



Member Handbook

Community Link, Inc.

formerly CCCW, ContinuUs, & WWC

www.cli.ngo

3349 Church Street, Suite 1 • Stevens Point, WI 54481 • 877-622-6700 | 28526 US Highway 14 • Lone Rock, WI 53556 • 877-376-6113
1407 St. Andrew Street, Suite 100 • La Crosse, WI 54603 • 877-785-6266

DHS Approval Date: 1/13/2017

Dear Partner:

Our goal is to support you and the community you call home. But we cannot do that without you! We are here to follow your lead, and help you connect to the resources you need to live the life of your choosing.

Thank you for taking the lead in this important partnership. Speaking of partnership, you have a team of people to help you succeed. They are here to support you, so make sure you write down their names and numbers so you can reach them when you need their help.

Community Resource Coordinator

Phone

Health & Wellness Coordinator

Phone

In addition to your team, there is an entire organization working on your behalf. We thought you might like to know more about us.

Who is Community Link, Inc., Inc.? Community Link, Inc., Inc. (CLI) is a values-based organization whose vision is to support full and meaningful lives. We do this by partnering with others to build inclusive communities focused on the collective, and we utilize a set of values to define our business practices and standards of operation. To understand CLI, you must first understand our Vision, Mission, and Values.

Our Vision: The innovative leader in building vibrant and inclusive communities, Community Link, Inc., Incorporated, empowers full and meaningful lives of those we serve.

Our Mission: We proactively partner with others to build a shared vision of long-term care that offers the people we serve choice, connections, and dignity fostering full participation in communities.

Our Values: Partnership, Respect, Innovation, Integrity, Development, Excellence.

Our History: Community Link, Inc., Inc. (CLI) was formed to leverage 48 collective years of experience in delivering a person-centered and community-focused approach to the Family Care program across a large portion of Wisconsin. While the name may be new, CLI is not new to long-term care. In fact, its founding organizations—Community Care Connections of Wisconsin, Western Wisconsin Cares, and ContinuUs—have been industry leaders for nearly two decades. In operation since 2000 as county pilot participants, CLI's rich history and collective experience is time-tested, refined, and has consistently performed at the high end of MCO metrics regarding quality, cost efficiencies, and member satisfaction. With proven success in multiple expansions into new Family Care counties and service regions, robust network development, and collaborative stakeholder engagement, CLI is committed to providing continued excellence in the delivery of Family Care supports and services across Wisconsin.

If you need this handbook in another language, Braille, or large print, please call:

Main Office: 715-345-5968
Toll-free: 877-622-6700
TTY: 715-204-1799

Interpreter and translation services are available free of charge. If you have special needs, this document may be available in other formats.

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For help to interpret this, free of charge, please call 877-622-6700 TTY: 715-204-1799

Si necesita este documento en otro idioma, Braille o en letra grande, por favor llame al:

Main Office: 715-345-5968
Toll-free: 877-622-6700
TTY: 715-204-1799

Los servicios de intérprete y traducción están disponibles de forma gratis. Si tiene necesidades especiales, puede disponer de este documento en otros formatos.

SERVICIOS DE INTÉRPRETE

Si desea ayuda para interpretar esto, de forma gratis, por favor llame al 877-622-6700 TTY: 715-204-1799

Если вам нужен данный документ на другом языке, напечатанным шрифтом Брайля или крупным шрифтом, обращайтесь по телефону:

Main Office: 715-345-5968
Toll-free: 877-622-6700
TTY: 715-204-1799

Услуги переводчика предоставляются бесплатно. Если у вас есть особые потребности, данный документ можно получить в другом формате.

Чтобы бесплатно получить помощь в переводе данного документа, обращайтесь по телефону: 877-622-6700 TTY: 715-204-1799

Yog koj xav tau phau ntawv no ua lwm hom lus, Braille, los yog ib phau uas cov tsiaj ntawv ntaus loj dua, thov hu rau:

Main Office: 715-345-5968
Toll-free: 877-622-6700
TTY: 715-204-1799

Cov kev pab txhais lus thiab txhais ntawv yog pab dawb xwb. Yog koj muaj teeb meem nyeem tsis tau phau ntawv no, nws kuj muaj lwm hom kom koj nyeem tau.

KEV PAB TXHAIS LUS

Yog xav kom pab txhais qhov no, uas yog pab dawb xwb, thov hu rau 877-622-6700 TTY: 715-204-1799

Cov Txheej Lus

Tshooj Lus 1. Cov xov tooj tseem ceeb thiab cov chaw muab kev pab.....	9
Community Link, Inc. Tus Xov Tooj Thiab Qhov Chaw Hu Tau	9
Lwm Tus Xov Tooj Thiab Chaw Tseem Ceeb Hu Tau	9
Tshooj Lus 2. Zoo Siab Txais Tos thiab Lus Qhia Paub Ua Ntej	17
Zoo siab txais tos rau hauv Community Link, Inc.....	17
Qhov kev pab cuam Family Care yuav pab tau kuv li cas?.....	18
Leej twg yuav pab kuv?	18
Nws txhais tau li cas rau ntawm qhov los mus ua ib tug tswv cuab?	19
Leej twg thiaj ua tau ib tug tswv cuab rau ntawm Community Link, Inc.?	20
Yuav ua li cas kuv thiaj ua tau ib tug tswv cuab?	22
Tshooj Lus 3. Yam yuav tau paub hais txog tau txais cov kev pab.....	24
Family Care ua hauj lwm li cas?	24
Dab tsi yuav tau muaj rau hauv koj daim phiaj npaj rau kev pab tu koj?	25
Yuav xaiv cov kev pab thiab tso cai rau cov kev pab li cas?	26
Yog cov kev kuv xav tau muaj kev paub ne?	28
Kuv yuav siv cov muab kev pab tu uas ua hauj lwm ua ke (provider network) li cas?	28
Family Care pab koj tswj cov kev pab tu koj li cas?	29
Dab tsi yog qhov yus tus kheej yog tus tswj cov kev pab?	30
Dab tsi uas kuv yuav tau ua thaum muaj ib qhov xwm txheej kub ceev?	31
Kuv yuav tau txais kev pab tu li cas tom qab cov sij hawm ua hauj lwm?	31
Yog kuv xav tau kev pab thaum kuv tawm sab nraud ntawm cheeb tsam muab kev pab ne?	32

Tshooj Lus 4. Family Care cov kev pab.....	33
Cov kev pab twg yog cov muab rau koj?	33
Family Care cov kev pab daim ntawv qhia paub.....	34
Cov kev pab twg yog cov tsis muab rau koj?	38
Tshooj Lus 5. To taub txog leej twg them rau cov kev pab koj thiab kev khiav hauj lwm ntawm cov nyiaj pab koj	40
Kuv puas yuav tau them ib qhov kev pab twg?	40
Kuv yuav them nyiaj li cas?	42
Yog kuv tau txais ib daim nqi kom them nyiaj rau cov kev pab ne?	42
Family Care puas them rau cov kev pab nyob hauv cov chaw zej zos neeg nyob los yog tsev laus?	42
Medicare thiab kuv daim ntawv tuav pov hwm ua hauj lwm ua ke li cas?	44
Mus muab nyiaj rov qab los ntawm tej cuab yeej cuab tam (estate recovery) yog dab tsi? Nws siv rau kuv li cas?	45
Tshooj Lus 6. Koj cov cai	47
Tshooj Lus 7. Koj cov luag hauj lwm.....	51
Tshooj Lus 8. Tsis txaus siab thiab sib hais dua.....	54
Lus qhia ua ntej.....	54
Tsis txaus siab	55
Thov kom hais dua.....	59
Cov Kev Nrog Xyuas los ntawm Department of Health Services	66
Xeev Lub Rooj Mloog Kev Ncaj Ncees	68
Leej twg thiaj pab tau kuv ua ntawv tsis txaus siab los yog thov kom hais dua?	70
Tshooj Lus 9. Tas koj qhov ua tswv cuab rau hauv Community Link, Inc.....	72
COV NTAUV NTXIV.....	75

1. Cov lus txhais tseem ceeb	75
2. Cov Lus Txhais rau Family Care cov kev pab.....	84
3. Daim Ntawv Thov Kom Luv Feem Sib Pab Them (Application for Reduction of Cost Share).....	91
4. Piv Txwv Daim Ntawv Ceeb Toom Nqis Tes Ua (Sample Notice of Action).....	95
5. Community Link, Inc. daim ntawv foos ua thov kom muab qhov teeb meem los hais dua (appeal request form).....	96
6. Daim Ntawv foos Ua Thov Kom Muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees (State Fair Hearing request form)	100
7. Ntawv ceeb toom txog cov kev coj ua ntawm qhov ceev tsis pub lwm tus paub txog tus kheej (Notice of privacy practices)	101

Tshooj Lus 1. Cov xov tooj tseem ceeb thiab cov chaw muab kev pab

Community Link, Inc. Tus Xov Tooj Thiab Qhov Chaw Hu Tau

- 1.) Tus xov tooj hu tau rau txhua yam 715-345-5968 8:00am-4:30pm Monday-Friday
- 2.) Chaw nyob ntawm MCO cov chaw ua hauj lwm Stevens Point, Antigo, Marshfield, Merrill, Wausau, Wisconsin Rapids, Ashland, Centuria, Hayward, Ladysmith, Park Falls, Rice Lake, Spooner, Superior, Baldwin, Baraboo, Eau Claire, Lone Rock, Menomonie, Monroe, Platteville, Prairie du Chien, Blair, La Crosse, Mondovi, Neillsville, Sparta, Janesville.
- 3.) Cov kev pab cov tswv cuab
1-877-622-6700 8:00am-4:30pm Monday-Friday
- 4.) Tus xov tooj hu tau tom qab cov sij hawm ua hauj lwm
Toll-Free: 1-800-285-6425 4:30pm-8:00am on Weekdays; 24 hours a day on Weekends & Holidays
- 5.) Cov Kws Paub Txog Cov Tswv Cuab Cov Cai
Cov neeg ua hauj lwm pab cov tswv cuab yog cov kws uas paub piav txog cov tswv cuab cov cai. Lawv yuav xyeej sij hawm pab koj yog hais tias koj muaj ib lo lus tsis txaus siab los yog tsis haum siab. Lawv yuav muab tau ntaub ntawv los yog kev pab yog koj xav ua ntawv mus hais kom muab qhov uas koj pawg neeg tau txiav txim siab rau koj los xyuas dua.

Member Services 715-204-1805 or memberservices@communitycarecw.org
8:00am-4:30pm Monday-Friday

Lwm Tus Xov Tooj Thiab Chaw Tseem Ceeb Hu Tau

Kev Pab Tiv Thaiv Cov Muaj Hnub Nyoog (Adult Protective Services)

Txhua txhua lub county muaj ib lub chaw ua hauj lwm uas yuav xyuas thaum muaj neeg qhia tias tau muaj kev tsim txom, tsis saib tsis xyuas, nyiaj siv nyiaj, thiab tsis saib tsis xyuas tus kheej. Hu rau koj lub county tus xov tooj yog koj xav tham nrog ib tus neeg ua hauj lwm twg hais txog ib qho teeb meem uas koj xav tias tsam los yog kev tsim txom rau ib tus neeg muaj hnub nyoog (18 txog 59 xyoos) uas nws pab tsis tau nws tus kheej. Yog yuav qhia txog ib qho kev tsim txom rau ib tus neeg laus hnub nyoog siab tshaj 60 xyoos lawm, hu rau koj lub county lub chaw ua hauj lwm pab rau cov laus (elder adult-at-risk agency).

- **Ashland County** (Health & Human Services Department)
Phone: 1-715-682-7004
- **Barron County** (Department of Health & Human Services)
Phone: 1-715-537-5691
- **Bayfield County** (Department of Human Services)
Phone: 1-715-373-6144

- **Buffalo County** (Aging and Disability Resource Center)
Phone: 1-866-578-2372
- **Burnett County** (Health & Human Services Department)
Phone: 1-715-349-7600
- **Chippewa County** (Department of Human Services)
Phone: 715-726-7788
- **Clark County** (Department of Social Services)
Phone: 1-866-743-5233
- **Columbia County** (Aging and Disability Resource Center)
Phone: 608-742-9233
- **Crawford County** (Human Services Department)
Phone: 608-326-0248
- **Dodge County** (Aging and Disability Resource Center)
Phone: 920-386-3580
- **Douglas County** (Department of Health & Human Services)
Phone: 1-715-395-1304
- **Dunn County** (Aging and Disability Resource Center)
Phone: 715-232-4006
- **Eau Claire County** (Department of Human Services)
Phone: 715-839-7118
- **Grant County** (Department of Social Services)
Phone: 608-723-2136
- **Green County** (Aging and Disability Resource Center)
Phone: 608-328-9499
- **Green Lake County** (Health and Human Services)
Phone: 920-294-4070
- **Iowa County** (Aging and Disability Resource Center)
Phone: 608-930-9835
- **Iron County** (Human Services Department)
Phone: 1-715-561-3636
- **Jackson County** (Aging and Disability Resource Center)
Phone: 1-800-500-3910
- **Jefferson County** (Human Services)
Phone: 920-674-3105
- **Juneau County** (Department of Human Services)
Phone: 608-847-2400
- **La Crosse County** (Aging and Disability Resource Center)
Phone: 1-800-500-3910

- **Lafayette County** (Human Services)
Phone: 608-776-4800
- **Langlade, Lincoln, and Marathon Counties** (North Central Community Services)
Phone: 1-855-487-3338 or 715-841-5160
- **Marquette County** (Human Services)
Phone: 608-297-3124
- **Monroe County** (Aging and Disability Resource Center)
Phone: 1-800-500-3910
- **Pepin County** (Aging and Disability Resource Center)
Phone: 1-866-578-2372
- **Pierce County** (Aging and Disability Resource Center)
Phone: 715-273-6780
- **Polk County** (Human Services Department)
Phone: 1-715-485-8400
- **Portage County** (Health & Human Services Department)
Phone: 1-715-345-5350
- **Price County** (Health & Human Services)
Phone: 1-715-339-2158
- **Richland County** (Aging and Disability Resource Center)
Phone: 608-647-4616
- **Rock County** (Human Services Department – ADRC)
Phone: 1-608-741-3600 or 1-855-741-3600
- **Rusk County** (Department of Health & Human Services)
Phone: 1-715-532-2299
- **St. Croix County** (Department of Health and Human Services)
Phone: 715-246-8255
- **Sauk County** (Department of Human Services)
Phone: 608-355-4200
- **Sawyer County** (Health & Human Services Department)
Phone: 1-800-569-4162
- **Trempealeau County** (Aging and Disability Resource Center)
Phone: 1-800-273-2001
- **Vernon County** (Aging and Disability Resource Center)
Phone: 1-800-500-3910
- **Washburn County** (Health & Human Services Department)
Phone: 1-715-468-4747
- **Washington County** (Aging and Disability Resource Center)
Phone: 262-335-4497

- **Waukesha County** (Aging and Disability Resource Center)
Phone: 262-548-7848
- **Waushara County** (Department of Human Services)
Phone: 920-787-6618
- **Wood County** (Department of Social Services)
Marshfield Area Phone: 1-715-387-6374
Wisconsin Rapids Area Phone: 1-715-421-8600

Yog koj muaj ib qhov teeb meem kub ceev, hu rau 911

Aging and Disability Resource Centers

- Aging and disability resource centers (ADRCs) yog thawj qhov chaw mus muab tej ntaub ntawv uas muaj cov lus tseeb, tsis cais leej twg on hais txog txhua yam hauv lub neej ntsig txog cov neeg muaj hnuv nyoog los yog nyob nrog ib tus mob xiam oob qhab. ADRCs yog cov chaw tsis muab hlob, zoo siab txais tos txhuas tus tsis hais—tus kheej, tsev neeg los yog tej phooj ywg uas muaj lus txhawj xeeb, los yog cov kws ua hauj lwm tshaj lij pab rau cov neeg muaj hnuv nyoog los yog muaj mob xiam oob qhab—kom mus muab tau cov ntaub ntawv uas qhia paub txog lawv qhov teeb meem. The ADRC muab cov ntaub ntawv hais txog cov kev pab cuam thiab cov kev pab, pab cov neeg to taub txog cov kev pab tu mus sij hawm ntev uas muaj tau qhov rau yus xaiv thiab pab sawv daws ua ntawv thov rau cov kev pab cuam. Cov ADRCs nyob hauv Community Link, Inc. cheeb
- **Aging & Disability Resource Center Serving Adams, Green Lake, Marquette, and Waushara Counties**
Toll-Free: 1-877-883-5378
- **ADRC of Barron, Rusk & Washburn Counties**
Toll-Free: 1-888-538-3031
- **ADRC of Buffalo and Pepin Counties**
Toll-Free: 866-578-2372
- **ADRC of Central Wisconsin**
Serves residents of Langlade, Lincoln, Marathon, and Wood Counties
Toll-Free: 1-888-486-9545
- **ADRC of Chippewa County**
Toll-Free: 1-888-400-6920

- **ADRC of Clark County**
Toll-Free: 866-743-5144
- **ADRC of Columbia County**
Toll-Free: 1-888-742-9233
- **ADRC of Dodge County**
Toll-Free: 1-800-924-6407
- **ADRC of Douglas County**
Toll-Free: 1-866-946-2372
- **ADRC of Dunn County**
Phone: 1-715-232-4006
- **ADRC of Eagle Country**
Serves residents of Crawford, Juneau, Richland and Sauk Counties
Toll-Free: 1-877-794-2372
- **ADRC of Eau Claire County**
Toll-Free: 1-888-338-4636
- **ADRC of Jefferson County**
Toll-Free: 1-866-740-2372
- **ADRC of the North**
Serves residents of Ashland, Bayfield, Iron, Price, and Sawyer Counties
Toll-Free: 1-866-663-3607
- **ADRC of Northwest Wisconsin**
Serves residents of Burnett and Polk Counties and the St. Croix Chippewa Tribe
Toll-Free: 1-877-485-2372
- **ADRC of Pierce County**
Toll-Free: 1-877-273-0804
- **ADRC of Portage County**
Serves residents of Portage County
Toll-Free: 1-866-920-2525
- **ADRC of Rock County**
Phone: 1-608-741-3600 or
Toll-Free: 1-855-741-3600
- **ADRC of St. Croix County**
Toll-Free: 1-800-372-2333

- **ADRC of Southwest Wisconsin**
Serves residents of Grant, Green, Iowa, and Lafayette Counties
Toll-Free: 1-877-794-2372
- **ADRC of Trempealeau County**
Phone: 1-715-538-2001 or
Toll-Free: 1-800-273-2001
- **ADRC of Washington County**
Toll-Free: 1-877-306-3030
- **ADRC of Waukesha County**
Toll-Free: 1-866-677-2372
- **ADRC of Western Wisconsin**
Serves residents of La Crosse, Jackson, Monroe, and Vernon Counties)
Phone: 1-608-785-5700 or
Toll-Free: 1-800-500-3910

tsam yog:

Mus saib www.dhs.wisconsin.gov/adrc/index.htm kom paub ntiv txog ADRCs.

Cov Neeg Pab Daws Teeb Meem (Ombudsman Programs)

Ib tus neeg pab daws teeb meem (ombudsman) (om-budz-man) yog ib tus kws pab tswv yim tsis tuaj leej twg tog uas tsis yog ua hauj lwm rau Community Link, Inc. Leej twg uas tau txais Family Care cov kev pab yuav tau txais kev pab pub dawb los ntawm ib tus neeg pab daws teeb meem (ombudsman). Tus xov tooj hu tau yog nyob ntawm seb tus tswv cuab muaj hnub nyoog li cas.

