koj xav tau kev pab kho mob tiam sis nyob deb ntawm tsev lawm es mus cuag tsis tau koj thawj tus kws kho mob los yog qhov chaw kuaj mob.

Rau cov xwm txheej mob ceev (severe emergencies), mus rau ntawm lub tsev kho mob, chaw kuaj mob, los yog tus kws kho mob uas nyob ze tshaj.

Rau cov mob uas xav kom kho sai (urgent care) los yog cov uas teem caij mam mus thaum nyob deb tsev lawm, koj yuav tsum tau txais ntawv tso cai ntawm peb thiaj mus cuag tau lwm tus kws kho mob, chaw kuaj mob los yog tsev kho mob. Qhov nov kuj hais txog cov me nyuam uas mus xyuas leej niam/txiv los yog cov txheeb ze uas nyob deb ntawm tsev lawm thiaj. Hu rau peb ntawm tus xov tooj 1-888-713-6180 kom tso cai mus rau lwm tus kws kho mob, chaw kuaj mob, los yog tsev kho mob.

COV POJ NIAM CEV TSIIS TAB SEEB THIAJ TAU ME NYUAM (PREGNANT WOMEN AND DELIVERIES)

Yog koj cev xeeb tub lawm, qhia rau MHS thiaj koj lub county qhov chaw khiav hauj lwm pab neeg (human services department) paub tam sid. Qhov no yog ua kom koj tau txais kev pab ntxiv. Tej zaum koj yuav tsis muaj qhov pab nrog them (co-pays) thaum koj cev tsis tab seeb.

Koj yuav tsum mus tau koj tus me nyuam rau ntawm MHS lub tsev kho mob. Nrog koj tus kws kho mob hauv MHS tham kom koj paub tseeb hais tias koj yuav tau mus rau lub tsev kho mob twg thaum txog caij tau koj tus me nyuam.

Ntxiv thiaj, nrog koj tus kws kho mob tham yog hais tias koj npaj mus ncig lwm qhov thaum lub hli kawg uas koj yuav los so. Vim peb xav kom koj kaj siab thiaj tsis muaj mob thaum tau me nyuam, tej zaum nws yuav tsis yog ib lub zoo sij hawm rau koj thiaj koj tus me nyuam uas tseem tsis tau yug los mus ncig lwm qhov. Peb xav kom koj tau ib tus me nyuam tsis muaj mob thiaj koj tus kws kho mob hauv MHS yog tus paub koj zoo thiaj yog tus yuav pab tau koj zoo dua. Tsis txhob tawm cheeb tsam koj nyob mus tau me nyuam rau lwm qhov tshwj tias ntshe koj tau txais ntawv tso cai los ntawm MHS lawm no xwb.

THAUM TWG KOJ YUAV RAUG THEM COV NQI KHO MOB (WHEN YOU MAY BE BILLED FOR SERVICES)

Nws yog ib qho tseem ceeb heev uas yuav tau ua raws nraim cov lus qhia thaum koj mus kho mob es koj thiaj tsis raug them cov nqi kho mob. Koj yuav tsum mus kho mob rau ntawm MHS cov kws kho mob thiaj cov tsev kho mob nkaus xwb tshwj tias ntshe koj tau txais ntawv tso cai ntawm peb lawm no xwb. Tib qho yuav zam tau ces tsuas yog rau cov mob ceev nkaus xwb.

Yog koj mus ncig teb chaws tawm hauv Wisconsin lawm es ho muaj mob ceev, cov kws kho mob yuav kho tau koj tus mob es mam xa cov nqi tuaj rau MHS. Tej zaum yuav muaj cov nqi them (co-payments) rau cov xwm txheej mob ceev uas koj tau txais tawm sab nraum Wisconsin. Tab sis cov nqi them rau Medicaid cov kev pab uas kam them yuav tsis ntau tshaj cov nqi kom them rau cov kev pab hauv Network.

MHS yuav tsis them cov nqi kho mob, nrog rau cov mob ceev, uas tau txais nyob lwm lub teb chaws uas tsis yog teb chaws Mes Kas (United States), Canada thiaj Mexico. Yog koj xav tau kev pab rau cov xwm txheej mob ceev thaum nyob hauv teb chaws Canada los yog Mexico, MHS yuav them rau qhov kev pab yog tus kws kho mob los yog lub tsev kho mob lub tuam txhab cia nyiaj nyob hauv teb chaws Mes Kas. Lwm cov kev pab kuj yuav pab them rau thiaj yog tau txais lus tso cai los ntawm lub HMO, yog tus kws kho mob lub tuam txhab cia nyiaj nyob teb chaws Mes Kas. Thov hu rau MHS yog koj tau txais cov kev pab rau cov xwm txheej mob ceev thaum nyob sab nraum teb chaws Mes Kas.