Yog koj muaj hnub nyoog **60 xyoos los yog tshaj saud**, hu rau:

The Wisconsin Board on Aging and Long Term Care
1402 Pankratz Street, Suite 111
Madison, WI 53704-4001
Tus xov tooj hu dawb: 1-800-815-0015
Fax: 608-246-7001

Yog koj muaj hnub nyoog **18 mus rau 59 xyoos**, hu rau:

Disability Rights Wisconsin
131 W. Wilson Street, Suite 700
Madison, WI 53703
General: 608-267-0214
TTY: 888-758-6049
Fax: 608-267-0368
Madison tus xov tooj hu dawb: 1-800-928-8778
Milwaukee tus xov tooj hu dawb: 1-800-708-3034
Rice Lake tus xov tooj hu dawb: 1-877-338-3724

Cov Chaw Ua Hauj Lwm Muaj Kev Pab Nyiaj (Income Maintenance Consortiums)

Koj yuav tsum qhia pauv cov kev pauv hauv koj txoj kev nyob kev noj kev haus los yog nyiaj txiag tsis pub dhau 10 hnuv. Yog koj tsiv mus rau qhov chaw tshiab, koj yuav tsum qhia koj qhov chaw nyob tshiab. Cov kev pauv no yuav cuam tshuam rau cov kev pab seb koj puas yuav muaj feem tau txais Medicaid thiab Family Care. Qhia cov kev pauv no mus rau lub chaw ua hauj lwm muab kev pab nyiaj rau koj hauv koj lub county thiab Community Link, Inc. Cov chaw ua hauj lwm muab kev pab nyiaj (consortiums) hauv peb cheeb tsam yog:

- **Capital Consortium**

Serves residents of Adams, Columbia, Dane, Dodge, Juneau, Richland, Sauk, and Sheboygan Counties

Phone: 1-888-794-5556

Fax: 1-855-293-1822

- **Central Consortium**

Serves residents of Langlade, Marathon, Oneida, and Portage Counties

Phone: 1-888-445-1621

Fax: 1-855-293-1822

- **East Central Consortium**

Serves residents of Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca, Waushara, and Winnebago

Phone: 1-888-256-4563

Fax: 1-855-293-1822

- **Great Rivers Consortium**

Serves residents of Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, and Washburn Counties

Phone: 1-888-283-0012

Fax: 1-855-293-1822

- **Moraine Lakes Consortium**

Serves residents of Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha Counties

Phone: 1-888-446-1239

Fax: 1-855-293-1822

- **Northern Consortium**

Serves residents of Ashland, Bayfield, Florence, Forest, Iron, Lincoln, Price, Rusk, Sawyer, Taylor, Vilas, and Wood Counties

Phone: 1-888-794-5722

Fax: 1-855-293-1822

- **Southern Consortium**

Serves residents of Crawford, Grant, Green, Iowa, Jefferson, Lafayette, and Rock Counties

Phone: 1-888-794-5780

Fax: 1-855-293-1822

- **Western Consortium**

Serves residents of Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau, and Vernon Counties

Phone: 1-888-627-0430

Fax: 1-855-293-1822

Medicaid (Wisconsin ForwardHealth)

Yog koj muaj teeb meem siv koj daim npav ForwardHealth card them rau cov kev pab los yog cov kev kho mob los yog cov khoom uas tsis nyob hauv Family Care qhov kev pab (xws li tsom iav qhov muag, mus ntsib koj tus kws kho mob, los yog them rau cov tshuaj uas kws kho mob ua ntawv kom yuav), hu rau ForwardHealth qhov chaw pab cov tswv cuab (Member Services) tus xov tooj hu dawb ntawm:

1-800-362-3002

Qhia Paub Txog Kev Dag Siv Tsoom Fwv Nyiaj (Reporting Public Assistance Fraud)

Kev Dag txhais hais tias dag kom tau kev pab los yog tau nyiaj pab uas koj paub tias koj yuav tsum tsis txhob tau los yog pab lwm tus kom tau kev pab los yog tau nyiaj pab uas koj paub tias tus neeg ntawd yuav tsum tsis txhob tau. Leej twg uas tau dag yuav raug plaub. Yog ib lub tsev hais plaub txiav txim tias muaj ib tus neeg tau txais kev pab them nqi kho mob los ntawm qhov nws dag, lub tsev hais plaub yuav kom tus neeg ntawd them rov qab rau lub xeev rau cov kev pab ntawd, ntxiv nrog rau lwm cov kev nplua.

Yog koj xav tias tsam lam yog ib tus neeg twg tau siv tsoom fwv cov nyiaj pab tsis raws cai, xws li Family Care, koj hu tau rau tus xov tooj hais txog kev ua txhaum cai los yog sau ntawv qhia online rau ntawm:

1-877-865-3432

www.reportfraud.wisconsin.gov

Wisconsin FoodShare (QUEST Card)

Yog koj muaj lus nug los yog lus txhawj xeeb hais txog FoodShare, yog koj xav paub seb koj qhov nyiaj pab nyob ntawm koj daim npav FoodShare/QUEST card tshuav npaum cas, los yog yuav qhia txog koj daim npav QUEST card poob los yog muaj neeg nyiaj lawm, hu rau FoodShare tus xov tooj hu dawb pab cov tswv cuab ntawm:

1-877-415-5164

Wisconsin Division of Quality Assurance

Yog koj xav tias ib tus neeg uas muab kev pab tu lwm tus, chaw ua hauj lwm, chaw tu neeg mob tau ua txhaum lub xeev los yog tsoom fwv teb chaws cov cai, koj muaj cai hu qhia los yog ua ib daim ntawv tsis txaus siab mus rau Wisconsin Division of Quality Assurance. Thaum ua daim ntawv tsis txaus siab, yuav nug koj seb qhov chaw los yog tus neeg ntawd nyob hauv lub county twg. Yog yuav hu qhia los yog ua ib daim ntawv tsis txaus siab, hu rau call:

1-800-642-6552

Tshooj Lus 2. Zoo Siab Txais Tos thiab Lus Qhia Paub Ua Ntej

Zoo siab txais tos rau hauv Community Link, Inc

Zoo siab txais tos rau hauv Community Link, Inc, ib lub Koom Txoos Tswj Kev Pab Tu (Managed Care Organization) uas tswj hwm qhov kev pab cuam Family Care. Family Care yog Medicaid ib qhov kev pab cuam muab kev pab tu mus sij hawm ntev rau cov muaj hnub nyoog uas muaj feem tsim nyog tau txais kev pab uas muaj mob xiam oob qhab rau lub cev los yog kev loj hlob/laj lim tswv yim thiab cov laus uas tsis muaj ib lub zog pab tau lawv lawm. Family Care tau peev nyiaj siv los ntawm xeev thiab tsoom fww teb chaws cov nyiaj them se.

Phau ntawv tuav ntawm tes no yuav muab cov lus uas koj yuav tau:

- To taub lub ntsiab tseeb ntawm Family Care.
- Paub txog cov kev pab thiab tej nyiaj txiag muab los pab.
- To taub koj cov cai thiab cov luag hauj lwm.
- Ua ntawv tsis txaus siab los yog thov kom rov hais dua yog koj muaj ib qhov teeb meem los yog muaj lus txhawj xeeb.

Yog hais tias koj xav tau kev pab los mus nyeem phau ntawv tuav ntawm tes no, thov hu rau pab neeg tu koj. Cov lus qhia txog qhov hu tau rau pab neeg tu koj muaj nyob rau ntawm phab 8.

Yog muab hais dav ces, cov lus “koj” thiab “koj qhov” hauv phau ntawv no yog hais txog *koj*, tus *Tswv Cuab*. “Koj” thiab “koj li” kuj tseem txhais tau tias yog koj tus neeg tau tso cai sawv koj cev, xws li ib tus muaj cai saib xyuas los yog tus tuav koj daim ntawv tso cai txiav txim muab kev kho mob rau koj (activated power of attorney).

Nyob rau nram qab kawg ntawm phau ntawv no (phab 75) muaj cov lus txhais rau cov lus tseem ceeb. Cov lus txhais no yuav pab tau koj to taub cov lus thiab cov zaj lus uas kheev muab los siv rau hauv phau ntawv no.

Yog tias koj tseem tsis tau yog ib tug tswv cuab es koj muaj lus nug, los yog xav paub ntxiv seb yuav ua li cas thiab muaj npe tau txais kev pab rau hauv Family Care los yog lwm yam kev pab cuam, thov hu rau Qhov Chaw Pab Cov Laus thiab Cov Muaj Mob Xiam Oob Qhab (Aging and Disability Resource Center, ADRC) hauv koj cheeb tsam. ADRCs muab ntaub ntawv qhia paub thiab pab cov neeg ua ntawv thov cov kev pab thiab tej nyiaj txiag. Lub ADRC yog ib qhov chaw khiav hauj lwm nws muaj nws thiab tsis yog ib feem ntawm Community Link, Inc. Lub ADRC muaj los mus pab koj, txawm koj yuav txiav txim siab los tsis txiav txim los ua Family Care ib tug tswv cuab. Yuav mus nrhiav tau qhov chaw nyob thiab tus xov tooj ntawm lub ADRC hauv koj cheeb tsam nyob ntawm phab 12.

Qhov kev pab cuam Family Care yuav pab tau kuv li cas?

Ib lub hom phiaj tseem ceeb ntawm Family Care yog ua kom ntseeg tau tias cov neeg tau nyob hauv ib lub neej muaj kev kaj huv thiab muaj kev pab lawv nyob hauv tsev. Thaum cov neeg nyob hauv lawv lub tsev los yog hauv lawv tsev neeg lub tsev, lawv muaj lub zog tswj hwm lawv lub neej ntau dua. Lawv yuav txiav txim siab tau ua qeev yam, xws li yuav sawv thaum twg thiab yuav noj yuav haus thaum twg, thiab yuav npaj lawv hnuv nyob mus li cas.

Thaum koj koom nrog Family Care lawm, peb yuav tham nrog koj txog cov kev pab uas yuav pab tau koj nyob hauv tsev. Qhov no **tej zaum** kuj muaj xws li pab txua ib theem ntaiv kom lub laub muaj log khiav mus los tau los yog kev siv ib yam khoom hu tau thaum muaj mob es xav tau neeg pab.

Family Care:

- Pab tau kom koj lub neej nyob zoo dua qub thiab ceev ib lub neej noj qab nyob zoo.
- Pab koj nyob hauv koj tus kheej lub tsev nrog koj tsev neeg thiab tej phooj ywg.
- Nrog koj txiav txim txog cov kev pab tu koj.
- Pab kom koj pab tau koj tus kheej tsis tos leej twg.

Family Care muab kev tswj txoj kev pab tu thiab ntau yam kev pab uas yog tsim los kom pab tau koj raws li koj cov kev xav tau. Pab muab da dej, tsheb thauj mus los, tu vaj tu tsev thiab nqa zaub mov tuaj rau hauv tsev tsuas yog ib cov ntawm cov kev pab uas peb muab xwb. (Saib Tshooj Lus 4, phab 33, kom paub cov npe ntawm cov kev pab them nyiaj rau uas tau muab teev cia.)

Community Link, Inc yuav pab kom koj nyob tau tus kheej tsis tos leej twg raws li ua tau hauv koj lub tsev los yog lwm qhov chaw uas zoo txaus tsim nyog tus nqi them. Peb yuav ua kom ntseeg tau tias koj tau txais qhov kev pab tu uas koj xav tau kom noj qab nyob zoo thiab muaj kev kaj huv. Peb tseem yuav pab kom koj muaj kev sib cuag tau nrog koj tsev neeg, tej phooj ywg thiab lub zej zos.

Yog hais tias koj yog ib tug hluas npaj yuav tsiv tawm mus nyob koj ib leeg, Community Link, Inc yuav pab tau koj kom koj nyob tau ntxiv mus tsis tos leej twg. Piv txwv, peb yuav pab kom koj txhim kho koj tej kev txawj kom nthuav dav ntxiv kom nrhiav tau ib txoj hauj lwm ua los yog kawm kom paub npaj pluas noj koj tus kheej.

Leej twg yuav pab kuv?

Thaum koj yog Family Care ib tug tswv cuab lawm, koj yuav ua hauj lwm nrog ib pab kws tshaj lij tuaj ntawm Community Link, Inc. Pab no yog pab neeg tu koj thiab nws muaj KOJ nyob rau hauv uas muaj xws li:

- Ib tug neeg twg uas koj xav kom los koom rau hauv, xws li cov neeg hauv koj tsev neeg los yog cov phooj ywg;
- Ib Tug Kws Tu Neeg Mob (Registered Nurse);

- Ib Tug Kws Ua Hauj Lwm Rau Tib Neeg (Social Worker); thiab
- Lwm cov kws tshaj lij kuj yuav koom rau hauv yog nyob ntawm seb koj cov kev xav tau muaj li cas. Piv txwv, qhov no kuj muaj tau xws li ib tug kws kho lub cev kom mus ua taus hauj lwm, los yog ib tug kws kho kev nyuaj siab mob hlwb.

Koj yog ib feem tseem ceeb ntawm pab neeg tu koj ces koj yuav tsum tau koom rau **txhua fab** ntawm txoj kev npaj los tu koj. Qhia rau koj pab neeg paub yog koj xav tau kev pab kom thiaj li koom tau tus txheej txheem.

Txoj hauj lwm ntawm pab neeg tu koj yog ua hauj lwm nrog koj los mus:

- Nrhiav kom paub cov dej num koj muaj rab peev xwm ua tau, cov chaw muab kev pab, cov kev xav tau thiab cov koj nyiam ua.
- Tsim kom tau ib daim phiaj npaj rau kev tu koj uas muaj cov kev pab koj xav tau.
- Ua kom ntseeg tau tias cov kev pab nyob hauv koj daim phiaj npaj tu koj yeej muab rau koj tiag.
- Ua kom ntseeg tau tias cov kev pab uas Family Care muab rau koj ua tau raws li koj cov kev xav tau thiab zoo txaus tsim nyog tus nqi them.
- Ua kom ntseeg tau tias koj daim phiaj npaj tu koj yeej ua hauj lwm tau rau koj mus ntxiv.

Community Link, Inc txhawb kom cov neeg hauv koj tsev neeg, cov phooj ywg thiab lwm cov uas tseem ceeb rau koj nrog koom rau hauv txoj kev tu koj. Family Care yuav tsis hloov cov kev pab uas koj tau txais los ntawm koj tsev neeg, tej phooj ywg los yog lwm tus hauv lub zej zos. Peb yuav ua hauj lwm nrog koj los mus kho kom tej kev sib pab no loj mus ntxiv. Peb kuj tseem yuav pab koj nrhiav cov kev pab muaj nyob hauv zej zos uas yuav pab tau koj ntxiv, xws li cov tsev nyeem ntawv, cov chaw rau cov laus thiab cov tsev teev ntuj.

Yog thaum xav tau, peb kuj tseem pab tau koj nrhiav cov hauv kev los mus pab txhawb kom cov neeg pab koj muaj zog ntxiv. Piv txwv, yog hais tias cov neeg pab koj xav tau ib lub sij hawm so, peb kuj muaj cov kev pab so los siav. Kev pab so los siav yog muab ib lub sij hawm so mus ib pliag rau cov neeg pab tu koj kom lawv muaj sij hawm so los ceev lawv tus kheej kom txhob muaj mob es thiaj muaj lub zog pab tau koj mus tom ntej.

Nws txhais tau li cas rau ntawm qhov los mus ua ib tug tswv cuab?

Ua ib tug tswv cuab ntawm Community Link, Inc qhov kev pab cuam Family Care, koj thiab pab neeg tu koj yuav ua hauj lwm ua ke mus muab cov kev txiav txim siab txog koj kev noj qab haus huv thiab kev coj lub neej raws li koj nyiam. Nej yuav ua hauj lwm ua ke los mus muab kom tau cov kev xaiv ua uas zoo tshaj plaws los pab txhawb koj.

Koj yuav tau txais cov kev pab tu mus sij hawm ntev los ntawm Community Link, Inc cov muab kev pab tu (providers). Thaum koj los koom rau hauv Family Care lawm, peb yuav muab ntaub ntawv qhia txog cov muab kev pab tu uas tau pom zoo ua hauj lwm

rnog peb. Koj thiab pab neeg tu koj yuav ua hauj lwm ua ke los mus xaiv cov muab kev pab tu uas yuav pab tau koj zoo tshaj plaws raws li koj cov kev xav tau.

Community Link, Inc ntseeg tias peb cov tswv cuab yuav tsum muaj nws tus kheej qhov kev xaiv raws li nws nyiam thaum hais txog cov kev pab muab rau nws. Kev xaiv txhais hais tias nws muaj cai hais thaum twg thiab yuav muab cov kev pab rau nws li cas. Kev ua ib tug tswv cuab thiab muaj tus kheej qhov kev xaiv tseem txhais tau hais tias koj muaj lub luag hauj lwm los pab rau pab neeg tu koj nrhiav kom tau cov hauv kev zoo txaus tsim nyog tu nqi them los mus pab txhawb koj.

Community Link, Inc muaj lub luag hauj lwm ua kom tau raws li txoj kev pab tu mus sij hawm ntev cov kev xav tau ntawm TAG NRHO peb cov tswv cuab. Peb yuav muaj cuab kav ua tau li ntawd los yuav tsum yog tag nrho peb cov tswv cuab pab peb tsim kom tau ib daim phiaj npaj rau kev tu uas ua hauj lwm tab sis tseem zoo tsim nyog thiab zoo txaus phim tus nqi them. Thaum ua hauj lwm ua ke lawm, peb yuav muaj cuab kav ua kom ntseeg tau tias Family Care muaj nyob rau ntawd los mus pab lwm tus uas xav tau cov kev pab thiab.

Koj yuav ceev twj ywm koj cov kws kho mob tam sim no mus, cov tsev kho mob, cov chaw kuaj mob thiab cov khw muag tshuaj uas koj mus nqa koj cov tshuaj. Community Link, Inc **qhov kev pab cuam Family Care yuav tsis them rau cov kev pab no.** Medicare, Medicaid, los yog lwm cov ntawv tuav pov hwm (insurance) yog cov them rau cov no – tsis yog qhov kev pab cuam Family Care. Tab sis li cas los, pab neeg tu koj yuav pab khiav cov hauj lwm ntsig txog Family Care cov kev pab thiab cov kev pab tau los ntawm koj cov kws kho mob thiab lwm cov uas muab kev pab kho mob rau koj. Ib cov piv txwv ntawm cov no kuj yog koj tus kws kho mob, cov tshuaj kws kho mob ua ntawv mus yuav, kws kho mob ko taw, kws kho hniav thiab kws kho mob caj dab thiab nruab qaum.

Leej twg thiaj ua tau ib tug tswv cuab rau ntawm Community Link, Inc?

Nws yog nyob ntawm koj xaiv seb puas cuv npe kom tau txais kev pab nrog Community Link, Inc. Kev ua tswv cuab yog nyob ntawm siab yeem. Kom tau txais kev pab los ntawm Community Link, Inc, koj yuav tsum:

- Yog ib tug neeg muaj hnuv nyoog uas muaj mob xiam oob qhab rau lub cev los yog kev loj hlob/laj lim tswv yim los yog muaj hnuv nyoog 65 xyos los yog tshaj saud;
- Yog ib tug neeg nyob hauv ib qhov ntawm peb cov cheeb tsam muab kev pab (saib nram qab no kom paub peb cov cheeb tsam muab kev pab);
- Yog muaj feem tsim nyog tau txais nyiaj pab Medicaid;
- Yog muaj feem tsim nyog rau kev pab ua dej num mus los (functionally eligible) raws li tau txia txim los ntawm Wisconsin Adult Long Term Care Functional Screen; thiab
- Kos npe rau ib daim ntawv cuv npe nkag.

Tsuas yog cov neeg uas nyob rau hauv ib qhov ntawm cov counties hauv peb cheeb tsam muab kev pab thiaj li cuv tau npe nrog rau Community Link, Inc⁷. Kom tau txais kev pab los ntawm Community Link, Inc koj yuav tsum nyob twj ywm hauv ib lub county hauv cheeb tsam muab kev pab no. Peb cheeb tsam muab kev pab yog cov counties no hauv Wisconsin:

- | | | |
|--------------|-------------|---------------|
| • Ashland | • Iowa | • Price |
| • Barron | • Iron | • Richland |
| • Bayfield | • Jackson | • Rock |
| • Buffalo | • Jefferson | • Rusk |
| • Burnett | • Juneau | • St. Croix |
| • Chippewa | • La Crosse | • Sauk |
| • Clark | • Lafayette | • Sawyer |
| • Columbia | • Langlade | • Trempealeau |
| • Crawford | • Lincoln | • Vernon |
| • Dodge | • Marathon | • Washburn |
| • Douglas | • Marquette | • Washington |
| • Dunn | • Monroe | • Waukesha |
| • Eau Claire | • Pepin | • Waushara |
| • Grant | • Pierce | • Wood |
| • Green | • Polk | |
| • Green Lake | • Portage | |

Yog koj npav yuav tsiv tawm ntawm cheeb tsam muab kev pab mus, koj yuav tsum hais rau. Yog koj tsiv tawm sab nraud ntawm peb cheeb tsam muab kev pab mus, tej zaum koj yuav ua tsis tau Family Care ib tug tswv cuab mus ntxiv lawm. (Kom paub ntau ntxiv, saib phab 32.)

Thaum koj tau los mus ua ib tug tswv cuab lawm, koj yuav tsum muaj feem tsim nyog tau txais tej nyiaj txiag muab los pab thiab kev ua dej num mus los (financial and functional eligibility) koj thiaj yuav nyob muaj npe tau txais kev pab.

- **Muaj feem tsim nyog tau txais nyiaj txiag pab** txhais hais tias muaj feem tsim nyog tau txais Medicaid (raws li sawv daws paub yog Medical Assistance, MA, los yog Title 19). Qhov chaw khiav hauj lwm income maintenance yuav xyuas

tus neeg cov nyiaj tau los thiab tej khoom muaj nqis seb nws puas muaj feem tsim nyog tau txais Medicaid. Muaj qee zaum yuav kom tsim nyog tau txais cov nyiaj pab mas cov tswv cuab yuav tau them ib feem ntawm tus nqi ntawm cov kev pab uas lawv tau txais. Qhov no yog hu ua “feem sib pab them” (cost share) thiab yuav tsum tau them rau qhov no thiaj li tau txais Medicaid mus ntxiv. Yog koj yuav tau them rau feem sib pab them thiab feem yus them ua ntej, cov neeg ua hauj lwm hauv lub ADRC yuav tham qhov no nrog koj ua ntej koj txiav txim siab qhov kawg los mus cuv npe nkag. Yog xav paub ntxiv txog feem sib pab them, saib phab 40. Qhov chaw khiav hauj lwm income maintenance yuav xyuas koj qhov muaj feem tsim nyog tau txais cov nyiaj pab thiab feem sib pab them yam tsawg kawg ib xyos ib zaug kom ntseeg tau tias koj tseem muaj feem tsim nyog tau txais kev pab fab nyiaj xiaj rau Family Care.

- **Muaj feem tsim nyog rau kev pab ua dej num mus los** yog hais ntsig txog tus neeg kev noj qab haus huv thiab xav tau kev pab rau cov hauj lwm xws li pab muab da dej, muab ris tsho rau hnav, thiab mus siv chav dej. Lub ADRC yuav qhia tau rau koj seb koj puas muaj feem tsim nyog rau kev pab ua dej num mus los rau Family Care. Pab neeg tu koj yuav xyuas qhov koj muaj feem tsim nyog rau kev pab ua dej num mus los tsawg kawg ib xyos ib zaug kom ntseeg tau tias koj tseem muaj feem tsim nyog tau txais qhov kev pab.

Yuav ua li cas kuv thiaj ua tau ib tug tswv cuab?

Yog hais tias koj tseem tsis tau yog ib tug tswv cuab, tab sis muaj lub siab xav ua ib tug tswv cuab ntawm Community Link, Inc, thov hu xov tooj los yog mus saib Qhov Chaw Pab Cov Laus thiab Cov Muaj Mob Xiam Oob Qhab (Aging and Disability Resource Center, ADRC) hauv koj cheeb tsam. Yuav nrhiav tau qhov chaw nyob thiab tus xov tooj ntawm lub ADRC hauv cheeb tsam koj nyob ntawm phab 12.

Lub ADRC yuab pab koj txheeb xyuas seb koj xav tau kev pab mus txog theem twg thiab kom paub tseeb tias koj muaj feem tsim nyog rau kev pab ua dej num mus los rau Family Care. Lawv tseem yuav qhia rau koj paub txog lwm cov kev pab cuam uas muaj nyob ntawd. Lawv yuav pab koj xaiv kom tau qhov chaw muab kev pab los yog qhov kev pab cuam uas phim rau koj tshaj.

Thaum lub sij hawm cuv npe nkag, lub ADRC yuav nug koj kom:

- Muab ntaub ntawv qhia txog koj kev noj qab haus huv thiab cov kev xav tau.
- Muab ntaub ntawv qhia txog koj cov nyiaj tau los thiab cov khoom muaj nqis.
- Kos npe rau ib daim ntawv “Qhia Tawm Ntaub Ntawv” (Release of Information) rau koj cov ntaub ntawv kho mob.
- Muab ib daim ntawv cuv npe nkag los ua kom tiav txhij txhua thiab kos npe rau.

Koj tseem yuav tau ntsib nrog Income Maintenance ib tug neeg khiav hauj lwm. Tus neeg no yuav txiav txim seb koj puas muaj feem tsim nyog tau txais kev pab nyiaj txiag rau Family Care.

Tshooj Lus 3. Yam yuav tau paub hais txog tau txais cov kev pab

Family Care ua hauj lwm li cas?

Cov Dej Num Ua Tau Tshwm Sim Rau Tus Kheej

Thaum koj muaj npe tau txais kev pab rau hauv Family Care, koj thiab pab neeg tu koj yuav ua ib qhov **kev txheeb xyuas** txog cov kev koj xav tau, cov dej num koj muaj rab peev xwm ua tau thiab cov koj nyiam ua. Ib feem ntawm tus txheej txheem no yog rau koj los mus qhia rau pab neeg tu koj hais txog txoj kev ua ib lub neej uas koj xav tau thiab qhov kev txhawb zog uas koj xav tau los pab koj kom nyob tau ib lub neej raws li koj nyiam. Qhov no yuav qhia rau pab neeg tu koj kom to taub mee txog dab tsi yog qhov tseem ceeb rau koj.

Thaum lub sijhawm ua qhov kev txheeb xyuas, pab neeg tu koj yuav pab koj nrhiav kom paub **cov dej num ua tau tshwm sim rau tus kheej (outcomes)**. Cov dej num ua tau tshwm sim no yog cov hom phiaj koj tau rau koj tus kheej lub neej uas muaj xws li:

- Muab Tswv Yim Pab txog:
 - Yuav nyob qhov twg thiab nyob nrog leej twg
 - Qhov kev txhawb zog thiab kev pab xav tau thiab leej twg yog tus muab cov kev pab
 - Koj tej dej num keev ua niaj hnub
- Tus Kheej Ntiag Tug Tej Kev Tau Ntsib Tau Pom – muaj:
 - Kev sib fim sib txuas lus nrog tsev neeg thiab tej phooj ywg
 - Ib txoj hauj lwm ua los yog lwm yam kev ua ub no uas muaj qab hau
 - Kev koom nrog rau lub zej zos
 - Kev tau ib lub neej nyob tus yees
 - Kev hwm thiab ncaj ncees
 - Kev yog tus kheej li ntiag tug xwb (Privacy)
- Kev Noj Qab Haus Huv thiab Kev Kaj Huv – kom nyob:
 - Noj qab haus huv
 - Muaj kev kaj huv
 - Tsis muaj leej twg tsim txom thiab tsis saib tsis xyuas

Koj nkaus xwb thiaj qhia tau koj pab neeg tu koj tias dab tsi tseem ceeb rau koj. KOJ txiav txim siab seb cov dej num yuav ua kom tau tshwm sim rau koj no yog txhais li cas rau koj thiab koj lub neej. Piv txwv, ib tug neeg kuj yuav xav kom nws:

- Noj qab nyob zoo txaus los mus muaj kev zoo siab rau tej kev ntsib nrog nws tej xeeb leej xeeb ntxwv;
- Muaj ib txoj hauj lwm ua tau nyiaj; los yog
- Nyob tau tsis tos leej twg pab hauv nws tus kheej kem tsev nyob.

Koj muaj ib txoj cai vam thiab cia siab ntsoov tias koj pab neeg tu koj yuav ua hauj lwm nrog koj los mus teev kom tau cov dej num ua kom tshwm sim rau koj tus kheej. Qhov no tsis tau txhais hais tias Community Link, Inc yuav muab cov kev pab tas li los mus pab ua kom tiav koj cov dej num kom tshwm sim. **Tej yam koj ua rau koj tus kheej thiab cov kev pab koj tau txais los ntawm koj tsev neeg, tej phooj ywg, thiab lwm tus tseem yuav yog feem tseem ceeb heev rau koj daim phiaj npaj los mus pab txhawb kom koj cov dej num tshwm sim.**

Ua ntej Community Link, Inc mus yuav cov kev pab rau koj, pab neeg tu koj yuav tau xav txog cov twg yog cov yuav pab tau koj cov kev xav tau zoo tshaj plaws thiab tsim nyog tus nqi them.

Kev Pab Tu Mus Sij Hawm Ntev Cov Dej Num Ua Tau Tshwm Sim

Thaum lub sij hawm ua qhov kev txheeb xyuas, koj thiab pab neeg tu koj yuav nrhiav kom paub **qhov kev pab tu mus sij hawm ntev cov dej nuam ua tau tshwm sim (long-term care outcomes)**. Qhov no yuav pab koj thiab pab neeg tu koj paub txog cov kev pab twg uas yuav ua tau raws li qhov kev pab tu koj mus sij hawm ntev cov kev xav tau. Qhov kev pab tu mus sij hawm ntev cov dej num ua tau tshwm sim yog yam uas Family Care yuav pab tau koj kom mus cuag tau txoj kev ua ib lub neej koj xav tau. Xws li,

- Muaj rab peev xwm ua tau koj tes dej num niaj hnuv uas koj xav ua.
- Kom tau txais yam koj xav tau kom nyob kaj huv, noj qab haus huv thiab nyob tau tus kheej tsis tos leej twg pab npaum li koj ua tau.

Qhov muaj tej no nyob rau ntawd yuav pab tau koj tsi ntsoov rau cov neeg thiab cov kev ua ub no uas tseem ceeb tshaj plaws rau koj. Piv txwv, tau txais kev pab kho ris tsho hnav los yog da dej kuj yog pab tau ib tug neeg kom zoo txaus mus ua hauj lwm los yog mus saib xyuas tsev neeg thiab tej phooj ywg.

Pab neeg tu koj yuav tsim kom tau ib daim phiaj npaj rau kev pab tu koj uas yuav pab koj nce mus txog cov dej num ua tau tshwm sim uas koj thiab pab neeg tu koj tau teev tseg cia thaum lub sij hawm ua qhov kev txheeb xyuas

Dab tsi yuav tau muaj rau hauv koj daim phiaj npaj rau kev pab tu koj?

Koj daim phiaj npaj rau kev pab tu koj yuav tsum hais kom meej txog:

- Koj lub cev kev noj qab haus huv cov kev xav tau thiab koj rab peev xwm ua tau qee yam hauj lwm thiab cov kev ua ub no (xws li noj mov thiab hnav ris tsho).
- Yam koj ua tau thiab koj nyiam ua (strengths and preferences).
- Koj tus kheej ntiag tug tej kev tau ntsib tau pom thiab cov dej num yuav ua kom tau tshwm sim rau kev pab tu koj mus sij hawm ntev.

- Cov kev pab uas koj yuav tau txais.
- Leej twg yog tus yuav muab qhov kev pab twg rau koj.
- Yam koj yuav ua koj tus kheej los yog yuav tau kev pab los ntawm koj tsev neeg, cov phooj ywg los yog lwm cov kev pab hauv koj lub zej zos.

Pab neeg tu koj yuav hais kom koj kos npe rau koj daim phiaj npaj tu koj, uas qhia pom tias koj tau koom rau qhov tsim tau daim phiaj. Koj yuav tau txais ib daim qauv luam ntawm koj daim phiaj muaj npe kos rau. Yog koj tsis txaus siab rau koj daim phiaj, nws muaj kev ua ntawv tsis txaus siab thiab hais kom muab qhov teeb meem los hais dua cov txheej txheem uas muaj rau koj. (Saib Tshooj Lus 8, phab 54 kom paub ntxiv.)

Pab neeg tu koj yuav tham nrog koj tsis tu ncuu seb koj nyob li cas thiab xyuas seb koj cov kev pab puas pab tau koj. Pab neeg tu koj yuav tsum tau ntsib koj tim ntsej tim muag tsawg kawg txhua peb lub hlis. Pab neeg tu koj kuj yuav ntsib koj kom ntau tshaj no yog hais tias nws muaj tej yam yuav tau ntsib.

Yuav xaiv cov kev pab thiab tso cai rau cov kev pab li cas?

Pab neeg tu koj yuav tsum pom zoo rau tag nrho cov kev pab **UA NTEJ** koj tau txais. Yuav tsis kom Community Link, Inc them rau cev kev pab uas koj tau txais es tsis tau peb lus pom zoo ua ntej. **Yog koj teem kom tau cov kev pab koj tus kheej uas tsis tau lus pom zoo los ntawm pab neeg tu koj, koj yuav tau them rau cov kev pab ntawd.** Thov tham nrog pab neeg tu koj yog koj xav tau ib qhov kev pab uas tseem tsis tau pom zoo es nyob hauv koj daim phiaj npaj tu koj.

Lus cim: Yog koj xav tsiv mus nyob hauv ib qhov chaw muaj neeg pab tu koj los yog ib lub tsev laus, thov mus saib phab 42. Community Link, Inc tsuas tso cai rau cov kev pab nyob hauv ib qhov chaw hauv zej zos neeg nyob (residential services) xwb nyob rau qeev qhov.

Community Link, Inc muaj lub luag hauj lwm txhawb qhov kev pab tu koj mus sij hawm ntev cov dej num ua kom tau tshwm sim, tab sis peb kuj yuav tsum tau xav txog tus nqi thiab thaum npaj qhov kev pab tu koj thiab xaiv cov muab kev pab tu kom tau raws li koj cov kev xav tau.

Yuav ua tau li no, pab neeg tu koj yuav siv **Qhov Kev Txiaiv Txim Siv Nyiaj (Resource Allocation Decision, RAD)** tus txheej txheem los ua ib qhov taw qhia cov kev txiaiv txim siab txog cov kev pab. Qhov RAD yog ib tug cuab yeej siv qhia ib ruam-rau-ib

Cov cai tswj rau qhov tau txais cov kev pab

Peb yuav them rau cov kev pab koj yog thaum:

- Cov kev pab muaj nyob hauv Family Care cov kev pab (saib phab 34).
- Cov kev pab yuav txhawb rau txoj kev tu koj mus sij hawm ntev cov dej num kom ua tau tshwm sim.
- Cov kev pab yog cov ua tau zoo tshaj phim tus nqi them los mus pab koj cov kev xav tau.
- Cov kev pab muaj nyob hauv koj daim phiaj npaj los tu koj.
- Cov kev pab tau lus pom zoo ua ntej thiab tso cai los ntawm koj pab neeg tu koj.

ruam uas koj thiab cov neeg pab tu koj yuav siv los mus nrhiav cov hauv kev ua tau zoo thiab tsim nyog tus nqi kom ua tau raws li koj cov kev xav tau thiab txhawb koj qhov kev pab tu mus sij hawm ntev cov dej num ua kom tau tshwm sim.

Kev ua tau txoj hauj lwm zoo txaus tsim nyog tus nqi them yog ib feem tseem ceeb ntawm qhov RAD. Kev ua tau txoj hauj lwm zoo txaus tsim nyog tus nqi txhais hais tias yog txhawb qhov kev pab tu mus sij hawm ntev ib txoj dej num ua kom tau tshwm sim uas tus nqi pheej yig hauj sim thiab tsis siv lub zog ntau. Piv txwv, yog muaj ob qhov muab kev pab tu muab qhov kev pab koj xav tau, Community Link, Inc yuav mus yuav qhov uas raug nyiaj tsawg dua.

Koj muaj cai paub thiab to taub tag nrho koj cov kev xaiv, nrog rau tus nqi them. Koj muaj lub luag hauj lwm tham nrog pab neeg tu koj txog cov kev xaiv no xwv nej thiaj txiav txim siab tau ua ke. Tej no muaj xws li nug cov lus koj muaj thiab qhia koj cov tswv yim seb koj xav li cas rau pab neeg tu koj.

Thaum ua qhov RAD, koj thiab pab neeg tu koj yuav tham txog cov kev pab koj xav tau. Nej yuav sib cog nrhiav kom paub cov kev xaiv uas muaj los mus ua kom tau raws li kev pab tu koj mus sij hawm ntev cov dej num ua kom tau tshwm sim. Qhov no kuj muaj tham txog seb tej phooj ywg, tsev neeg, thiab lwm tus yuav pab tau li cas thiab. Muaj ntau zaub koj yuav ua tau ib los yog ntau yam dej num tshwm sim tsis tas tau kev pab ntau los ntawm Community Link, Inc vim tsev neeg, tej phooj ywg los yog lwm cov neeg muaj cuab kav pab tau thiab xaiv los pab koj lawm. Community Link, Inc mus yuav cov kev pab uas koj tus kheej cov neeg pab koj muab tsis tau los.

Peb lub hom phiaj yog pab txhawb cov neeg hauv koj lub neej uas twb xaiv los pab koj lawm. Cov kev “ib txwm muaj sib pab” (natural supports) no ceev cov neeg uas tseem ceeb rau koj lub neej hnub-dhau-hnub. Muab kev pab ntxiv rau, tsis yog muab hloov, cov kev pab uas koj tau txais los ntawm koj tsev neeg thiab cov phooj ywg no yuav ua rau cov kev sib fim no muaj zog tuaj thiab pab Community Link, Inc them rau cov kev pab thaum xav tau.

Thaum tas qhov RAD, koj thiab pab neeg tu koj yuav tham txog yuav ua li cas koj thiaj tswj tau koj lub neej kom ntau tshaj thiab seb koj puas xav ua tus los koj cov kev pab. Yog xav paub ntxiv txog kev coj koj cov kev pab, saib phab 30.