NQI THEM RAU TSWV CUAB (BILLING MEMBERS)

Cov Kev Kho Mob Uas Them thiab Tsis Them

Nyob hauv BadgerCare Plus thiab Medicaid SSI, yog koj tau txais ib daim nqi kho mob, hu rau pib qhov chaw pab cov tswv cuab ntawm 1-888-713-6180. Koj yuav tsis tau them rau tej kev kho mob uas BadgerCare Plus thiab Medicaid SSI kam them (tasis koj yuav tsum tau them cov nqi copayment). Yog koj tsis tau kev tso cai ntawm lub MHS koj yuav tsum tau them tus nqi tag nro.

Qhov kom ib tug tswv cuab them rau ib qhov nqi kho mob uas daim ntawv kho mob tsis them (a non-covered service) yeej tso cai pub ua tau, tshwj tej yam uas daim ntawv kho mob tsis them los yog tej yam ntsig txog cov kam them, xws li tsis mus ntsib kws kho mob raws li sij hawm tau teem tseg, hu xov toj thiab kev pab txhais lus.

Nyob hauv BadgerCare Plus – Benchmark thiab Core Plans, lub HMO thiab nws cov kws kho mob thiab cov cog lus nrog muab kev kho (subcontractors) kuj yuav kom koj them cov deductibles rau cov kev kho mob BadgerCare Plus kam them.

Koj yuav thov kom kws kho mob muab cov kev kho mob uas koj daim ntawv kho mob tsis them rau koj los tau. Thaum no ces kws kho mob yuav kom koj them cov nqi yog tias koj yeej tau lees them tej nuj nqi nrog kws kho mob tias maj mam them kom tas. Cov kws kho mob ntawd yuav xa cov nqi raws li lawv cov nqi kho tuaj rau koj them.

Cov Nqi Them (Co-payments)

Nyob hauv BadgerCare Plus lub HMO thiab nws cov kws kho mob thiab cov tau cog lus nrog muab kev kho yuav xa nqi tuaj rau koj them (co-payments). Cov tswv cuab hauv qab no lawd yuav zam tsis tau them (co-payments):

- Medicaid SSI cov tswv cuab,
- Cov nyob hauv cov tsev tu neeg mob/laus,
- Cov poj niam cev tsis tab seeb,
- Cov tswv cuab hnuv nyoog qis dua 19 xyooos uas yog cov tswv cuab hauv ib pawg neeg (tribe) uas tsoom fwv lees paub (federally recognized tribe), thiab
- Cov tswv cuab hnuv nyoog qis dua 19 xyooos uas cov nyiaj tau los raws tshaaj 100% ntawm Federal Poverty Level (FPL).
- Cov tswv cuab hnuv nyoog qis dua 19 xyooos uas yog cov tswv cuab hauv ib pawg neeg (federally recognized tribe).

LWM HOM NTAWV KHO MOB (OTHER INSURANCE)

Yog koj muaj lwm hom ntawv kho mob ntxiv nrog rau MHS, koj yuav tsum hais qhia rau koj tus kws kho mob los yog lwm tus kws kho mob paub. Koj tus kws kho mob yuav tsum xa cov nqi mus rau lwm hom ntawm kho mob ntawd ua ntej xa rau MHS. Yog koj tus kws kho mob hauv MHS tsis kam txais yuav koj lwm hom ntawv kho mob no, hu rau tus HMO Enrollment Specialist ntawm 1-800-291-2002. Tus HMO Enrollment Specialist yuav qhia rau koj seb yuav muab qhov HMO twg los tso li cas nrog koj lwm hom ntawv kho mob ntawd es koj thiaj siv tau ob qho tib si.

COV KEV PAB KHO MOB UAS MHS KAM THEM (SERVICES COVERED)

Lub HMO yuav tsum tau them cov kev kho mob uas tsim nyog yuav tau kho hauv BadgerCare Plus thiab los yog Medicaid SSI.

KHO MOB PUAS HLWB THIAB QUAV YEEB QUAV TSHUAJ (MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES)

MHS muaj kev pab kho mob puas hlwb thiab quav yeeb quav tshuaj rau tas nrho cov tswv cuab. Yog koj xav tau cov kev pab, hu rau 1888-713-6180.

KEV PAB NPAJ LUB NEEJ (FAMILY PLANNING SERVICES)

Peb muaj kev pab rau kev pab npaj lub neej (family planning services) uas tsis pub leej twg paub txog koj rau tas nrho cov tswv cuab. Qhov no hais txog cov tseem tsis tau muaj hnuv nyoog tib si thiab. Yog koj tsis xav nrog koj tus kws kho mob tham txog kev npaj lub neej, hu rau peb qhov chaw pab cov tswv cuab ntawm (Customer Service Department) 1-888-713-6180. Peb yuav pab koj xaiv ib tug kws kho mob rau kev npaj lub neej nyob hauv MHS uas tsis yog koj tus kws kho mob.

Peb xav txhawb kom koj mus cuag kev pab nrog koj npaj lub neej ntawm MHS ib tus kws kho mob. Li no peb thiaj pab tau koj xyuas tas nrho koj cov kev kho mob kom zoo rau koj. Tsoom fvw txoj cai pub cov tswv cuab xaiv lawv qhov chaw kho mob, nrog rau cov kws kho mob thiab cov chaw pab nrog npaj lub neej, kom tau txais kev pab rau kev xeeb tub thiab tej khoom siv. Yog li no, koj yuav mus ntsib tau ib qhov chaw muab kev pab nrog npaj lub neej twg los tau tsuav lawd kam txais koj daim Forward Health ID card txawm tias qhov chaw ntawd tsis muaj feem nyob hauv MHS.

KHO H尼亚V (DENTAL SERVICES)

1. Milwaukee, Waukesha, Ozaukee, Racine and Kenosha counties MHS muab kev pab kho hniaiv txhua yam. Tiam sis koj yuav tsum mus rau ntawm MHS tus kws kho hniaiv. Mus saib cov npe teev cia (Provider Directory) los yog hu mus rau qhov chaw pab cov tswv cuab ntawm 1-888-713-6180 kom paub cov kws kho hniaiv cov npe.

Ua ib tus tswv cuab rau hauv MHS koj muaj cai mus ntsib tau kws kho hniaiv rau ib qho uas teem caij mam mus tsis pub dhau 90 hnuv tom qab koj tau thov.

2. Counties not listed above: Koj yuav txais tau kev pab kho hniaiv ntawm tus kws kho hniaiv uas kam txais koj daim Forward Health ID card. Koj cov kev pab kho hniaiv yog lub Xeev muab, tsis yog MHS muab.

Mob Hniaiv Ceev Heev (Dental Emergency): Ib qho mob hniaiv ceev yog qhov yuav tau kho tam sid vim mob heev dhau, o, ua npaws, ua paug, los yog raug mob rauv cov kaus hniaiv.

1. Yog koj twb muaj tus kws kho hniaiv nyob hauv MHS lawm:
 - Hu mus rau tus kws kho hniaiv qhov chaw ua hauj lwm.
 - Qhia tias koj los yog koj tus me nyuam yog tus mob hniaiv ceev.

- Qhia meej rau tus kws kho hniav qhov chaw ua hauj lwm seb qhov teeb meem yog dab tsi. Qhov nov kuj zoo li mob ib tus hniav heev los yog lub ntsej muag o. Qhia kom tseeb tias qhov chaw kho hniav ntawd to taub tias yog koj los koj tus me nyuam yog tus “mob hniav ceev.”
- Hu rau peb yog hais tias koj xav tau kev pab thauj mus cuag kws kho hniav raws li tau teem caij lawm.

2. Yog koj tsis tau muaj tus kws kho hniav nyob hauv MHS:

- Hu rau MHS. Qhia rau peb tias koj/koj tus me nyuam mob hniav ceev heev. Peb yuav pab nrhiav kev pab kho hniav rau koj.
- Qhia rau peb paub yog koj xav kom pab thauj mus rau ntawm tus kws kho hniav qhov chaw ua hauj lwm.

Yog xav tau kev pab txog qhov mob hniav ceev hu rau 1-888-713-6180. Koj muaj cai txais kev pab kho rau qhov mob hniav ceev no tsis pub dhau 24 teev tom qab koj tau thov.

KHO MOB ZUAJ IB CE (CHIROPRACTIC SERVICES)

Koj yuav tsum mus kho mob zuaj ib ce ntawm ib tug kws kho mob zuaj ib ce uas nws kam txais koj daim Forward Health ID card, yog hais tias koj yog BadgerCare Plus thiab Medicaid SSI ib tus tswv cuab. Koj kev kho mob zuaj ib ce yog lub Xeev muab, tsis yog MHS muab.