Pab neeg tu koj yuav nrhiav cov muab kev pab tu (service providers) los mus pab koj. Cov muab kev pab tu no muaj ntawv cog lus nrog Community Link, Inc. Saib phab 28 kom paub ntxiv txog kev siv peb cov muab kev pab.

Yog koj tsis txaus siab nrog ib tug muab kev pab twg, koj muaj cai hais kom muab ib tug tshiab rau koj, tab sis koj yuav tsum tau tham nrog pab neeg tu koj ua ntej tso. Pab neeg tu koj yuav tsum pom zoo rau tag nrho cov kev pab uas koj tau txais.

Yog cov kev kuv xav tau muaj kev pauv ne?

Ntev mus koj cov kev pab kuj yuav pauv vim koj kev noj qab haus huv thiab lub neej kev noj kev haus pauv. Piv txwv, koj cov kev pab yuav tsawg zuj zus thaum koj lub cev kev noj qab haus huv zoo dua qub tuaj. Yog koj cov kev xav tau tsawg tuaj, peb yuav ua kom ntseeg tau tias koj tau txais qhov kev pab uas koj xav tau kom nyob tau kaj huv, noj qab nyob zoo thiab pab tau koj tus kheej tsis tos leej twg npaum li koj ua tau. Ib ntawm peb cov hom phiaj yog los muab qhov kev pab uas yog, yog tus nqi them thiab nyob hauv qhov chaw yog.

Yog koj cov kev xav tau pauv, thov qhia rau pab neeg tu koj paub. Thov kom paub tias peb yuav nyob rawv ntawd pab txhawb koj.

Kuv yuav siv cov muab kev pab tu uas ua hauj lwm ua ke (provider network) li cas?

Koj thiab pab neeg tu koj yuav xaiv cov muab kev pab tu koj los ntawm “cov muab kev pab tu uas ua hauj lwm ua ke” (provider network). Cov npe ntawm cov muab kev pab tu uas peb keev siv muaj nyob rau ntawm peb lub website ntawm www.cli.ngo. Peb hu qhov no tias Cov Muab Kev Pab Ua Hauj Ua Ke Cov Npe (Provider Network Directory). Yog koj xav tau ib daim ntawv luam ntawm Cov Muab Kev Pab Ua Hauj Ua Ke Cov Npe es txhob yog siv Internet, koj thov tau kom luam ib daim rau koj los ntawm Community Link, Inc.

Qhia rau pab neeg tu koj paub yog koj xav paub txog rab peev xwm ua tau ntawm peb cov muab kev pab tu. Piv txwv, cov muab kev pab tu uas muaj cov neeg ua hauj lwm hais tau qeev hom lus, los yog to taub ib haiv neeg twg tej kab lis kev cai los yog kev ntseeg.

Peb cog lus nrog cov muab kev pab tu uas pab txhawb peb cov tswv cuab txoj kev pab tu mus sij hawm cov dej num ua kom tau tshwm sim. Peb cov muab kev pab tu ua hauj lwm nrog peb hauv txoj kev ua tau zoo txaus tsim nyog tus nqi thiab yuav tsum ua tau raws li peb tus qauv kev cai ua tau zoo. Peb cov muab kev pab tu ua hauj lwm ua ke muaj lub siab los mus muab cov kev pab tu rau koj tsis hais thaum twg uas ua tau. Li cas los, Community Link, Inc yuav tau xyuas kom ntseeg tau tias qhov xaiv tus muab kev pab ntawd yog tus ua tau hauj lwm zoo txaus tsim nyog tus nqi.

Tom qab pab neeg tu koj pom zoo rau koj cov kev pab lawm, koj thiab pab neeg tu koj yuav xaiv los ntawm cov muab kev pab tu hauv Community Link, Inc qhov teev Cov Muab Kev Pab Ua Hauj Ua Ke Cov Npe. Koj yuav tau txais qhov kev pab tu koj los ntawm cov muab kev pab tu ua hauj lwm ua ke. Li cas los, tej zaum peb kuj siv ib tug muab kev pab tu nyob sab nraud ntawm pab ua hauj lwm ua ke yog thaum peb tsis muaj ib tug uas yuav ua tau raws li koj cov kev xav tau los yog hais tias tag nrho peb cov muab kev pab tu nyob deb dhau ntawm qhov koj nyob. Yog koj yuav xaiv ib tug

muab kev pab tu uas tsis nyob hauv pab ua hauj lwm ua ke, koj yuav tsum tham nrog pab neeg tu koj.

Nws muaj tej thaum koj xav pauv cov muab kev pab tu. Hais rau pab neeg tu koj yog koj xav pauv ntawm ib tug muab kev pab tu mus rau lwm tus hauv pab ua hauj lwm ua ke. **Yog koj pauv cov muab kev pab tu es tsis tham nrog pab neeg tu koj kom pom zoo ua ntej, koj yuav tau them tus nqi ntawm qhov kev pab tu uas muab rau koj.**

Rau cov muab kev pab tu uas tuaj hauv koj tsev los yog muab kev pab tu koj tus kheej, tej zaum peb kuj mus yuav tau cov kev pab ntawm cov neeg uas paub koj zoo, xws li ib tug hauv koj tsev neeg. Tus neeg koj xaiv los siv rau koj yuav tsum muaj kev txawj txaus thiab pom zoo ua hauj lwm nyob rau ntawm tus nqi them ib yam li peb cov.

Lwm txoj kev xaiv npaj koj cov kev pab yog qhov yus tus kheej yog tus tswj cov kev pab (Self-Directed Supports, SDS). Saib phab 30 kom paub ntau ntxiv.

Family Care pab koj tswj cov kev pab tu koj li cas?

Community Link, Inc yuav ua txhua yam los mus hwm cov kev xaiv ua ntawm peb cov tswv cuab. Piv txwv:

- Txoj kev npaj rau kev nyob, tej hauj lwm ua txhua hnuv thiab cov kev pab txhawb zog raws li koj xaiv yog cov piv txwv ntawm cov dej num ua kom tau tshwm sim uas Family Care txhawb rau. Koj yuav tau hais seb dab tsi yog qhov tseem ceeb rau koj hauv cov dej num ua kom tau tshwm sim. Koj yuav ua hauj lwm nrog pab neeg tu koj los mus nrhiav cov hauv kev ua tau los pab txhawb koj cov dej num ua kom tau tshwm sim. Yog koj tsis xav tias koj daim phiaj npaj tu koj muab tau qhov kev txhawb zog zoo tsim nyog rau koj, koj ua tau ib daim ntawv tsis txaus siab los yog thov kom hais dua. (Saib phab 59 kom paub ntau ntxiv).
- Yog koj thov txog, peb yuav muab los xyuas txog qhov siv ib tug muab kev pab tu koj uas peb tsis tau siv dua los.
- Rau cov muab kev pab tu uas tuaj rau hauv koj tsev los yog muab kev pab tu koj tus kheej, peb yuav—raws li koj thov—mus yuav cov kev pab tu koj los ntawm ib tug muab kev pab tu uas txawj txaus uas koj xaiv, txawm yog ib tug hauv koj tsev neeg los yeej tau. **Tus muab kev pab tu no yuav tsum muaj raws li peb cov cai kom muaj thiab txais yuav peb tus nqi them.**
- Koj muaj cai hloov pab neeg tu koj mus rau ib pab txawv, txog ob zaug tauj ib xyoos (calendar year). Koj tsis tas hais tias yog vim li cas koj xav tau ib pab tshiab. Community Link, Inc tej zaum kuj yuav ua tsis tau tas li raws li qhov koj thov los yog muab pab uas koj xav tau.

- Koj yuav xaiv tau los mus tswj tus kheej (self-direct) ib qhov los yog ntau qhov ntawm koj cov kev pab tu koj. (Saib nqe lus nram qab no kom paub ntxiv.)

Dab tsi yog qhov yus tus kheej yog tus tswj cov kev pab?

Koj xaiv ua tau qhov yus tus kheej yog tus tswj cov kev pab (Self-Directed Supports, SDS) yog hais tias koj xav tswj ib txhia ntawm cov kev pab tu koj mus sij hawm ntev. Qhov xaiv SDS txhais hais tias koj yuav muaj lus hais ntau dua seb koj xav tau kev pab tu koj los ntawm leej twg thiab li cas. Nws yog ib qhov kev xaiv ua uas koj siv tau yog hais tias koj xav tau lub luag hauj lwm ntau dua thiab tau koom ntau dua hauv txoj kev taug mus tom ntej ntawm koj tus kheej cov kev pab tu koj.

Nyob hauv qee hom kev pab ntawm SDS, koj tswj tau thiab muaj lub luag hauj lwm tuav koj tus kheej kev siv nyiaj rau cov kev pab tu koj. Koj kuj tseem tswj tau cov muab kev pab rau koj, xws li txais neeg los ua hauj lwm tu koj, muab kev cob qhia lawv, saib xyuas lawv thiab rho lawv tawm ntawm txoj hauj lwm. Nyob hauv lwm hom kev pab ntawm SDS, koj yuav xaiv tau koj tus kheej tus muab kev pab tu, tab sis, tab sis muaj ib lub chaw ua hauj lwm yog tus txais yuav cov neeg los ua hauj lwm, muab kev cob qhia lawv, thiab saib xyuas lawv ua hauj lwm.

Txawm yuav yog kheev muab siv rau fab tu neeg hauv tsev xwb los, nws kuj tseem muab SDS siv tau rau sab nraum lub tsev xws li kev thauj mus los thiab kev tu koj tus kheej tom chaw ua hauj lwm. Pab neeg tu koj yuav qhia tau rau koj tias cov kev pab twg yog cov siv tau rau qhov yus tus kheej yog tus tswj (self-directed) hauv Family Care.

Koj yuav xaiv tau seb npaum li cas uas koj xav koom rau hauv SDS. Nws tsis yog ib qho “tag nrho los yog tsis muaj ib qhov li” (all or none) txoj kev coj ua. Koj yuav xaiv tau los tswj ib qhov los yog ntau qhov ntawm cov kev pab tu koj. Piv txwv, koj xaiv tau los mus tswj koj tus kheej cov kev pab tu koj kom koj nyob tau hauv koj lub tsev los yog pab koj kom nrhiav tau ib txoj hauj lwm ua thiab tuav txoj hauj lwm kom txhob poob. Ces koj mam ua hauj lwm nrog pab neeg tu koj los mus tswj cov kev pab uas yuav ua tau lwm yam dej num kom tshwm sim rau koj nyob hauv daim phiaj npaj tu koj.

Yog koj xaiv qhov SDS, koj yuav ua hauj lwm nrog pab neeg tu koj los mus txiav txim ib peev nyiaj siv rau cov kev pab raws li muaj nyob hauv daim phiaj npaj tu koj. Koj yuav yog tus tswj qhov mus yuav cov kev pab tu koj kom tus nqi mus raws li peev nyiaj siv ntawd, txawm yuav yog koj mus yuav koj kheej los yog tau kev pab los ntawm ib tug neeg los yog ib lub chaw ua hauj lwm uas koj xaiv.

Yog koj muaj lub siab xav ua qhov SDS, thov nug Community Link, Inc kom paub ntxiv txog cov txiaj ntsim yuav tau txais thiab cov kev txwv ntawm SDS.

Dab tsi uas kuv yuav tau ua thaum muaj ib qhov xwm txheej kub ceev?

Yog koj muaj ib qhov xwm txheej kub ceev, hu rau 911.

Koj TSIS tas hu rau pab neeg tu koj los yog kom tau lus tso cai ua ntej thaum muaj ib qhov xwm txheej kub ceev.

Ib qhov “xwm txheej kub ceev” txhais hais tias koj ntseeg tias koj kev noj qab haus huv raug teeb meem loj heev. Ib qhov xwm txheej kub ceev kuj yog xws li cia li tau kiag ib tug mob tam sid, xav tias tsam yog lub plawv nres los yog hlab ntsha txhaws los yog tawg rau hauv daim paj hlwb, pob txha dam, los yog raug ib tug mob hawb pob hnyav heev.

Yog koj muaj ib tug mob ceev heev:

- Nrhiav kev pab kom sai li sai tau. Hu rau 911 los yog mus rau ntawm ib chav rau neeg mob ceev, ib lub tsev kho mob, ib qhov chaw tau kho tus mob sai uas nyob ze koj tshaj.
- Yog koj mus rau ntawm chav kho mob ceev los yog tau muab koj pw rau hauv tsev kho mob, hais rau tsev kho mob cov neeg ua hauj lwm tias koj yog ib tug tswv cuab ntawm Community Link, Inc.
- Ua kom sai li sai tau, koj los yog ib tug neeg twg yuav tau hu rau pab neeg tu koj qhia rau lawv paub txog qhov kho koj tus mob ceev.

Txawm Family Care tsis them rau cov kev pab kho mob los, nws yog ib qhov tseem ceeb qhia rau pab neeg tu koj paub yog hais tias koj mus rau hauv chav kho mob ceev los yog tau mus pw hauv tsev kho mob. Li no peb thiaj qhia tau rau cov muab kev pab tu koj tam sim no tias koj pw hauv tsev kho mob es peb thiaj paub khiav hauj lwm taug qab cov kev pab tu koj. Piv txwv, ua ntej koj tawm hauv tsev kho mob los mus, tej zaum koj tus kws kho mob yuav xa koj mus rau ib qhov chaw khiav hauj lwm tu mob hauv tsev (home health agency) kom tau taug qab muab kev pab mus ntxiv rau koj. Pab neeg tu koj yuav tau tso cai rau qhov kev pab tu mob hauv tsev ua ntej muab koj tawm ntawm tsev kho mob mus.

Kuv yuav tau txais kev pab tu li cas tom qab cov sij hawm ua hauj lwm?

Yog koj xav tau ib qhov kev pab kom sai es tos tsis taus kom txog hnuv ua hauj lwm hnuv tom ntej, hu rau 1-800-285-6425. Cov neeg ua hauj lwm teb xov tooj muaj nyob 24 xuaj moos hauv ib hnuv, xya hnuv hauv lub lis piam. Tus neeg ua hauj lwm teb xov tooj

yuav tso cai tau mus ib lub sij hawm luv rau qhov kev pab xav tau kom txog rau hnub ua hauj lwm hnub tom ntej. Pab neeg tu koj yuav taug qab xyuas koj los mus txiav txim seb puas muab qhov kev pab ntawd mus ntxiv.

Yog kuv xav tau kev pab thaum kuv tawm sab nraud ntawm cheeb tsam muab kev pab ne?

Yog koj yuav tawm mus sab nraud ntawm Community Link, Inc. cheeb tsam muab kev pab, tab sis koj xav tau kev pab tu koj thaum lub sij hawm koj mus lawm, koj yuav tsum **qhia rau pab neeg tu koj paub sai li sai tau.** Community Link, Inc yuav sab laj nrog qhov chaw khiav hauj lwm Income Maintenance kom paub seb qhov koj tsis nyob ntawd lawm puas muaj teeb meem li cas rau ntawm qhov koj yog lub county ib tug neeg.

- Yog hais tias koj **tsis yuav yog ib tug neeg nyob mus ntxiv** ntawm lub county uas muab kev pab los ntawm Community Link, Inc., koj yuav tau hu rau lub aging and disability resource center (ADRC) hauv lub county uas koj mus nyob tshiab. Lub ADRC ntawd yuav qhia rau koj paub txog cov kev pab cuam uas muaj nyob hauv lub county. Nws yuav tsum muaj Family Care nyob hauv lub county uas koj mus nyob tshiab mas koj thiaj yuav nyob tau rau hauv Family Care qhov kev pab cuam mus ntxiv.
- Yog hais tias koj tseem yuav **muab koj xam tau tias yog ib tug neeg nyob hauv**, Community Link, Inc. yuav ua hauj lwm nrog koj mus npaj ib txoj kev pab tu koj uas zoo txaus tsim nyog tus nqi thiab pab ceev kom koj noj qab nyob zoo thiab muaj kev kaj huv thaum lub sij hawm koj mus lawm.

Yog hais tias Community Link, Inc. ntseeg tias nws tsim tsis tau ib daim phiaj npaj ib txoj kev pab tu koj uas zoo txaus tsim nyog tus nqi thiab ntseeg tau tias koj yuav muaj kev noj qab haus huv thiab kev kaj huv thaum koj tawm ntawm peb cheeb tsam muab kev pab mus, peb hais tau kom lub xeev rho koj npe tawm ntawm qhov kev pab cuam. Yog peb hais kom Xeev rho koj npe tawm, peb yuav muab sij hawm rau koj los tawm tsam qhov peb tau ua raws li tus txheej txheem thov muab qhov teeb meem los hais dua. (Saib Tshooj Lus 8, phab 59 kom paub ntau ntxiv.)

Community Link, Inc. tsis them rau qhov kev pab tu yog koj tsiv tawm ntawm peb cheeb tsam muab kev pab mus tas li lawm. Yog koj npaj yuav tsiv tawm mus li tsis rov qab, hu rau pab neeg tu koj kom paub kom ntev li ntev tau ua ntej. Pab neeg tu koj yuav tham nrog koj txog tej yam yuav muaj tau tshwm sim rau ntawm qhov tsiv mus li tsis rov qab. Koj ua hauj lwm tau nrog pab neeg tu koj los mus khiav txoj hauj lwm pauv cov kev pab tu koj mus rau cov muab kev pab nyob hauv cheeb tsam koj mus nyob tshiab.

Tshooj Lus 4. Family Care cov kev pab

Cov kev pab twg yog cov muab rau koj?

Community Link, Inc qhov kev pab cuam Family Care muab cov kev pab tu mus sij hawm ntev. Cov kev pab muab hu ua “Family Care Cov Kev Pab” (Family Care Benefit Package).

Koj thiab pab neeg tu koj yuav siv Qhov Kev Txiaiv Txim Siv Nyiaj (Resource Allocation Decision, RAD) tus txheej txeem los mus tsim kom tau qhov kev tu uas zoo txaus tsim nyog tus nqi rau koj. Txawm tias cov kev pab yuav muaj rau tag nrho cov tswv cuab los, nws kuj tsis yog txhais hais tias koj yuav tau txais ib qhov kev pab twg uas muaj npe teev cia vim koj yog Family Care ib tug tswv cuab. Koj tsuas tau cov kev pab uas yuav tsum tau muaj los pab tu koj mus sij hawm ntev kom tau txiaj ntsim rau koj thiab kom ntseeg tau tias koj noj qab haus huv thiab muaj kev kaj huv.

Thov cim cia tias:

- Muaj ib cov tswv cuab yuav tau them feem sib pab them (cost share) kom thiaj muaj feem tau txais Medicaid. Saib phab 40 kom paub ntxiv.
- Nws muaj cov cai tswj los mus pom zoo rau cov kev pab nyob hauv zej zos neeg nyob (residential services) thiab nyob hauv cov tsev laus hauv Family Care. Community Link, Inc tsuas tso cai rau cov kev pab nyob hauv zej zos neeg nyob tsev rau qeev cov hauj lwm nkaus xwb. Saib phab 42 kom paub ntxiv.
- Tsuas muaj qeem yam kev pab xwb uas cia rau tus kheej yog tus tswj hauv Family Care. Thov nug pab neeg tu koj yog koj xav paub.

Pab neeg tu koj yuav tsum pom zoo rau tag nrho cov kev pab uas muab rau koj ua ntej koj pib tau txais.

Community Link, Inc tej zaum kuj yuav muab ib qhov kev pab rau koj uas tsis tau teev cia. Lwm cov kev pab muab los tu koj yuav tsum ua tau raws li qeev yam hauj lwm. Koj thiab pab neeg tu koj yuav txiaiv txim seb thaum twg thiaj yuav tau muaj lwm cov kev pab los ua kom tau cov dej num tshwm sim rau koj.