TSHUAJ NTSUAM MOB (HEALTHCHECK)

Kev tshuaj ntsuam mob (HealthCheck) yog ib txoj kev pab cuam tiv thaiv kev mob nkeeg rau cov tswv cuab uas tsis tau muaj 21 xyoos. Qhov kev tshuaj ntsuam mob no yuav them rau tas nrho cov kev tshuaj mob. Cov kev tshuaj mob no tseem ceeb heev rau cov tseem tsis tau muaj 21 xyoos. Tus kws kho mob xav pom cov tsis tau muaj 21 xyoos mus kuaj mob, tsis txhob tos muaj mob mas mus.

Txoj kev pab cuam noj qab haus huv HealthCheck muaj peb lub hom phiaj:

1. Tshawb nrhiav thiab kho teeb meem kev mob nkeeg rau cov tsis tau muaj 21 xyoos.
2. Qhia rau koj paub txog tej kev pab kho mob tshwj xeeb rau cov tsis tau muaj 21 xyoos.
3. Pab kom cov tsis tau muaj 21 xyoos tau txais ib cov kev pab kho mob uas ntawv kho mob tsis them.

Txoj kev pab cuam HealthCheck no yuav pab nrog them kho tej mob uas tshawb pom thaum muab kev tshuaj ntsuam, nrog rau kev kho mob, kho qhov muag thiab kho hniav.

HealthCheck ntsuas ntsuam txog:

- Keeb kwm kev mob nkeeg thiab kev loj hlob (nrog rau kev cob qhia).
- Muab hle khaub ncaws ntsuas thoob plaws ib ce.
- Ntsuas qhov muag.

- Ntsuas kev hnov lus.
- Ntsuas kaus hniav thiab xa mus cuag kws kho hniav thaum muaj 1 xyoos.
- Txhaj tshuaj tiv thaiv kab mob raws li nws lub hnuv nyoog.
- Ntsuas ntsuam ntshav thiab zis (xws li sim ntshav seb puas muaj lead siab li cas raws li nws lub hnuv nyoog).

MHS yuav pab nrog xyuas tsheb thauj mus ntsuas ntsuam mob. Hu rau peb qhov chaw pab cov tswv cuab ntawm 1-888-713-6180.

Yog xav teem caij mus ntsuas ntsuam mob los yog xav paub ntiv, hu rau peb qhov chaw pab cov tswv cuab ntawm 1-888-713-6180.

TSHEB THAUJ MUS THAUJ LOS (TRANSPORTATION)

BadgerCare Plus thiab Medicaid SSI Cov Tswv Cuab

Tseb thauj mus thauj los rau cov neeg tsis mob heev (Non-Emergency Medical Transportation (NEMT)). Cov tseb no yog lis city bus, non-emergency ambulance, Specialized Medical Vehicles (SMV), los yog lwm hom tseb uas yuav thauj tau tus tswv cuab raws li nws txoj kev mob, tsuav yog BadgerCare Plus thiab Medicaid SSI kam them. Xav paub ntiv txog kev thauj mus thauj los mus tsib kws kho mob, hu rau 1-866-907-1493 los yog TTY 1-800-855-2880.

TSHEB THAUJ NEEG MOB CEEV (AMBULANCE)

MHS yuav them tsheb thauj neeg mob rau cov mob ceev. Peb kuj them qhov tsheb thauj no rau lwm lub sij hawm thiab, tab sis koj yuav tsum tau txais ntawv tso cai rau txhua zaub uas tsis yog mob ceev. Hu rau peb qhov chaw pab cov tswv cuab ntawm 1-888-713-6180 kom tso cai.

KEV PAB YUAV TSHUAJ (PHARMACY BENEFITS)

Koj cov tshuaj uas kws kho mob ua ntawv kom yuav thiab qeev yam tshuaj uas koj yuav thom khws yog lub Xeev ua tus them, tsis yog MHS them.

Koj yuav tau txais ntawv mus yuav tshuaj los ntawm MHS ib tus kws kho mob, ib tus kws kho mob tshwj xeeb los yog ib tus kws kho hniav. Koj yuav rov qab mus nqa tau tshuaj ntiv nyob rau ntawm ib qhov chaw muag tshuaj twg los tau tsuav nws yog BadgerCare Plus Core thiab Medicaid SSI lub.

Thov muab koj daim ForwardHealth ID card qhia rau qhov chaw muag tshuaj thaum koj mus nqa tshuaj. Tsis txhob muab koj lub MHS daim ID card rau qhov chaw muag tshuaj. Tej zaum koj kuj yuav tau them qhov nqi them (co-payments) los yog yuav muaj qhov koj daim ntawv kho mob tsuas them txij lis cas xwb.

XYUAS TXOG KEV KHO MOB (CARE EVALUATION) (Rau SSI Medicaid cov tswv cuab xwb)

Ua ib tus tswv cuab rau hauv MHS, koj yuav tau tham nrog ib tus neeg ua hauj lwm txog cov kev pab kho mob uas koj xav tau. Koj tus case manager/care coordinator yuav hu rau koj tsis pub dhau 60 hnuv tom qab koj muaj npe rau hauv MHS lawm. Nws yuav teem ib lub caij nrog koj tham txog koj kev mob nkeeg thiab cov kev kho mob uas koj xav tau. Nws yog ib qho tseem ceeb heev uas koj yuav tau tham nrog koj tus case manager/care coordinator. Yog koj muaj lus nug dab tsi

los yog xav hu ncaj nraim rau MHS mus teem caij tham txog koj kev kho mob, hu rau 1-888-713-6180.

Yog koj teem caij tsis tau los yog tsis tau txais kev pab kuaj ib ce los ntawm MHS, thov hu rau tus xov tooj pab cov tswv cuab hauv Xeev ntawm 1-800-362-3002.

YOG KOJ TSIV MUS RAU LWM QHOV CHAW (IF YOU MOVE)

Yog koj npaj tsiv mus rau lwm qhov chaw, hu rau lub county Department of Social los yog Human Services. Yog koj tsiv mus rau lwm lub county, koj yuav tau hu rau lub Department of Social los yog Human Services hauv koj lub county tshiab kom lawv kho koj tej ntaub ntawv dua.

Yog koj tsiv tawm ntawm cheeb tsam MHS, hu rau ib tus HMO Enrollment Specialist ntawm 1-800 291-2002. MHS tsuas pab thaum mob ceev xwb yog koj tsiv tawm ntawm peb cheeb tsam muab kev pab lawm. Ib tus HMO Enrollment Specialist yuav pab koj xaiv ib lub HMO uas muaj kev pab ntawm cheeb tsam koj nyob.

NHRIAV TSWV YIM ZAUM OB RAU QHOV MOB (SECOND MEDICAL OPINION)

Kev nrhiav tswv yim zaum ob los ntawm lwm tus kws kho mob rau qhov uas tau pom zoo kho koj tus mob yog ib qho tsim nyog yuav tau ua rau ib txhia mob. Noog koj tus kws kho mob los yog peb qhov chaw yog xav paub ntxiv.

KEV ZAM RAU HMO (HMO EXEMPTIONS)

Kev zam rau HMO txhais tau hais tias koj tsis tas yuav cuv npe rau ib lub HMO es thiaj yuav tau txais koj cov kev pab kho mob. Kev zam feem ntau tsuas zam ib lub sij hawm luv kom koj mus kho qhov mob kom tiav ua ntej koj cuv npe rau ib lub HMO xwb. Yog koj xav tias koj xav kom zam rau qhov cuv npe rau ib lub HMO, hu rau ib tus HMO Enrollment Specialist ntawm 1-800-291-2002 kom paub ntxiv.

NTAUB NTAWV SAU TSEG TAW IB TUG NEEG NROG MUAB KEV TXIAV TXIM HAUV KEV KHO MOB (LIVING WILL OR POWER OF ATTORNEY FOR HEALTHCARE)

Koj muaj cai txiaiv txim txog txoj kev kho koj tus mob. Koj muaj cai txais los yog tsis txais kev kho mob los yog phais mob. Koj tseem muaj cai npaj thiab teev tej yam kev kho mob uas koj xav tau yav tom ntej thaum koj hais tsis taus raws li koj xav lawm. Koj yuav hais tau rau koj tus kws kho mob kom nws paub txog koj tej kev xav uas yog sau daim ntawv hu ua living will los yog power of attorney tseg cia. Nug koj tus kws kho mob kom paub ntxiv.

Koj muaj cai ua ntaub ntawv tsis txaus siab mus rau Department of Health Services, Division of Quality Assurance yog tias muaj kev ua tsis raws li koj cov ntaub ntawv sau tseg. Yog koj xav tau kev pab uas daim ntawv nos, koj muaj cai thov kev pab.