Cov kev pab uas muaj rau koj yog muab hais dav ces yog nyob ntawm seb qhov kev tu koj nyob theem twg. Family Care muaj ob “theem ntawm kev tu”:

- 1.) “Tsev laus theem ntawm kev tu” (Nursing home level of care) – yog koj muaj mob raws li theem no, nws txhais hais tias koj cov kev xav tau yeej tseem ceeb txaus rau koj muaj feem los mus tau txais cov kev pab nyob hauv ib lub tsev laus. (Qhov no tsis txhais hais tias koj yuav tsum mus nyob hauv ib lub tsev laus thiaj tau txais cov kev pab no.) Nws muaj cov kev pab ntau yam nyob rau ntawm theem no.

- 2.) “Tsis-yog tsev laus theem ntawm kev tu” (Non-nursing home level of care) – yog koj muaj mob raws li theem no, nws txhais hais tias koj muaj ib cov kev xav tau kom pab mus sij hawm ntev, tab sis koj tsis muaj feem tau txais cov kev pab rau hauv ib lub tsev laus. Nws muaj cov kev pab tsawg nyob rau ntawm theem no.

Yog koj tsis paub tias koj nyob rau theem tu twg, nug pab neeg tu koj.

Family Care cov kev pab daim ntawv qhia paub

Muaj cov kev pab nram qab no yog hais tias:

- Yuav tsum tau cov kev pab los mus ua kom tau qhov kev pab tu koj mus sij hawm ntev cov dej num kom tshwm sim rau koj;
- Cov kev pab tau ntawv tso cai ua ntej los ntawm pab neeg tu koj; thiab
- Cov kev pab tau muab teev rau hauv koj daim phiaj npaj tu koj (care plan).

	Tsev Laus Theem Tu	Tsis-Yog Tsev Laus Theem Tu
MEDICAID LUB XEEV DAIM PHIAJ NPAJ COV KEV PAB HAUV ZEJ ZOS (COMMUNITY-BASED MEDICAID STATE PLAN SERVICES)		
Quav Dej Cawv thiab Yeeb Tshuaj Cov Kev Pab Kho Thaum Nruab Hnub (Alcohol and Other Drug Abuse, AODA) Day Treatment Services (hauv tag nrho cov chaw kho tshwj cov kho hauv tsev kho mob los yog cov uas kws kho mob muab)	✓	✓
Quav Dej Cawv thiab Yeeb Tshuaj Cov Kev Pab Kho (Alcohol and Other Drug Abuse, (AODA) (tshwj mus pw kho los yog cov uas kws kho mob muab)	✓	✓
Kev Pab Tu/Kev Tswj Cov Kev Pab (Care/Case Management Services)	✓	✓
ZeJ Zos Kev Pab Cuam (Community Support Program) (tshwj cov uas kws kho mob muab)	✓	✓
Cov Cuab Yeej Siv Kho Mob thiab Cov Khoom Siv Kho Mob (Durable Medical Equipment and Medical Supplies) (tshwj cov khoom rau kom hnov lus, cov khoom yas los yog hlau txuas tes txuas taw, thiab cov khoom siv rau kev npaj lub neej kom muaj tub ki raws li siab nyiam)	✓	✓
Kev Tu Hauv Tsev (Home Health)	✓	✓
Kev Nyuaj Siab Mob Hlwb Cov Kev Kho Thaum Nruab Hnub (Mental Health Day Treatment Services) (tsis hais nyob qhov chaw twg)	✓	✓

	Tsev Laus Theem Tu	Tsis-Yog Tsev Laus Theem Tu
Kev Nyuaj Siab Mob Hlwb Cov Kev Kho (Mental Health Services) (tshwj cov mus pw kho los yog cov uas tus kws kho mob muab)	✓	✓
Kev Tu Neeg Mob (Nursing) (nrog rau kev pab tu kom ua taus pas, cov kev pab tu neeg mob hauv tsev)	✓	✓
Kev Kho Tus Mob Kom Mus Ua Taus Hauj Lwm (Occupational) Therapy (hauv tas nrho cov chaw kho tshwj qhov mus pw kho hauv tsev kho mob)	✓	✓
Kev Tu Tus Kheej (Personal Care)	✓	✓
Kev Kho Mob Rau Lub Cev (Physical Therapy) (tsis hais nyob qhov twg tshwj qhov mus pw kho hauv tsev kho mob)	✓	✓
Cov Kev Pab Kho Kom Hais Tau Lus thiab Hnov Lus (Speech and Language Pathology Services) (hauv tas nrho cov chaw kho tshwj qhov mus pw kho hauv tsev kho mob)	✓	✓
Kev Thauj Mus Ntsib Kws Kho Mob (Transportation to medical appointments) (tshwj lub tsheb thauj neeg mob ceev (ambulance))	✓	✓
MEDICAID LUB XEEV DAIM PHIAJ NPAJ COV KEV PAB HAUV COV TUAM TSEV KHO MOB (INSTITUTIONAL MEDICAID STATE PLAN SERVICES)		
Tsev Laus (Nursing Home) muaj Cov Chaw Muab Kev Pab Tu Ib Nrab (Intermediate Care) rau Cov Tib Neeg Muaj Mob Xiam Oob Qhab rau Kev Txawj Ntse (Intellectual Disabilities, ICF-IID) thiab Cov Tuam Tsev rau Cov Muaj Mob Puas Hlwb (Mental Disease, IMD) (IMD tsis them rau cov nyob hauv muaj hnuv nyoog 22-64)	✓	1
COV KEV PAB TSO CAI PUB UA RAU HAUV TSEV THIAB ZEJ ZOS (HOME AND COMMUNITY-BASED WAIVER SERVICES)²		
Cov Khoom Siv Pab (Adaptive Aids)	✓	
Kev Pab Zov Cov Muaj Hnuv Nyoog (Adult Day Care)	✓	
Kev Pab Fab Technology/Cov Khoom Siv Kom Sib Txuas Lus Tau (Assistive Technology/Communication Aids)	✓	
Kev Pab Tswv Yim Kho Mob thiab Cov Kev Pab Kho Mob rau Cov Muab Kev Pab Tu Tsis Them Nyiaj Rau Lawv (Consultative Clinical and Therapeutic Services for Caregivers)	✓	

¹ Yog koj kev noj qab haus huv yuav tsum tau mus nyob rau tsev laus, tej zaum qhov kev pab no yuav muaj ntawm koj qhov Medicaid ForwardHealth card. Thaum koj mus nyob tsev laus, koj pab neeg tu koj yuav ntsib koj kom paub tseeb tias seb qhov kev tu koj puas tau pauv.

² Saib Daim Ntawv 2 Ntxiv Rau Tom Qab kom paub txog lo lus txhais hais txog ib qho kev pab twg.

	Tsev Laus Theem Tu	Tsis-Yog Tsev Laus Theem Tu
Kev Kawm Ntawv Thiab Kev Cob Qhia (Consumer Education and Training)	✓	
Cov Kev Pab Tswv Yim Thiab Kho Mob (Counseling and Therapeutic Services)	✓	
Kev Cob Qhia Kom Txawj Pab Lub Neej Niaj Hnub (Daily Living) Skills Training	✓	
Cov Kev Pab Thaum Nruab Hnub (Day Services)	✓	
Cov Kev Pab Tswj Nyiaj Txiag (Financial Management Services)	✓	
Nqa Zaub Mov Tuaj Rau Hauv Tsev (Home Delivered Meals)	✓	
Kho Vaj Kho Tsev (Home Modifications)	✓	
Kev Pab Tswv Yim Txog Vaj Tse Nyob (Housing Counseling)	✓	
Kev Hu Pab Tus Kheej Thaum Muaj Xwm Kub Ceev (Personal Emergency Response System)	✓	
Cov Kev Pab Ua Ntej Kom Tau Hauj Lwm (Prevocational Services)	✓	
Cov Kev Pab Rhais Chaw (Relocation Services)	✓	
Kev Tu Hauv Cov Chaw Neeg Muaj Hnub Nyoog Nyob: 1-2 Lub Txaj Pw Rau Tus Muaj Hnub Nyoog Hauv Tsev (Residential Care: 1-2 Bed Adult Family Home, AFH)	✓	
Kev Tu Hauv Cov Chaw Neeg Muaj Hnub Nyoog Nyob: 3-4 Lub Txaj Pw Rau Tus Muaj Hnub Nyoog Hauv Tsev (Residential Care: 3-4 Bed Adult Family Home, AFH)	✓	
Kev Tu Hauv Cov Chaw Neeg Muaj Hnub Nyoog Nyob: Chaw Kho Nyob Hauv Zej Zos (Residential Care: Community-Based Residential Facility, CBRF)	✓	
Kev Tu Hauv Cov Chaw Neeg Muaj Hnub Nyoog Nyob: Kev Tu Nyob Hauv Cov Kem Tsev (Residential Care: Residential Care Apartment Complex, RCAC)	✓	
Kev Pab So Los Siav (Respite Care)	✓	
Yus Tus Kheej Yog Tus Tswj Kev Tu Yus (Self-Directed Personal Care Services)	✓	
Kev Txawj Tu Neeg Mob (Skilled Nursing)	✓	
Cov Cuab Yeej Thiab Khoom Siv Tshwj Xeeb (Specialized Medical Equipment and Supplies)	✓	

	Tsev Laus Theem Tu	Tsis-Yog Tsev Laus Theem Tu
Tus Neeg Khiav Hauj Lwm Pab (Support Broker)	✓	
Cov Kev Pab Kom Tau Hauj Lwm– Cov Kev Pab Ib Leeg Kheej thiab Pab Pawg Me Kom Tau Hauj Lwm Ua (Supported Employment - Individual and Small Group Employment Support Services)	✓	
Kev Pab Tu Hauv Tsev (Supportive Home Care)	✓	
Cov Kev Pab Cob Qhia rau Cov Neeg Muab Kev Pab Tu Tsis Them Nyiaj Rau Lawv (Training Services for Unpaid Caregivers)	✓	
Kev Pab Thauj Mus Los (kev thauj mus los tshwj xeeb) – Zej Zos thiab Lwm Hom Kev Thauj Mus Los (Transportation (specialized transportation) – Community and Other Transportation)	✓	
Kev Npaj thiab Txhawb Kom Tau Hauj Lwm Ua Yav Tom Ntej (Vocational Futures Planning and Support)	✓	

Cov kev pab twg yog cov tsis muab rau koj?

Cov kev pab nram qab no tsis nyob hauv Family Care cov kev tu mus sij hawm ntev, tab sis muaj rau koj nyob hauv koj daim npav ForwardHealth card:

- Quav Dej Cawv thiab Yeeb Tshuaj Cov Kev Pab (Alcohol and Other Drug Abuse Services) (muab los ntawm ib tug kws kho mob los yog mus pw kho hauv ib qhov chaw kho)
- Kho Kev Hnov Lus (Audiology): nrog rau ntsuam xyuas kev hnov lus thiab kho teeb meem hnov lus tsis zoo
- Kev Kho Zuaj Ib Ce (Chiropractic)
- Kev Pab Tiv Thaiv Xwm Txheej (Crisis Intervention)
- Kev Kho Hniav (Dentistry)
- Kev Pab Thaum Muaj Xwm Kub Ceev (Emergency Care) (nrog rau tsheb thauj neeg mob ceev saum ntuj thiab hauv av)
- Tsom lav Qhov Muag (Eyeglasses)
- Kev Pab Npaj Lub Neej Kom Muaj Me Nyuam Tsawg (Family Planning Services)
- Cov Khoom Ntsaws Pob Ntseg Kom Hnov Lus thiab Cov Roj Teeb (Hearing Aids and Hearing Aid Batteries)
- Kev Pab Nyob Tos Txoj Sia Tu (Hospice) (kev pab tu neeg mob uas muaj ib tug mob yuav txo txoj sia)
- Tsev Kho Mob: Pw thiab Tsis Pw, xws li chav rau neeg mob hnyav (tshwj kev kho mob rau lub cev tsis pw, kev kho mob kom mus ua taus hauj lwm, thiab kev kho kom hais tau lus thiab paub lus, cov kev pab kho kev nyuaj siab mob hlwb los ntawm ib tug tsis-yog kws kho mob, thiab kev pab kho quav dej cawv thiab yeeb tshuaj los ntawm ib tug tsis-yog kws kho mob)
- Tsis them feem ntau rau cov kev pab hauv ib lub tuam tsev rau kev mob puas hlwb (institution for mental disease, IMD). (Nws tsuas them rau cov pw hauv **ib lub tsev laus** IMD rau cov neeg hnuv nyoog tsis tau muaj 22 xyoos los yog hnuv nyoog 65 thiab laus dua)
- Cov Kev Pab Ntawm Kws Tu Neeg Mob Tsis Zwm Rau Leej Twg (Independent Nurse Practitioner Services)
- Tshawb Nrhiav Kab Mob thiab Yees Duab Fais Fab (Lab and X-ray)
- Tshuaj Kws Kho Mob Ua Ntawv Mus Yuav (Medications/prescription drugs)
- Kev Nyuaj Siab Mob Hlwb (muab los ntawm ib tug kws kho mob los yog ib qhov chaw mus pw kho)
- Kev Kho Qhov Muag (Optometry)
- Kws Kho Mob Cov Kev Pab Kho Mob (Physician and Clinic Services) (tshwj cov kev kho mob ib ce tsis pw, kev kho mob kom mus ua taus hauj lwm, thiab kev kho kom hnov lus thiab paub hais lus, kho kev nyuaj siab mob hlwb los ntawm ib

tug tsis-yog kws kho mob, thiab kev kho quav dej cawv thiab yeeb tshuaj los ntawm ib tug tsis-yog kws kho mob)

- Kho Mob Ko Taw (Podiatry)
- Kev Pab Kho Thaum Cev Xeeb Muaj Me Nyuam (Prenatal Care Coordination)
- Kev Muab Yas Muab Hlau Txuas Tes Txuas Taw (Prosthetics)
- Kev Kho Laj Lim Tswv Yim (Psychiatry)
- Cov Kev Pab Muab Nyob Hauv Tsev Kawm Ntawv (School-Based Services)
- Kev Thauj Mus Los Siv Tsheb Thauj Neeg Mob Ceev (Transportation by Ambulance)

Family Care tsis them rau cov kev pab teev saum no, tab sis koj muaj feem tau txais los ntawm qhov kev pab cuam Medicaid. Pab neeg tu koj yuav ua hauj lwm ze nrog koj los mus pab koj kom tau txais cov kev pab no thaum koj xav tau. Yog koj muaj Medicare, qub tub rog cov kev pab (Veterans), los yog lwm yam ntawv tuav pov hwm uas tsis yog Medicaid, tej zaum cov ntawv tuav pov hwm no kuj yuav them rau cov kev pab no. Nws kuj yuav muaj feem yus nrog them (co-payment) rau cov kev pab no.

Ntxiv rau ntawm cov teev rau saum no, cov nram qab no tsis muaj muab rau koj:

- Cov kev pab uas pab neeg tu koj tsis tau tso cai los yog tsis muaj nyob hauv koj daim phiaj npaj tu koj.
- Cov kev pab uas tsis tas yuav tsum muaj los mus txhawb txoj kev tu koj mus sij hawm ntev cov dej num ua kom tau tshwm sim.
- Cov ib txwm siv rau lub neej xws li nqixauj tsev, nqi them rau cov nyiaj txais los yuav tsev, khoom noj, nqi dej nqi taws, kev lom zem, ris tsho hnav, rooj tog, khoom siv hauv vaj hauv tsev thiab ntawv tuav pov hwm.
- Cov khoom siv ntiag tug hauv koj chav hauv ib qhov chaw muaj neeg pab los yog hauv ib lub tsev laus, xws li xov tooj los yog TV.
- Chav nyob thiab khoom noj (room and board) hauv zej zos cov tsev muaj neeg nyob. (Saib Tshooj Lus 5, phab 42 kom paub ntxiv).
- Kev saib xyuas cov nqi them.

Tshooj Lus 5. To taub txog leej twg them rau cov kev pab koj thiab kev khiav hauj lwm ntawm cov nyiaj pab koj

Kuv puas yuav tau them ib qhov kev pab twg?

Koj tsis raug them rau cov kev pab twg hauv Family Care cov kev pab uas muaj teev rau hauv koj daim phiaj npaj tu koj uas yuav tau muab los mus txhawb txoj kev pab tu koj mus sij hawm ntev cov dej num kom tshwm sim. Yog koj npaj siab kom tau txais ib cov kev pab uas tsis muaj nyob hauv daim phiaj npaj tu koj, koj yuav tau them rau cov ntawd.

Koj YOG tus them rau feem yus nrog them (co-payments) rau cov kev pab uas koj tau txais los ntawm qhov kev pab cuam Medicaid. Qhov no muaj xws li feem yus nrog them rau cov tshuaj, kev mus ntsib kws kho mob, thiab mus ntsib tsev kho mob.

Nws muaj ob hom nuj nqi them uas tej zaum koj yuav tau them txhua hli:

- Feem sib pab them (cost share)
- Chav nyob thiab khoom noj (room and board)

Feem sib pab them thiab chav nyob thiab khoom noj yog ob yam sib txawv. Nws kuj hais tau tias tej zaum koj yuav tau them rau ob qhov tib si.

FEEM SIB PAB THEM

Tej zaum muaj ib txhia tswv cuab yuav tau them ib qhov nyiaj txhua hli kom thiaj muaj feem tsim nyog tau txais kev pab rau Medicaid thiab Family Care. Qhov nyiaj them txhua hli no raws li paub yog **feem sib pab them (cost share)**. Feem sib pab them uas koj yuav tau them yog muab raws li koj cov nyiaj tau los thiab qhov muaj feem tau txais kev pab rau Medicaid thiab Family Care.

Yog koj muaj feem sib pab them, koj yuav tau txais ib daim nqi kom them qhov nyiaj tuaj ntawm Community Link, Inc. txhua hli. Txawm yog koj xa koj qhov nyiaj mus rau Community Link, Inc los, qhov chaw khiav hauj lwm Income Maintenance yog tus txiav txim qhov nyiaj tias yog npaum cas uas koj yuav tsum them txhua hli.

Yuav muab qhov nyiaj koj them ntawm feem sib pab them los xyuas ib xyoos ib zaug, los yog thaum twg uas koj cov nyiaj tau los muaj kev txawv txa. **Koj yuav tsum qhia cov kev pauv ntawm tag nrho koj cov nyiaj tau los thiab cov khoom muaj nqis rau pab neeg tu koj thiab qhov chaw khiav hauj lwm income maintenance tsis pub dhau 10 hnuv suav txij hnuv muaj cov kev pauv tshwm sim.** Cov khoom muaj nqis muaj xws li, tab sis kuj tsis yog tas rau, tsheb, nyiaj nstuab, nyiaj cia (checking thiab savings), thiab cov nyiaj nyob hauv ntawv tuav pov hwm lub neej (cash value).

Yog tsis them feem sib pab them txhua hli yuav ua rau poob tsis muaj feem tau txais kev pab thiab raug rho koj npe tawm ntawm Family Care. Yog koj xav tias feem muab rau koj pab them ntawd tsis yog lawm, koj ua tau ib daim ntawv thov kom muaj los xyuas dua nrog rau Wisconsin Division of Hearings and Appeals (DHA). Saib phab 68 kom paub ntiv.