MUJ CAI SAIB COV NTAUB NTAWV KHO MOB (RIGHT TO MEDICAL RECORD)

Koj muaj cai hais kom koj qhov chaw kho mob luam koj cov ntaub ntawv kho mob rau koj. Peb kuj pab tau koj mus muab cov qauv rau koj thiab. Thov hu rau 1-888-713-6180 yog xav kom pab. Ceeb toom: Tej zaum koj yuav tau them tus nqi luam koj cov ntaub ntawv kho mob. Koj muaj cai pauv tau tej qhov uas muab sau tsis yog rau koj cov ntaub ntawv kho mob yog koj tus kws kho mob pom zoo raws li koj hais.

MHS TUS PAB COV TSWV CUAB TAWM TSWV YIM (MEMBER ADVOCATE)

MHS muaj ib Tus Neeg Pab Tawm Tswv Yim (Member Advocate) rau cov tswv cuab. Tus Pab Tawm Tswv Yim no yuav teb tau koj cov lus nug txog cov kev kho mob tau txais lom ntawm MHS. Tus Pab Tawm Tswv Yim kuj tseem pab koj daws tej teeb meem uas tej zaum koj muaj rau cov kev kho mob tau txais los ntawm MHS. Koj hu tau mus rau Tus Pab Tawm Tswv Yim ntawm 1-888-713-6180.

TUS PAB TAWM TSWV YIM SAB NRAUD (EXTERNAL ADVOCATE)

(rau Medicaid SSI nkaus xwb)

Yog koj muaj teeb meem txog kev kho mob thaum koj cuv npe rau hauv MHS los yog Medicaid SSI cov kev pab, hu rau SSI HMO tus pab tswv yim ntawm 1-800-708-3034.

XEEV WISCONSIN HMO QHOV KEV PAB DAWS TEEB MEEM (STATE OF WISCONSIN HMO OMBUDS PROGRAM)

Lub Xeev Wisconsin muaj Cov Neeg Pab Daws Teeb Meem (Ombuds) uas yuav pab teb koj tej lus noog los yog teeb meem uas koj muaj thaum koj yog ib tus tswv cuab rau ib lub HMO. Cov Neeg Pab Daws Teeb Meem no yuav qhia koj seb yuav ua li cas thiaj tau txais kev kho mob hauv HMO raws li koj xav tau. Cov Neeg Pab Daws Teeb Meem no tseem yuav pab koj daws tej teeb meem los yog kev tsis txaus siab uas koj muaj rau HMO qhov kev pab cuam los yog koj lub HMO. Hu rau 1-800-760-0001 yog koj xav nroj ib tug Neeg Pab Daws Teeb Meem.

KEV TSI TXAUS SIAB THIAB THOV KOM ROV HAIS DUA (COMPLAINTS, GRIEVANCES AND APPEALS)

Peb xav paub yog koj tsis txaus siab rau koj kev kho mob tau txais los ntawm MHS. Thov hu rau MHS Tus Neeg Pab Tawm Tswv Yim (Member Advocate) ntawm 1-888-713-6180 yog hais tias koj muaj lus tsis txaus siab. Los yog koj sau ntawv tuaj rau peb ntawm:

MHS Health Wisconsin
10700 W. Research Dr. #300
Milwaukee, WI 53226

Yog koj xav nrog lwm tus sab nraud ntawm lub MHS tham txog qhov teeb meem, hu rau HMO Tus Kws Paub Txog Kev Teev Npe (Enrollment Specialist) ntawm 1-800-291-2002. Tej zaum Tus Kws Paub Txog Kev Teev Npe yuav pab tau koj daws qhov teeb meem ntawd, los yog pab koj sau ib tsab ntawv tsis txaus siab mus rau MHS los yog mus rau BadgerCare Plus thiab Medicaid SSI cov kev pab cuam.

Qhov chaw nyob xa tsab ntawv tsis txaus siab mus rau Wisconsin BadgerCare Plus thiab Medicaid SSI Programs yog:

BadgerCare Plus and Medicaid SSI
Managed Care Ombuds
P. O. Box 6470
Madison, WI 53716-0470
1-800-760-0001

Yog qhov koj tsis txaus siab ntawd yuav tsum tau muab daws tam sid vim hais tias yog muab qhov kho tus mob ncu nte mus yuav ua teeb meem loj ntxiv, thov hu rau MHS kom sai li sai tau ntawm tus xov tooj 1-888-713-6180.

Peb tsis muaj cai yuav pab koj txawv dua li lwm cov tswv cuab vim qhov koj tau ua ntawv tsis txaus siab los yog thov kom muab qhov teeb meem los hais dua. Yuav tsis muaj dab tsi cuam tshuam rau koj cov kev pab.

Koj muaj cai ua ntawv rau State of Wisconsin Division of Hearings and Appeals (DHA) kom muaj ib lub rooj taug kev ncaj ncees (fair hearing) yog koj tseeg tias lub MHS ua yuam kev tsis muab kev kho mob rau koj, muab koj cov kev pab txwv, txo, ncu los yog txiav tu. Qhov ua ntawv tsis txaus siab no yuav tsum txhob pub dhau 45 hnuv tom qab hnuv muaj qhov teeb meem. Yog koj thov DHA kom muaj lub rooj sib hais ua ntej hnuv pib muab koj qhov kev pab txiav tu, qhov kev pab yuav muab mus ntxiv. Tej zaum koj yuav tau them cov nqi yog hais tias lub rooj sib hais txiav txim tsis tuaj koj sab.

Yog koj xav kom muaj lub rooj taug kev ncaj ncees, sau ntawv mus rau:

Department of Administration
Division of Hearings and Appeals
P. O. Box 7875
Madison, WI 53707-7875

Lub rooj taug kev ncaj ncees no yuav muab hais rau hauv lub county uas koj nyob. Koj muaj cai coj ib tus phooj ywg los yog ib tus sawv cev nrog koj mus rau ntawm lub rooj sib hais. Yog hais tias koj xav tau kev pab vim muaj mob xiam oob qhab, los yog neeg txhais lus, thov hu rau (608) 266-3096 (lub suab) los yog (608) 264-9853 (muaj teeb meem tsis hnov lus).

Peb tsis muaj cai yuav pab koj txawv dua li lwm cov tswv cuab vim qhov koj tau thov kom muaj lub rooj taug kev ncaj ncees. Yuav tsis muaj dab tsi cuam tshuam rau koj cov kev pab.

Yog koj xav tau kev pab sau tsab ntawv thov kom muaj lub rooj taug kev ncaj ncees, thov hu rau BadgerCare Plus los yog Medicaid SSI Tus Neeg Pab Daws Teeb Meem ntawm 1-800-760-0001 los yog HMO Tus Kws Paub Txog Kev Teev Npe ntawm 1-800-291-2002.

KEV THEM NYIAJ RAU COV KWS KHO MOB (PHYSICIAN INCENTIVE PLAN)

Koj muaj cai nug seb peb puas muaj kev cog lus tshwj xeeb txog fab nyiaj txiag li cas nrog peb cov kws kho mob uas yuav cuam tshuam rau kev xa neeg mus cuag lwm tus kws kho mob thiab lwm yam kho mob uas koj xav tau. Xav paub txog qhov no ntxiv, hu rau peb qhov chaw pab cov tswv cuab ntawm 1-888-7136180 thiab noog kom paub txog peb kev them nyiaj rau kws kho mob.

KWS KHO MOB COV KEV KAWM (PROVIDER CREDENTIALS)

Koj muaj cai paub txog peb cov kws kho mob cov kev kawm, ntawv pov thawj ua kws kho mob thiab rov qab kawm ntxiv kom rov tau ntawv pov thawj dua. Yog xav paub txog cov no, hu rau peb qhov chaw pab cov tswv cuab ntawm 1-888-713-6180.

TSWV CUAB COV CAI (MEMBER RIGHTS)

- Koj muaj cai thov kom muaj ib tus neeg txhais lus pab koj rau lub sij hawm muaj kev kho mob uas BadgerCare Plus thiab/los Medicaid SSI them.
- Koj muaj cai tau txais phau ntawv rau cov tswv cuab (member handbook) no muab txhais ua lwm hom lus los yog muab luam ua lwm yam qauv (format).
- Koj muaj cai tau txais kev kho mob raws li federal thiab state cov cai lij choj. Txhua yam kev kho mob uas koj daim ntawv kho mob them yuav tsum muaj rau koj thiab pab kom koj mus cuag tau. Thaum tsim nyog yuav tau kho tus mob lawm, kev kho tus mob yuav tsum muaj qheb rau koj 24 teev tuaj ib hnuv, 7 hnuv tuaj ib lub hlis piam.
- Koj muaj cai paub txog ntau txoj hauv kev kho koj tus mob nrog rau qhov mus muab tswv yim zaum ob ntawm lwm tus kws kho mob hais txog kev kho koj tus mob.
- Koj muaj cai txiav txim txog koj txoj kev kho mob.
- Koj muaj cai raug luag hwm thiab saib taus.
- Koj muaj cai tsis pub raug muab cais los yog muab tuav tseg kom tau siv dag zog los tsim txom koj, muab koj khoo, ua phem los yog rau txim rau koj.