Yog koj muaj lus nug txog feem sib pab them, hu rau Community Link, Inc. 1-877-622-6700 toll free.

Kev Txo Feem Sib Pab Them (Cost Share Reduction)

Yog koj tsis muaj cuab kav them taus feem sib pab them txhua hli vim koj tej kev noj kev haus raug nqi ntau heev, tej zaum koj yuav muaj feem tau txais qhov muab tus nqi sib pab them txo kom tsawg dua. Cov nqi them rau txoj kev noj kev haus muaj xws li them rau cov nyiaj txais los yuav tsev, xauj tsev, ntawv tuav pov hwm tsev/xauj tsev, nqi av, dej taws, khoom noj, khaub ncaws hnav, khoom siv tu cev, thiab cov nqi them tsav los yog kho tsheb.

Qhov txo feem koj pab them kom tsawg yuav ua rau koj them taus koj cov nqi them rau txoj kev noj kev haus, thiab pub rau koj muaj npe tau txais kev pab rau hauv Family Care.

Yog yuav thov kom txo feem koj pab them kom tsawg dua, koj yuav tsum ua kom tiav daim ntawv "Application for Reduction of Cost Share." Saib Daim Ntawv Txuas Ntiv Appendix 3 kom tau ib daim luam ntawm daim ntawv ua tov rau qhov no, los yog mus muab ib daim nyob ntawm <https://www.dhs.wisconsin.gov/library/f-01827.htm>.

Thaum koj xa daim ntawv thov no, koj yuav tau muab cov ntau ntawv pov thawj ntawm koj cov nyiaj tau los txhua hli, koj cov nuj nqi them txhua hli, thiab feem koj pab them (cost share) rau Community Link, Inc txhua hli seb yog npaum cas. Daim ntawv thov yuav qhia rau koj txog cov piv txwv ntawm cov ntawv pov thawj no seb yog hom twg.

Yog koj xav tau kev pab ua kom tiav daim ntawv no, koj yuav tau kev pab, yam tsis tau them nyiaj, los ntawm ib tus neeg pab daws teeb meem (ombudsman). Cov lus qhia txog Family cov neeg pab daws teeb meem muaj nyob rau ntawm phab 71.

CHAV NYOB THIAB KHOOM NOJ

Koj yuav tau them rau chav nyob thiab khoom noj (nqixauj tsev thiab khoom noj) yog hais tias koj nyob rau hauv los yog tsiv mus rau hauv ib qhov chaw uas yog zej zos neeg nyob. Chaw nyob tu hauv zej zos neeg nyob yog cov tsev rau cov muaj hnuv nyoog (adult family homes, AFHs), cov nyob hauv zej zos neeg nyob (community-based residential facilities, CBRFs), cov kem tsev nyob hauv zej zos neeg nyob (residential care apartment complexes, RCACs), thiab cov tsev laus.

Community Link, Inc yuav them rau kev tu thiab feem saib xyuas ntawm koj cov kev pab. Koj yuav tau them rau chav nyob thiab khoom noj (nqi xauj tsev thiab khoom noj) feem ntawm tus nqi. Peb yuav qhia rau koj paub seb koj chav nyob thiab khoom noj yuav raug nyiaj npaum cas, thiab peb yuav xa ib daim nqi tuaj rau koj them txhua hli.

Yog koj muaj lus nug txog chav Community Link, Inc. 1-800-1-877-622-6700. Tej zaum pab neeg tu koj kuj yuav pab koj nrhiav ib qhov chaw uas ua tau raws li qhov koj xav tau nyob rau tus nqi them taus.

Kuv yuav them nyiaj li cas?

Koj yuav sau tau ib daim tshev los yog money order. Xa koj cov nyiaj them mus rau:

Payments can be made by check or money order, and can be sent to the address referenced on your monthly statement.

Automatic withdrawal from your bank account may also be available. Ask your care team for details.

Kuj muaj qhov cia li tuaj rho nyiaj hauv koj tus as-khauj (bank account) thiab. Nug pab neeg tu koj kom paub ntiv txog qhov no.

Yog kuv tau txais ib daim nqi kom them nyiaj rau cov kev pab ne?

Koj tsis tas them rau cov kev pab uas pab neeg tu koj tso cai raws li ib feem ntawm koj daim phiaj npaj tu koj. Yog koj txais tau ib daim nqi kom them tuaj ntawm ib tug muab kev pab vim yog ua yuam kev, tsis txhob them. Hu rau pab neeg tu koj xwv lawv thiaj li pab daws tau qhov teeb meem.

Family Care puas them rau cov kev pab nyob hauv cov chaw zej zos neeg nyob los yog tsev laus?

Ib lub hom phiaj tseem ceeb ntawm Family Care yog pab cov tswv cuab kom lawv nyob tau lawv tus kheej tsis tos leej twg sai li sai tau. Tag nrho cov neeg – nrog rau cov neeg muaj mob xiam oob qhab thiab cov laus – yuav muaj cuab kav nyob tau hauv tsev muaj

qhov kev pab txhawb zog uas lawv xav tau, koom tau rau hauv lub zej zos uas ntaus nqis rau tej hauj lwm lawv ua tau.

Kev tshawb nrhiav thiab soj ntsuam pom tias neeg feem coob xav nyob hauv lawv tus kheej lub tsev los yog kem tsev, kom nyob ze nrog tsev neeg thiab tej phooj ywg. Family Care cov kev pab feem ntau yeej muab tau nyob hauv tsev rau cov neeg feem coob thiab qhov nyob hauv tsev yeej keev yog txoj kev xaiv uas zoo txaus tsim nyog tus nqi.

Family Care muaj cov kev pab nyob hauv cov chaw zej zos neeg nyob thiab nyob hauv tsev laus. Tab sis li cas los, qhov tsiv tawm hauv tsev mus nyob hauv ib qhov chaw muaj neeg pab tu los yog hauv lub tsev laus yuav tsum yog qhov “kawg kev” (last resort) lawm xwb.

Pab neeg tu koj yuav tso cai rau qhov kev pab tu nyob hauv ib qhov chaw zej zos neeg nyob los yog nyob hauv tsev laus li nram qab no nkaus xwb:

- Thaum ntseeg tsis tau tias koj muaj kev noj qab haus huv thiab muaj kev kaj huv nyob hauv koj lub tsev; los yog
- Thaum txoj kev pab tu koj mus sij hawm ntev cov dej num ua tau tshwm sim muab tsis tau zoo txaus tsim nyog tus nqi hauv koj lub tsev; los yog
- Thaum qhov tsiv mus nyob rau hauv ib qhov chaw yog qhov kev xaiv zoo txaus tsim nyog tus nqi los mus txhawb txoj kev pab tu koj mus sij hawm ntev cov dej num ua tau tshwm sim.

Tab txawm qhov kev pab tu nyob hauv ib qhov chaw zej zos neeg nyob yog tib txoj kev xaiv ua tau lawm xwb los, koj yuav mus nyob tsis tau los yog tsiv tsis tau mus rau qhov chaw uas koj xav tau ntawd. Vim tej zaum qhov chaw ntawd tsis muaj ntawv cog lus nrog Community Link, Inc los yog tsis kam txais tus nqi uas peb them. Family Care yuam tsis tau kom cov muab kev pab txais yuav peb tus nqi them.

Yog koj nyob hauv koj tus kheej lub tsev es koj thiab pab neeg tu koj pom zoo tias koj yuav tau txhob nyob hauv ntxiv lawm, nej mam li txiav txim siab ua ke txog cov kev pab tu nyob hauv ib qhov chaw zej zos neeg nyob. Koj thiab pab neeg tu koj muaj lub luag hauj lwm los mus nrhiav kom tau qhov chaw uas zoo txaus tsim nyog tus nqi hauv ib qhov chaw hauv zej zos neeg nyob hauv Community Link, Inc cov muab kev pab uas ua hauj lwm ua ke (provider network). Koj pab neeg tu koj yuav ua hauj lwm nrog koj mus ntxiv thaum koj mus nyob hauv ib qhov chaw hauv zej zos neeg nyob los yog tsev laus.

Pab neeg tu koj yuav tsum tso cai rau tag nrho cov kev tu nyob hauv ib qhov chaw zej zos neeg nyob (residential services). Nws yog ib qhov tseem ceeb tias koj tsis txhob xaiv ib tug muab kev tu nyob hauv ib qhov chaw zej zos neeg nyob koj ib leeg kheej. Koj yuav tsum ua hauj lwm nrog pab neeg tu koj txog cov kev txiav txim siab no kom ntseeg tau tias Community Link, Inc yuav them rau cov kev tu no.

Koj yuav tau them feem ntawm tus nqi xauj tsev thiab khoom noj ntawm qhov chaw. Cov nqi them no hu ua “chav nyob thiab khoom noj” cov kev siv.

Medicare thiab kuv daim ntawv tuav pov hwm ua hauj lwm ua ke li cas?

Thaum koj los muaj npe tau txais kev pab nrog rau Community Link, Inc., peb yuav nug seb koj puas muaj lwm yam ntawv tuav pov hwm (insurance) uas tsis yog Medicaid. (Medicaid yog Medical Assistance, MA, los yog Title 19 raws li paub los.) Lwm yam ntawv tuav pov hwm muaj xws li Medicare, kev them nqi kho mob rau cov neeg so hauj lwm, ntawv tuav pov hwm rau kev pab tu mus sij hawm ntev, thiab lwm cov ntawv tuav pov hwm kho mob uas tsis yog tsoom fwv li (private health insurance).

Nws yog ib qhov tseem ceeb tias koj qhia lwm yam ntawv tuav pov hwm uas koj muaj rau peb paub. **Yog koj tsis kam siv lwm yam ntawv tuav pov hwm uas koj muaj, tej zaum peb yuav tsis them rau cov kev pab uas lawv yuav them rau.**

Ua ntej Medicaid, nrog rau Family Care, them rau cov kev pab, yuav tsum xub ua ntawv rau lwm qhov tuav pov hwm them tso. Community Link, Inc npaj siab tos cov tswv cuab los mus:

- Qhia rau peb paub yog lawv muaj lwm yam ntawv tuav pov hwm, nrog rau Medicare feem A thiab/los yog B.
- Qhia rau peb paub yog muaj pauv rau koj qhov Medicare feem A thiab/los yog B qhov them nqi kho mob thiab lwm yam ntawv tuav pov hwm.
- Qhia rau peb paub yog koj tau nyiaj los ntawm ib lub tuam txhab tuav ntawv pov hwm, vim tej zaum koj yuav tau ntxiv nyiaj rov qab rau Community Link, Inc. Qhov koj tswj tej kev them nyiaj no li cas ntawd kuj yuav muaj feem cuam tshuam rau koj qhov muaj feem tau txais kev pab hauv Family Care.

Yog hais tias tam sim no koj tsis muaj Medicare vim koj xav tias koj them tsis taus, tej zaum pab neeg tu koj yuav nrhiav tau ib qhov kev pab cuam uas yuav pab them rau Medicare cov nqi them (premiums).

Yog koj muaj Medicare, nws yuav them rau feem ntau ntawm koj cov nqi kho mob nrog rau cov nqi them rau cov kws kho mob thiab tsev kho mob. Feem ntawm tus nqi uas Medicare tsis them yog “Medicare sib pab them tus nqi” (Medicare cost share). Medicaid yuav them qhov “Medicare sib pab them tus nqi” rau koj.

Rau ib cov kev pab, peb yuav them qhov “Medicare sib pab them tus nqi” rau koj **yog hais tias pab neeg tu koj tso cai ua ntej rau qhov kev pab**, thiab qhov kev pab los yeej muaj nyob hauv Family Care cov kev pab. Qhov no txhais hais tias pab neeg tu koj yuav tsum pom zoo UA NTEJ koj tau txais qhov kev pab. Yog koj tsis tau lus pom zoo ua ntej los ntawm pab neeg tu koj, tej zaum koj yuav tau them qhov “Medicare sib

pab them tus nqi” koj tus kheej. Nco ntsoov thov kom tau lus tso cai ua ntej los ntawm pab neeg tu koj rau cov nram qab no:

- Cov Cuab Yeej Siv Kho Mob, Kev Muab Yas Muab Hlau Txuas Tes Txuas Taw, thiab Cov Khoom Siv (Durable Medical Equipment, Prosthetics, Orthotics and Supplies)
- Mob Ntshav Qab Zib Cov Khoom Siv (Diabetes Supplies)
- Kev Pab Tu Hauv Tsev (Home Health Care)
- Kev Mus Kho Mob Rau Lub Plawv Tsis Pw (Outpatient Cardiac Rehabilitation)
- Cov Kev Mus Kho Mob Nyuaj Siab Mob Hlwb Tsis Pw (Outpatient Mental Health Services)
- Kev Mus Kho Mob Rau Lub Ntsws Tsis Pw (Outpatient Pulmonary Rehabilitation) (rau tus mob ntsws tsis paub zoo)
- Kev Kho Mob Kom Rov Ua Taus Hauj Lwm (Occupational Therapy)
- Kev Kho Mob Lub Cev (Physical Therapy)
- Kev Txawj Tu Neeg Mob Qhov Chaw Tu (Skilled Nursing Facility Care) (rau kev kho kom rov peem tsheej)
- Kev Kho Kom Hais Tau Lus (Speech Therapy)

Nws tseem ceeb rau koj kom paub tias Medicare yog tus txiav txim seb nws puas yuav them rau ib qhov kev pab. Ces yog li, vim pab neeg tu koj pom zoo ua ntej rau ib qhov kev pab tsis tau txhais hais tias Medicare yuav them rau qhov kev pab ntawd.

Qhov pom zoo ua ntej los ntawm pab neeg tu koj tsuas yog txhais hais tias Community Link, Inc yuav them rau qhov **“Medicare sib pab them tus nqi”** xwb yog Medicare txiav txim tias nws yuav them rau qhov kev pab. Yog Medicare txiav txim tias nws yuav tsis them rau qhov kev pab uas pab neeg tu koj tau pom zoo ua ntej, Community Link, Inc yuav them rau Medicaid tus nqi ntawm qhov kev pab.

Mus muab nyiaj rov qab los ntawm tej cuab yeej cuab tam (estate recovery) yog dab tsi? Nws siv rau kuv li cas?

Yog koj twb nyob rau Medicaid lawm, los yog ib tug tswv cuab ntawm Community Link, Inc. qhov mus muab nyiaj rov qab los ntawm tej cuab yeej cuab tam cov cai tswj yuav siv rau koj. Medicaid qhov mus muab nyiaj rov qab los ntawm tej cuab yeej cuab tam siv rau feem ntau ntawm cov kev pab tu mus sij hawm ntev txawm yuav yog muab los ntawm Community Link, Inc los yog lwm cov kev pab cuam.

Hauv qhov mus muab nyiaj rov qab los ntawm tej cuab yeej cuab tam, lub xeev nrhiav kom them nyiaj rov qab rau nws rau cov nqi uas lub xeev tau them rau tas nrho Medicaid cov kev pab tu mus sij hawm ntev lawm. Cov nyiaj muab rov qab no yog mus muab los ntawm koj tej cuab yeej cuab tam, los yog koj tus txij nkawm cov cuab yeej cuab tam tom qab neb ob leeg tau tas sim neej. Cov nyiaj uas mus muab tau los yuav rov qab mus rau lub xeev siv rau kev pab tu lwm tus uas xav tau kev pab.

Cov nyiaj muab rov qab yog ua ntawv mus kom muab cov cuab yeej cuab tam los them. Lub xeev yuav tsis hais kom muab koj cov cuab yeej cuab tam them thaum koj tus txij nkawm los yog tus me nyuam muaj ib tug mob xiam oob qhab tseem muaj txoj sia nyob. Cov nyiaj muab rov qab yog tshwm sim tom qab lawv tas sim neej lawm.

Yog xav paub ntxiv hais txog kev muab nyiaj rov qab, nug pab neeg tu koj. Lus qhia paub txog Medicaid Txoj Kev Mus Muab Nyiaj Rov Qab Los Ntawm Tej Cuab Yeej Cuab Tam (Medicaid Estate Recovery Program) muaj nyob rau hauv cov chaw teev hauv qab no thiab:

Xov tooj hu dawb: 1-800-362-3002

TTY: 711 los yog 1-800-947-3529

Mus saib: <http://www.dhs.wisconsin.gov/medicaid/erp.htm>

Los yog sau

ntawv rau:

DHS - Estate Recovery Program

P.O. Box 309

Madison, WI 53701-0309

Tshooj Lus 6. Koj cov cai

Peb yuav tsum hwm koj cov cai uas yog ib tug tswv cuab ntawm Community Link, Inc.

- 1.) **Peb yuav tsum muab lus qhia hauv ib txoj kev uas ua hauj lwm rau koj.**
Kom tau lus qhia los ntawm peb uas ua hauj lwm rau koj, thov hu rau pab neeg tu koj Community Link, Inc.
- 2.) **Peb yuav tsum saib koj rau nqi, hwm koj, thiab muab kev ncaj ncees rau koj txhua lub sij hawm.** Koj muaj cai:
 - Tau txais kev pab tu muaj lub siab ntev, txawj xav los ntawm Community Link, Inc cov neeg ua hauj lwm thiab cov muab kev pab.
 - Tau txais kev pab tu nyob hauv ib qhov chaw muaj kev kaj huv, huv si.
 - Tsis tau yuav tsum ua hauj lwm los yog muab cov kev pab rau Community Link, Inc.
 - Tau txais kev txhawb siab thiab kev pab hauv qhov tham nrog Community Link, Inc cov neeg ua hauj lwm txog cov kev pauv hauv tsab cai uas koj xav tias yuav tau ua los yog cov kev tu uas koj xav tias yuav tsum tau muab.
 - Tau txais kev txhawb siab los mus siv koj cov cai uas yog ib tug tswv cuab ntawm Community Link, Inc.
 - Tsis raug muab cai tsis raws cai. Community Link, Inc yuav tsum ua raws li cov cai lij choj uas tiv thaiv koj los ntawm kev cais neeg tsis raws cai los yog saib tsis taus koj. Peb tsis cais leej twg los ntawm haiv neeg, kev muaj mob xiam oob qhab los yog nyuaj siab puas hlwb, kev ntseeg, poj niam/txiv neej, kev plees kev yi txawv, kev noj qab haus huv, hom neeg, kev coj kev cai dab qhuas, hnuv nyoog, keeb kwm teb chaws, los yog tau nyiaj pab qhov twg los.
 - Tsis raug muab tswj tseg tsis pub ua dab tsi los yog muab mus nyob ib leeg uas yog muab siv ua kev quab yuam kom ntshai, muab siv ua kev qhuab qhia, kom yooj yim los yog pauj kua zaub ntsuab. Qhov no txhais hais tias koj muaj cai tsis pub raug quab yuam los yog yuam kom nyob ib leeg xwv kom thiaj ua rau koj coj tus cwj pwm hauv ib txoj kev twg los yog rau txim rau koj vim muaj lwm tus pom tias nws yog ib qhov siv tau hauj lwm.
 - Tsis raug tsim txom, tsis saib tsis xyuas, thiab raug ntxias nyiaj txiag siv.
 - **Kev tsim txom** ces yog tsim txom lub cev, siab ntsws, nyiaj txiag thiab kev deev. Kev tsim txom kuj muaj tau xws li yog tias muaj ib tug neeg muab kev kho mob rau koj xws li ib qhov tshuaj, los yog kev sim tshawb nrhiav (experimental research) yam tsis tau lus pom zoo los ntawm koj.