KOJ COV CAI (YOUR CIVIL RIGHTS)

MHS muab kev pab cuam kho mob rau tas nrho cov tswv cuab tsis hais:

- Hnuv Nyoog
- Haiv Neeg
- Kev Ntseeg
- Cev Nqaij Daim Tawv
- Kev Xiam Oob Qhab
- Poj Niam/Txiv Neej
- Kev Ua Plees Ua Yi
- Keeb Kwm Haiv Neeg
- Kev Txij Nkawm
- Muaj Ntaub Ntawv Raug Ntes los yog Raug Kaw Los Lawm
- Kev Ua Tub Rog

Txhua yam kho mob uas daim ntawm kho mob kam them yuav muaj rau txhua tus tswv cuab. Txhua yam kho mob yuav muab zoo ib yam nkaus rau tas nrho cov tswv cuab. Txhua tus neeg los yog koom haum muaj kev koom nrog MHS uas ua ntawv xa los yog pom zoo rau cov tswv cuab mus txais kev kho mob yuav tsum coj tib yam nkaus rau tas nrho cov tswv cuab thiab.

Muaj kev pab txhais ntawv los yog txhais lus rau cov tswv cuab uas lawv xav tau. Qhov no yog pab dawb xwb.

**Cov Ntsiab Lus Txog Kev Pab
BadgerCarePlus Kev Pab Feem Ntau thiab SSI Kev Pab
Standard Plan & SSI Benefits**

Cov kev kho mob yuav tsum yog cov tau kho xwb.

Kev Pab	Kev Pab Feem Ntau & SSI Kev Pab	Tau Them Ua Ntej
Tshuaj	Them tag nrho	*\$.50 rau \$3
Ntsib kws kho mob	Them tag nrho	MHS them rau
Pw rau tsev kho mob	Them tag nrho	MHS them rau
Kho mob rau tsev kho mob	Them tag nrho	MHS them rau
Chav kho mob xwm kub ceev	Them tag nrho	MHS them rau
Tsev laus	Them tag nrho	MHS them rau
Kev zuaj ua tes ua taw	Them tag nrho	MHS them rau
Kev pab tu cov mob tim tsev	Them tag nrho	MHS them rau
Tshuab kho mob	Them tag nrho	MHS them rau
Cov khoom siv rau kev kho mob	Them tag nrho	MHS them rau
Kev thauj mus los	Tsheb thauj neeg mob loj, kev thauj rau cov muaj lub tsheb zaum	MHS them rau
*Kev kho hniav	Kev kho kom txhob muaj mob hniav, kho cov puas, tshuaj loog	*\$1 rau 3
Kev kuaj qhov muag	Kuaj ib zaug thiab ib lub tsom iav rau ib xyoo	MHS them rau
Kev kuaj kev hnov lus	Them tag nrho	MHS them rau
Kev pab kho mob rau cov yuav tag sim neej	Them tag nrho	Tsis them ua ntej
Kev pab npaj rau kev muaj menyuam	Them tag nrho	Tsis them ua ntej
Kws kho nrab qaum	Them tag nrho	*\$3
Kws kho ko taw	Them tag nrho	MHS them rau
Kev pab rau cov puas hlwb	Kuaj tim tsev kho mob thiab pw tsev kho mob. (Pw rau cov tsev kho cov neeg puas hlwb yuav tsis them rau.)	MHS them rau
Kev kawm txog kev noj qab haus huv	MHS kev pab ntxiv	MHS them rau

*Seb koj nyob rau lub nroog twg qhov kev pab rau kev kho hniav yuav los ntawm lub chaw them nqi kho mob HMO los sis them ntawm lub xeev los. Kev yuav tshuaj thiab kev kuaj nrab qaum yog kev them yog los ntawm lub xeev rau txhua lub nroog. Koj mus txais tau kev pab no ntawm tus kws kho mob uas kam txais koj daim ntawv them nqi kho mob ForwardHealth Card.