- **Kev Tsis Saib Tsis Xyuas** yog thaum ib tug neeg pab tu tsis muab kev tu, tsis muab cov kev pab, los yog tsis muab kev saib xyuas uas ua rau muaj teeb meem raug tus neeg. Kev tsis saib tsis xyuas tus kheej yog thaum ib tug neeg uas muaj lub luag hauj lwm tu nws tus kheej tsis muab kev tu kom txaus tsim nyog, xws li khoom noj, chaw nyob, ris tsho hnav, los yog kev tu mob los yog tu hniav.
- **Kev ntxias nyiaj txiag siv** yog ib qhov kev dag txhaum cai, ntxias dag, quab yuam, nyiaj, ua tsis raws cai los ntawm ib tug neeg tuav nyiaj, neeg nyiaj tej ntaub ntawv qhia tias yog leej twg, nyiaj kos npe, los yog tsis tau lus tso cai siv cov npav siv nyiaj, npav rho nyiaj, ATM thiab lwm yam npav uas zoo ib yam li ntawd.

Dab tsi uas koj ua tau yog koj ntsib kev tsim txom, tsis saib tsis xyuas, los yog raug dag nyiaj txiag siv? Pab neeg tu koj yuav nyob ntawd tham nrog koj txog cov teeb meem uas koj xav tias yuav yog kev tsim txom, tsis saib tsis xyuas, los yog raug dag nyiaj txiag siv. Lawv yuav pab tau koj muab hais qhia rau cov muaj lub luag hauj lwm txog tej no los yog kom tau kev pab mus rau qhov nyob kaj huv. Koj hu tau txhua lub sij hawm rau 911 thaum yog ib qhov xwm txheej kub ceev.

Yog koj xav tias koj los yog ib tug uas koj paub raug teeb meem tsim txom, tsis saib tsis xyuas, los yog raug dag nyiaj txiag siv, koj hu tau rau qhov chaw Muab Kev Pab Tiv Thaiv Rau Cov Muaj Hnub Nyoog (Adult Protective Services). Qhov chaw no pab tiv thaiv txoj kev nyob kaj huv ntawm cov laus thiab cov muaj hnub nyoos uas kheev yog cov poob rau kev tsim txom, tsis saib tsis xyuas, los yog raug dag nyiaj txiag siv. Lawv tseem pab txog thaum ib tug neeg tsis muaj rab peev xwm saib xyuas tau nws kev nyob nyab xeeb vim los ntawm kev mob nkeeg los yog muaj ib tug mob xiam oob qhab.

Phab ntawv 8 teev cov xov tooj rau koj hu mus qhia cov teeb meem uas muaj pov thawj pom los yog xav tias tsam yog kev tsim txom lwm tus.

- 3.) **Peb yuav tsum ua kom ntseeg tau tias koj tau txais cov kev pab uas them rau raws sij hawm.** Ua ib tug tswv cuab ntawm Community Link, Inc, koj muaj cai tau txais cov kev pab uas muab teev rau hauv koj daim phiaj npaj tu koj thaum koj xav tau cov kev pab ntawd. Pab neeg tu koj yuav npaj koj cov kev pab uas them rau. Koj pab neeg no yuav khiav hauj lwm nrog cov kws muab kev kho mob rau koj. Piv txwv yog cov kws kho mob, kws kho hniav, thiab kws kho mob ko taw. Hu rau koj pab neeg kom pab koj xaiv cov muab kev pab rau koj.
- 4.) **Peb yuav tsum pov thaiv koj tus kheej tej ntaub ntawv kho mob kom tsis muaj leej twg paub.** Yog koj muaj lus nug los yog muaj lus txhawj xeeb txog koj tus kheej cov ntaub ntawv kho mob tsam muaj neeg paub, thov hu rau Care

Team. Saib Daim Ntawv Ntxiv 7, phab 101, rau Community Link, Inc Daim Ntawv Ceeb Toom Tsis Pub Leej Twg Paub Cov Kev Coj Ua (Notice of Privacy Practices).

- 5.) **Peb yuav tsum pab kom koj mus muab tau koj cov ntaub ntawv kho mob.** Nug pab neeg tu koj yog koj xav tau ib daim qauv luam ntawm koj cov ntaub ntawv. Koj muaj cai hais kom Community Link, Inc pauv los yog kho koj cov ntaub ntawv kom yog.
- 6.) **Peb yuav tsum muab tej ntaub ntawv qhia rau koj paub txog Community Link, Inc., peb cov muab kev pab ua hauj lwm ua ke, thiab cov kev pab uas muaj rau koj.** Thov hais rau pab neeg tu koj yog hais tias koj xav tau tej ntaub ntawv no.
- 7.) **Peb yuav tsum txhawb nqa koj txoj cai los mus txiav txim txog cov kev pab koj.**
 - Koj muaj cai paub txog tag nrho koj cov kev xaiv ua. Qhov no txhais hais tias koj muaj cai kom qhia rau koj paub txog tag nrho cov kev xaiv ua uas muaj, tus nqi them yog li cas thiab seb Family Care puas them rau. Koj kuj tseem tawm tau tswv yim txog lwm cov kev pab uas koj xav tias yuav pab tau raws li koj cov kev xav tau.
 - Koj muaj cai kom qhia rau koj paub txog tej teeb meem yuav muaj tau hauv txoj kev tu koj.
 - Koj muaj cai hais tias “tsis kam” (no) rau qhov kev tu los yog cov kev pab uas tau hais kom muab rau koj.
 - Koj muaj cai mus nrhiav tau cov tswv yim pab thib ob txog koj tus mob (second medical opinions). Nug pab neeg tu koj yog hais tias koj xav tau kev pab mus nrhiav cov tswv yim thib ob.
 - Koj muaj cai kom muab cov lus qhia paub txog dab tsi uas koj xav kom ua yog thaum koj tsis muaj cuab kav txiav txim siab tau rau koj tus kheej. Muaj tej zaum cov neeg cia li tsis muaj cuab kav txiav txim siab hais txog kev kho mob rau lawv tus kheej vim muaj teeb meem yuam kev raug nws los yog muaj mob hnyav. Koj muaj cai hais seb dab tsi uas koj xav kom muaj tshwm sim thaum koj nyob rau ib qhov zoo li no. Qhov no txhais hais tias yog koj xav tau, koj ua tau ib **“daim ntawv qhia ua ntej” (advance directive)**. Nws muaj ob hom ntawv qhia ua ntej thiab nyias muaj nyias npe txawv. Cov ntawv hus ua **“living will”** thiab **“power of attorney for health care”** yog piv txwv ntawm cov ntawv sau cia ua ntej. Nug pab neeg tu koj yog koj xav paub ntxiv txog cov ntawv no.

- 8.) **Koj muaj cai ua ntawv tsis txaus siab los yog thov kom muab ib qhov teeb meem los hais dua yog hais tias koj tsis pom zoo nrog rau pab neeg tu koj los yog cov kev pab.** Tshooj Lus (phab 54) muaj cov lus qhia txog dab tsi uas koj ua tau yog hais tias koj xav ua ib daim ntawv tsis txaus siab los yog thov kom muab ib qhov teeb meem los hais dua.

Tshooj Lus 7. Koj cov luag hauj lwm

Hauv qab no yog cov hauj lwm koj yuav tau ua thaum yog ib tug tswv cuab ntawm Community Link, Inc. Yog koj muaj lus nug, thov hu rau pab neeg tu koj. Peb nyob rawv ntawm no pab.

- 1.) Ua kom koj paub zoo txog Family Care cov kev pab. Qhov no muaj xws li to taub txog dab tsi uas koj yuav tau ua kom thiaj tau txais cov kev pab. Saib Tshooj Lus 3 thiab 4 kom paub ntxiv.
- 2.) Koom rau hauv qhov xub tsim daim phiaj npaj tu koj thiab kev muab kho dua mus tas li.
- 3.) Koom rau hauv Qhov Kev Txiav Txim Siv Nyiaj (Resource Allocation Decision, RAD) los nrhiav cov hauv kev uas ua tau hauj lwm zoo txaus tsim nyog tus nqi kom ua tau raws li koj cov kev xav tau thiab pab txhawb rau txoj kev tu koj mus sij hawm ntev cov dej num ua tau tshwm sim. Cov tswv cuab, cov tsev neeg thiab cov phooj ywg muaj lub luag hauj lwm sib pab kom siv tsoom fww tej nyiaj se muab los pab kom ua tau hauj lwm zoo tsim nyog tus nqi them.
- 4.) Tham nrog pab neeg tu koj txog koj cov phooj ywg, tsev neeg los yog lwm cov koom txoos pab dawb hauv zos uas tej zaum yuav pab txhawb koj los yog cov hauv kev uas koj ua tau pab rau koj tus kheej.
- 5.) Ua raws nraim li daim phiaj npaj tu koj uas koj thiab pab neeg tu koj pom zoo.
- 6.) Tau ris lub nra rau tej koj ua yog koj tsis kam kho los yog tsis ua raws li cov lus qhia kom ua los ntawm pab neeg tus koj los yog cov muab kev tu koj.
- 7.) Siv cov neeg muab kev tu los yog cov chaw khiav hauj lwm uas yog ib feem ntawm Community Link, Inc, tshwj tias ntshe yog koj thiab pab neeg tu koj ho txiav txim lwm yam.
- 8.) Ua raws nraim li lub Community Link, Inc cov txheej txheem kom tau txais kev pab tu tom qab cov sij hawm tsis ua hauj lwm.
- 9.) Qhia rau peb paub yog koj tsiv mus rau qhov chaw nyob tshiab los yog pauv koj tus xov tooj.
- 10.) Qhia rau peb paub yog koj tau npaj siab yuav mus nyob ib ntus rau qhov twg los yog tsiv tawm ntawm cheeb tsam muab kev pab.
- 11.) Muab cov lus qhia kom yog rau Community Link, Inc hais txog koj kev tu koj kom noj qab haus huv cov kev xav tau, tej nyiaj txiag, thiab cov uas koj siab nyiam thiab hais rau peb paub kom sai li sai tau yog muaj cov kev pauv twg nyob hauv

koj. Qhov no kuj muaj xws li daim ntawv “pub qhia tawm tej ntaub ntawv” thaum peb xav tau tej ntaub ntawv uas koj mus muab tsis tau yooj yim.

- 12.) Muab pab neeg tu koj, cov neeg pab tu hauv tsev, thiab cov neeg muab kev pab rau koj saib rau lub sam xeeb.
- 13.) Txais yuav cov kev pab uas tsis xam txog haiv neeg, tsos nqaij daim tawv, kev ntseeg, hnub nyoog, poj niam/txiv neej, kev plees kev yi txawv, kev noj qab haus huv, hom neeg, kev coj kev cai dab qhuas, los yog keeb kwm teb chaws ntawm tus muab kev tu koj.
- 14.) Them cov nuj nqis txhua hli kom raws sij hawm, nrog rau feem sib pab them los yog tej nuj nqis tsub rau chav nyob uas koj yuav tau them. Hais rau pab neeg tu koj Care Team paub kom sai li sai tau yog koj muaj teeb meem them tus nqi.
- 15.) Siv koj qhov Medicare thiab ntawv tuav pov hawm (insurance) cov nyiaj pab them, thaum pom tias tsim nyog. Yog koj muaj lwm hom ntawv tuav pov hwm kho mob, qhia rau Community Link, Inc thiab qhov chaw khiav hauj lwm Income Maintenance paub.
- 16.) Txuag koj cov cuab yeej siv (durable medical equipment), xws li lub laub muaj log, thiab lub txaj pw uas muab rau koj los ntawm Community Link, Inc.
- 17.) Qhia paub tej kev dag txhaum cai ntawm cov neeg muab kev pab los yog Community Link, Inc cov neeg ua hauj lwm. Yog koj xav tias tsam lam muaj kev siv tsoom fwv tej nyiaj pab tsis yog, nrog rau Family Care, koj hu tau rau tus xov tooj hu qhia paub txog kev dag txhaum cai los yog ua ntawv qhia online rau ntawm:

Report Public Assistance Fraud

1-877-865-3432 (toll-free) or visit

www.reportfraud.wisconsin.gov

- 18.) Tsis yoom koom rau hauv ib qhov kev dag ua txhaum cai twg los yog dag kom tau nyiaj pab. Tej no muaj xws li:
 - Muab lus dag hais txog koj tus mob xiam oob qhab
 - Muab lus dag hais txog koj cov nyiaj tau los thiab cov khoom muaj nqis
 - Muab lus dag hais txog qhov koj nyob
 - Muag cov cuab yeej siv uas muab los ntawm Community Link, Inc

Yog muaj ib qhov kev ua txhaum cai twg kuj yuav ua rau raug rho tawm ntawm Family Care los yog raug foob mus rau txim.

- 19.) Hu rau pab neeg tu koj kom pab yog koj muaj lus nug los yog muaj lus txhawj xeeb.
- 20.) Qhia rau peb paub seb peb ua hauj lwm zoo li cas. Muaj tej lub sij hawm, peb kuj yuav nug seb koj puas kam koom rau tswv cuab cov kev xam phaj, cov ntawv soj ntsuam hais txog kev txaus siab, los yog lwm yam kev nug txog kev ua hauj lwm tau zoo. Koj cov lus teb thiab lus hais qhia rau peb yuav pab peb paub txog yam peb ua tau zoo thiab yam uas peb yuav tau ua kom zoo dua qub. Thov qhia rau peb paub yog koj xav paub txog cov lus muab tau los ntawm cov ntawv soj ntsuam twg. Peb yuav txaus siab qhia tej ntawd rau koj.

Tshooj Lus 8. Tsis txaus siab thiab sib hais dua

Lus qhia ua ntej

Peb yeej muaj siab los muab kom tau txoj kev pab zoo tshaj rau peb cov tswv cuab. Tab sis nws muaj tej lub sij hawm uas koj muaj lus txhawj xeeb. Ua ib tug tswv cuab, koj muaj cai ua ntawv tsis txaus siab los yog thov kom muab qhov tau txiav txim los ntawm Community Link, Inc los sib hais dua thiab kom muab los xyuas sai thiab ncaj ncees.

Yog koj tsis txaus siab txog qhov tu koj los yog cov kev pab koj, koj yuav tsum xub tham nrog pab neeg tu koj. Qhov tham nrog pab neeg tu koj keev yog txoj kev yooj yiim thiab mus sai dua los daws koj cov kev txhawj xeeb. Yog koj tsis xav tham nrog pab neeg tu koj, koj hu tau rau ib tus ntawm peb cov kws paub txog tswv cuab cov cai (member rights specialist). Tus kws paub txog tswv cuab cov cai yuav qhia tau rau koj txog koj cov cai, sim seb puas daws tau koj cov teeb meem ua ntej mus rau txheej siab, thiab pab koj ua ntawv tsis txaus siab thiab thov kom sib hais dua. Tus kws paub txog tswv cuab cov Cai yuav ua hauj lwm nrog nraim koj mus thoob plaws tus txheej txheem sib hais los nrhiav ib txoj kev siv tau los daws qhov teeb meem.

Yog xav tau kev pab txog kev tsis txaus siab los yog thov kom muab qhov teeb meem los hais dua tus txheej txheem, hu rau ib tus ntawm Community Link, Inc. cov kws paub txog tswv cuab cov cai, ntawm:

Community Link, Inc
Tus Kws Paub Txog Tswv Cuab Cov Cai
Member Services Manager
3349 Street, Suite 1
Stevens Point, WI 54481
Xov tooj hu dawb: 1- 877-622-6700
TTY: 1-715-207-1799
E-mail: MemberServices@communitycarecw.org

Yog koj ua hauj lwm ncaj nraim nrog pab neeg tu koj los yog ib tus kws paub txog tswv cuab cov cai es tsis muaj cuab kav daws tau koj cov kev txhawj xeeb, Family Care yuav muab ob peb txoj hauv kev los pab hais daws koj cov kev txhawj xeeb. Koj muaj cuab kav:

- Ua ib daim ntawv tsis txaus siab los yog thov kom sib hais dua nrog rau Community Link, Inc.
- Thov kom Wisconsin Department of Health Services (DHS) nrog xyuas.

- Thov kom muaj Xeev Lub Yooj Mloog Kev Ncaj Ncees (State Fair Hearing) hauv Wisconsin Division of Hearings and Appeals (DHA).

Txhua txoj hauv kev muaj cov cai tswj, cov txheej txheem thiab cov hnub tsis pub dhau sib txawv.

Phau ntawv ntawm tes no qhia rau koj paub tag nrho cov hauv kev uas koj ua tau ntawv tsis txaus siab los yog thov kom sib hais dua, uas tej zaum kuj ua rau to taub nyuaj. Koj tsis tas yuav tsum paub los yog to taub tag nrho cov lus nyob hauv Tshooj Lus no, vim muaj neeg yuav pab koj.

Yog koj muaj ib qhov teeb meem tshwj xeeb uas koj tsis paub tias yuav daws tau li cas, koj nug tau pab neeg tu koj los yog ib tus ntawm Community Link, Inc. cov kws paub txog tswv cuab cov cai. Nws muaj cov Neeg Pab Daws Teeb Meem (Ombudsman programs) pab rau tag nrho Family Care cov tswv cuab rau tej kev tsis txaus siab thiab kev thov kom sib hais dua. Saib phab 71 kom paub seb yuav hu tau rau leej twg. Koj tseem muaj tau ib tug hauv tsev neeg, phooj ywg, kws lij choj los yog tus pab tswv yim los pab koj. Ib tus kws paub txog tswv cuab cov cai tej zaum kuj muab tau lus qhia rau koj paub txog lwm cov chaw uas yuav pab tau koj thiab.

Daim luam ntawm koj cov ntaub ntawv muab khaws cia

Koj mus muab tau ib daim luam ntawm koj cov ntaub ntawv uas muab khaws cia yam tsis tau them nyiaj yog koj xav tau ib daim los pab koj rau qhov ua ntawv tsis txaus siab los yog qhov thov kom sib hais dua. Yog xav thov ib daim luam, hu rau contact Member Services at 1-715-204-1805.

Koj yuav tsis ntsib teeb meem dab tsi yog koj tsis txaus siab los yog tsis pom zoo nrog pab neeg tu koj los yog cov muab kev tu.
Yog koj ua ib daim ntawv tsis txaus siab los yog thov kom sib hais dua mus rau Community Link, Inc., los yog lub Xeev Wisconsin, koj yuav tsis raug muab saib xyuas kom txawv lwm tus li cas.
Peb yeej xav kom koj txaus siab rau cov kev pab tu koj.

Tsis txaus siab

Dab tsi yog ib qhov tsis txaus siab?

Ib qhov tsis txaus siab yog thaum koj tsis txaus siab nrog rau Community Link, Inc., ib ntawm peb cov neeg muab kev pab tu koj, los yog muaj lus txhawj xeeb txog qhov ua tau hauj lwm zoo ntawm peb cov kev pab tu koj. Piv txwv, koj yuav ua tau ib daim ntawv tsis txaus siab yog hais tias:

- Tus neeg ua hauj lwm pab tu koj keev tuaj txog lig.

- Koj mloog zoo li pab neeg tu koj tsis mloog koj hais.
- Koj muaj teeb meem teem tsis tau sij hawm ntsib nrog ib tug neeg muab kev pab tu.
- Koj tsis txaus siab rau tus muab kev pab tu koj cov khoom siv kom txhob xau dej.

Leej twg thiaj ua tau ntawv tsis txaus siab sawv kuv cev?

Tus neeg muaj cai sawv koj cev, xws li tus saib xyuas koj los yog tus tuav daim ntawv muab lus tso cai, yuav ua tau daim ntawv tsis txaus siab rau koj. Koj tsev neeg, ib tug phooj ywg, los yog tus muab kev pab tu koj kuj ua tau daim ntawv tsis txaus siab yog tias lawv tau ib daim ntawv tso cai los ntawm koj.

Hnub twg yog hnub kom ua daim ntawv tsis txaus siab tsis pub dhau?

Koj yuav ua tau ib daim ntawv tsis txaus siab thaum twg los tau.

Kuv muaj cov kev xaiv ua li cas?

Yog koj xav ua ib daim ntawv tsis txaus siab, koj muaj ob txoj kev xaiv ua. Koj:

- 1.) Pib ua tau ib daim ntawv tsis txaus siab mus rau Community Link, Inc.
→ Saib Qhov Xaiv Ua 1, nyob ntawm phab 56.
- 2.) Pib nug tau kom muaj ib qhov nrog xyuas los ntawm DHS.
→ Saib Qhov Xaiv Ua 2, nyob ntawm phab 57.

Koj siv tau Qhov Xaiv Ua 1 thiab/los yog Qhov Xaiv Ua 2 ua ib ke los yog txawv sij hawm.

TSIS TXAUS SIAB QHOV XAIV UA 1: Ua koj daim ntawv tsis txaus siab mus rau Community Link, Inc.

Community Link, Inc xav kom koj txaus siab rau cov kev pab tu koj. Ib tus ntawm peb cov kws paub txog tswv cuab cov cai ua hauj lwm tau nrog koj thiab pab neeg tu koj los mus sim daws koj cov teeb meem ua ntej. Feem ntau, peb kuj daws tau koj cov teeb meem tsis tau mus ntxiv tom ntej. Tab sis li cas los, yog hais tias peb tsis muaj cuab kav daws tau koj cov teeb meem, koj ua tau ntawv tsis txaus siab mus rau Community Link, Inc uas yog hu rau los yog sau ntawv rau peb ntawm:

Community Link, Inc
Attn: Member Services Department
3349 Church Street, Suite 1
Stevens Point, WI 54481
Xov tooj hu dawb: 1-877-622-6700 TTY: [\[TTY number\]](#)

E-mail: MemberServices@communitycarecw.org

Dab tsi yuav muaj tshwm sim tom ntej?

Yog hais tias koj ua ib tsab ntawv tsis txaus siab rau Community Link, Inc, peb yuav xa ib daim ntawv rau koj tsis pub dhau 5 hnuv qhia rau koj paub tias peb tau txais koj tsab ntawv lawm. Ces, Community Link, Inc cov neeg ua hauj lwm uas tsis yog pab neeg tu koj yuav sim pab daws koj qhov teeb meem seb puas tau los yog muab kom tau ib txoj kev sib hais haum uas Community Link, Inc thiab koj yuav txaus siab. Yog peb tsis muaj cuab kav muab tau ib txoj kev sib hais haum, los yog koj tsis xav ua hauj lwm nrog Community Link, Inc cov neeg ua hauj lwm los mus hais daws koj cov teeb meem, peb Pab Neeg Ua Hauj Lwm Txog Kev Tsis Txaus Siab thiab Kom Sib Hais Dua (Grievance and Appeal Committee) yuav xyuas koj cov lus tsis txaus siab thiab muab ib cov lus txiav txim.

- Pab Neeg no muaj Community Link, Inc cov sawv cev nyob hauv thiab tsawg kawg ib tug “neeg tau txais kev pab.” Tus neeg no yog tus tau txais cov kev pab los ntawm peb los yog tus sawv cev ib tug uas tau txais kev pab Tej zaum lwm tus neeg uas paub zoo txog koj cov lus tsis txaus siab kuj nyob hauv Pab Neeg no thiab.
- Peb yuav qhia rau koj paub thaum Pab Neeg no npaj siab yuav sib ntsib los mus xyuas koj cov lus tsis txaus siab.
- Lub rooj sib ntsib yog ceev tsis pub leej twg paub. Koj thov tau kom tus neeg tau txais kev pab txhob nyob hauv Pab Neeg no yog koj txhawj tsam nws paub txog koj tej teeb meem los yog koj muaj lwm yam txhawj xeeb.
- Koj muaj cai tuaj nyob rau ntawd. Koj coj tau ib tug neeg pab tswv yim, phooj ywg, ib tug hauv tsev neeg, los yog ib tug neeg ua pov thawj nrog koj.
- Pab Neeg no yuav muab sij hawm rau koj los mus piav koj cov teeb meem. Koj muab tau koj cov lus los yog tej ntaub ntawv rau Pab Neeg no.
- Pab neeg tu koj los yog lwm tus neeg ua hauj lwm ntawm Community Link, Inc kuj yuav tuaj rau ntawm lub rooj sib tham.
- Pab Neeg no yuav muab ib qhov kev txiav txim tsis pub dhau 20 hnuv cov hnuv ua hauj lwm txij hnuv peb xub tau txais koj daim ntawv tsis txaus siab. Koj yuav tau txais ib tsab ntawv hais txog qhov kev txiav txim.

Yog kuv tsis pom zoo raws li Pab Neeg Ua Hauj Lwm Txog Kev Tsis Txaus Siab thiab Kom Sib Hais Dua cov lus txiav txim ne?

Yog koj tsis pom zoo, koj nug tau kom muaj ib qhov nrog xyuas los ntawm DHS, tshwj tias ntshe koj twb tau ua los lawm no xwb. Koj kuj tham tau nrog ib tus ntawm peb cov kws paub txog tswv cuab cov cai los yog ib tug neeg pab tswv yim kom pab txog lwm cov kev xaiv ua.

TSIS TXAUS SIAB QHOV XAIV UA 2: Thov kom DHS nrog xyuas

Koj thov tau kom DHS los nrog xyuas qhov koj tsis txaus siab ua ntej, tom qab los yog kom txhob tau ua ntawv tsis txaus siab rau Community Link, Inc. DHS yog qhov chaw khiav hauj lwm tswj xyuas qhov kev pab cuam Family Care. Lub hom phiaj ntawm qhov

DHS nrog xyuas yog los saib seb koj thiab Community Link, Inc puas nrhiav tau ib txoj hauv kev daws tau qhov teeb meem.

Koj cov teeb meem yeej keev muab los daws tau ncaj nraim nrog Community Link, Inc ua ntej thov kom DHS nrog xyuas. Kev siv Community Link, Inc qhov kev tsis txaus siab tus txheej txheem ua ntej tsis yog ib qhov yuav tsum tau ua, tab sis yog ib qhov xav txhawb kom ua.

Yog xav thov kom DHS nrog xyuas, hu rau los yog xa e-mail:

DHS Family Care Grievances
Xov tooj hu dawb: 1-888-203-8338
E-mail: dhsfamcare@wisconsin.gov

Dab tsi yuav muaj tshwm sim tom ntej?

DHS ua hauj lwm nrog rau ib lub koom txoos sab nraud hu ua “MetaStar” los mus xyuas koj cov lus tsis txaus siab. Yog tias koj thov kom DHS nrog xyuas, MetaStar yuav hu tuaj rau koj.

- MetaStar yuav sau ntawv teb qhia rau koj paub tias lawv tau txais koj cov lus tsis txaus siab lawm.
- Lawv yuav nug kom tau lus los yog ntaub ntawv hais txog koj cov teeb meem. Lawv tseem yuav hu rau pab neeg tu koj thiab. MetaStar yuav sim pab daws koj cov teeb meem seb puas tau.
- **MetaStar yuav tsis sau ib daim ntawv txog qhov lawv tau txiav txim.** Lawv tsuas xyuas koj cov teeb meem tsis txaus siab thiab sim muab ib cov lus los hais daws uas tsim nyog lees yuav tau rau koj thiab Community Link, Inc.
- Yog MetaStar hais rau DHS tias Community Link, Inc tsis ua raws li qeev cov cai kom ua, tej zaum DHS yuav yuam kom peb los kho qhov teeb meem ntawd kom yog.
- MetaStar yuav ua kom tiav qhov nws tau xyuas thiab xa ib tsab ntawv tuaj rau koj hais txog qhov lawv nrhiav tau tsis pub dhau 20 hnuv cov hnuv ua hauj lwm tom qab koj tau thov kom nrog xyuas.

Yog kuv tsis pom zoo raws li qhov DHS nrog xyuas ne?

Yog koj tsis txaus siab raws li qhov DHS nrog xyuas, koj ua tau ib daim ntawv tsis txaus siab rau Community Link, Inc., yog koj tseem tsis tau ua. Koj kuj tham tau nrog ib tus ntawm peb cov kws paub txog tswv cuab cov cai los yog ib tug neeg pab tswv yim kom pab txog lwm cov kev xaiv ua.

Thov kom hais dua

Dab tsi yog ib qhov thov kom hais dua?

Ib qhov thov kom hais dua yog thov kom muab ib qhov teeb meem uas tau txiav txim los ntawm Community Link, Inc los xyuas dua. Piv txwv, koj ua tau ib daim ntawv thov kom hais dua yog hais tias pab neeg tu koj tsis kam muab ib qhov kev pab los yog kev txhawb zog uas koj tau thov. Lwm cov piv txwv kuj muaj xws li cov kev txiav txim siab los mus txo los yog xaus ib qhov kev pab, los yog tsis kam them nyiaj rau ib qhov kev pab.

Leej twg thiaj ua tau ib daim ntawv thov kom hais dua sawv kuv cev?

Tus neeg muaj cai sawv koj cev, xws li tus saib xyuas koj los yog tus tuav daim ntawv muab lus tso cai, yuav ua tau daim ntawv thov kom hais dua. Koj tsev neeg, ib tug phooj ywg, los yog tus muab kev pab tu koj kuj ua tau daim ntawv thov kom hais dua yog tias lawv tau ib daim ntawv tso cai los ntawm koj.

Hom teeb meem dab tsi uas kuv thov tau kom muab los hais dua?

Koj muaj cai ua ntawv thov kom hais dua rau cov teeb meem no:

1.) Koj ua tau ntawv thov kom hais dua yog hais tias Community Link, Inc:

- Npaj siab los mus muab ib qhov kev pab uas tau tso cai uas koj tau txais tam sim no tso tseg, muab khuam cia los yog muab txo kom tsawg.
- Txiaiv txim tsis kam muab ib qhov kev pab uas koj tau thov rau thiab qhov kev pab ntawd muaj nyob hauv Family Care cov kev pab.*
- Txiaiv txim tsis them nyiaj rau ib qhov kev pab uas muaj nyob hauv cov kev pab.*

Yog hais tias peb nqes tes ua rau ib qhov ntawm cov hauj lwm muab teev saum no, peb yuav tsum xa ib **“Tsab Ntawv Ceeb Toom Nqes Tes Ua” (Notice of Action)** tuaj rau koj.” Tsab Ntawv Ceeb Toom Nqes Tes Ua muaj hnuv uas peb npaj siab yuav muab cov kev pab tso tseg, muab khuam cia los yog muab txo. Yog xav saib seb ib Tsab Ntawv Ceeb Toom Nqes Tes Ua zoo li cas, mus saib ntawm Daim Ntawv Ntxiv 7.

*Lus cim: Family Care muab cov kev pab uas muab teev rau hauv daim ntawv taw qhia (chart) (saib phab 34. Yog koj thov rau ib qhov kev pab uas tsis muaj npe teev, Community Link, Inc tsis tas yuav tsum muab los yog them rau qhov kev pab ntawd. Peb yeej yuav xyuas qhov koj thov tuaj, tab sis yog peb sis kam lees muab, koj yuav hais tsis tau kom muab qhov peb tau txiav txim los hais dua. Peb yuav xa ib tsab ntawv tuaj rau koj qhia rau koj paub tias qhov kev pab uas koj tau thov ntawd tsis muaj nyob hauv cov kev pab tej ntaub ntawv.

2.) Koj ua tau ib daim ntawv thov kom hais dua yog hais tias:

- Koj tsis nyiam koj daim phiaj npaj rau kev tu koj vim nws:
 - Tsis pab txhawb koj mus nyob rau qhov chaw uas koj xav nyob.
 - Muab tsis txaus kev tu koj, kev kho mob, los yog kev pab txhawb kom mus ua tau raws li cov kev koj xav tau thiab cov dej num kom tau tshwm sim. (Mus saib Tshooj Lus 3 kom paub txog cov dej num kom tau tshwm sim.)
 - Kom koj yuav tsum lees txais qhov kev tu koj, kev kho mob los yog tej khoom pab txhawb uas koj tsis xav tau los yog koj ntseeg tias tsis tas yuav ua nruj npaud.
- Community Link, Inc ua tsis tau los mus:
 - Teem los yog muab cov kev pab kom raws sij hawm.
 - Ua tau raws li cov sij hawm kom ua kom daws tau qhov koj thov kom hais dua.

Thaum muaj tej zoo li no, Community Link, Inc yuav xa ntawv ceeb toom tuaj qhia rau koj paub txog cov cai uas koj muaj.

3.) Koj ua tau ntawv thov kom muab tej kev txiav txim ntsig txog qhov koj muaj feem tsim nyog tau txais kev pab rau Family Care los hais dua.

- Tsawg kawg ib xyos ib zaug, ib tug neeg ua hauj lwm ntawm Income Maintenance yuav rov xyuas koj tej ntaub ntawv kom paub tseeb tias koj tseem muaj feem tsim nyog tau txais nyiaj pab rau Family Care. Yog koj muaj feem sib pab them, qhov chaw khiav hauj lwm Income Maintenance yuav xyuas kom paub tseeb tias koj them qhov nyiaj yog lawm.

Yog hais tias qhov chaw khiav hauj lwm Income Maintenance txiav txim tias koj tsis muaj feem tau txais nyiaj pab rau Family Care mus ntxiv lawm, los yog hais tias feem sib pab them yuav pauv, qhov chaw khiav hauj lwm yuav xa ib tsab ntawv ceeb toom tuaj rau koj qhia rau koj paub txog qhov koj muaj feem tsim nyog tau txais kev pab rau Family Care. Cov ntaub ntawv no muaj cov lus “Hais Txog Koj Cov Kev Pab” (About Your Benefits) nyob rau ntawm phab ntawv xub thawj. Phab kawg muaj cov lus qhia txog koj txoj cai los mus thov kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees (State Fair Hearing) hauv Division of Hearings and Appeals.

- Yog hais tias koj qhov muaj feem tsim nyog rau kev ua dej num mus los (functional eligibility) rau Family Care pauv, koj yuav tau txais ib tsab ntawv ceeb toom.

Qhov ua ntawv thov kom hais dua mus rau Division of Hearings and Appeals yog tib txoj kev los mus tawm tsam cov kev txiav txim ntsig txog

qhov muaj feem tsim nyog tau txais nyiaj txiag thiab kev ua dej num mus los rau Family Care. Qhov no muaj cov kev txiav txim txog feem sib pab them nyob hauv. Saib phab 68 kom paub ntxiv.

Hnub tsis pub kom dhau los mus ua ib daim ntawv thov kom hais dua yog li cas?

- Koj yuav tsum ua daim ntawv thov kom hais dua kom sai li sai tau.
- Community Link, Inc yuav xa ib Tsab Ntawv Ceeb Toom Nqes Tes Ua (Notice of Action) tuaj rau koj yog hais tias peb:
 - Npaj siab los mus muab ib qhov kev pab uas tau tso cai uas koj tau txais tam sim no tso tseg, muab khuam cia los yog muab txo kom tsawg.
 - Tsis kam lees muab ib qhov kev pab tshiab uas koj tau thov rau thiab qhov kev pab ntawd muaj nyob hauv Family Care cov kev pab.
 - Yuav tsis them rau ib qhov kev pab uas muaj nyob hauv Family Care cov kev pab.

Koj yuav tsum ua koj daim ntawv thov kom hais dua tsis pub dhau 45 hnub tom qab koj txais tau Tsab Ntawv Ceeb Toom Nqes Tes Ua. (Piv txwv, yog koj txais tau tsab ntawv ceeb toom thaum lub 8 Hlis (August) tim 1, koj yuav tsum ua koj daim ntawv thov kom hais dua rau thaum los yog ua ntej lub 9 Hlis (September) tim 15.)

Yog koj txais tau ib tsab ntawv ceeb toom hais txog cov cai uas koj muaj kom hais dua, koj yuav tau nyeem tsab ntawv kom zoo. Tej zaum tsab ntawv ceeb toom no yuav qhia rau koj txog hnub ua koj daim ntawv kom tsis pub dhau. Koj hu tau rau ib tus ntawm peb cov kws paub txog tswv cuab cov cai kom pab txhua lub sij hawm.

Dab tsi yog kuv cov kev xaiv ua?

Yog koj xav ua ntawv thov kom hais dua, koj muaj 3 txoj kev xaiv ua. Koj:

- 1.) Pib ua tau ib daim ntawv thov kom hais dua mus rau Community Link, Inc.
→ Saib Qhov Xaiv Ua 1, phab 64.
- 2.) Pib thov kom DHS los nrog xyuas qhov peb tau txiav txim.
→ Saib Qhov Xaiv Ua 2 (phab 66) yog koj xav ua daim ntawv mus rau DHS.
- 3.) Pib ua tau ib daim ntawv thov kom hais dua mus rau State Division of Hearings and Appeals (DHA).
→ Saib Qhov Xaiv Ua 3 (phab 68) yog koj xav ua daim ntawv mus rau DHA.

Txhua txoj kev xaiv ua muaj cov cai tswj, cov txheej txheem thiab cov hnuv tsis pub dhau sib txawv.

Koj ua tsis tau ntawv thov kom hais dua mus rau Community Link, Inc., los yog Wisconsin Department of Health Services (DHS), **thiab** ua ntawv thov kom muaj ib lub rooj mloog kev ncaj ncees los ntawm Division of Hearings and Appeals (DHA) **tib** lub sij hawm.

Koj yuav ua tau ntawv thov kom muaj lub rooj mloog kev ncaj ncees es txhob ua qhov no, los yog tom qab, tau txais ib qho txiav txim los ntawm Community Link, Inc.

Yog koj xav tau **ob qho** Community Link, Inc thiab DHA los xyuas koj qhov teeb meem, ces koj yuav tsum tau ua ib daim ntawv thov kom hais dua mus rau Community Link, Inc **ua ntej** koj ua ib daim ntawv thov kom muaj ib lub rooj mloog kev ncaj ncees mus rau DHA. Tom qab koj ua ntawv thov kom hais dua mus rau DHA lawm, koj ua tsis tau tib daim ntawv thov kom hais dua mus rau Community Link, Inc.

Qhov ua ntawv thov kom hais dua mus rau DHA yog theem kawg.

Muab Kev Pab Tu Koj Mus Ntxiv Thaum Lub Sij Hawm Tseem Sib Hais

Yog hais tias Community Link, Inc txiav txim siab muab cov kev pab uas tam sim no koj tau txais tso tseg, muab khuam cia los yog muab txo, koj muaj cai hais kom Community Link, Inc, DHS, los yog DHA muab cov kev pab rau koj mus ntxiv thaum lub sij hawm tseem sib hais tsis tau tas.

Yog koj xav kom muab cov kev pab rau koj mus tsis tu, koj yuav tsum:

- Xa koj daim ntawv thov kom hais dua muaj tsev xa ntawv lub thwj ntaus hnuv xa (postmark) los yog fax mus **rau ntawm hnuv los yog ua ntej** hnuv Community Link, Inc npaj siab muab koj qhov kev pab tso tseg, muab khuam cia los yog muab txo;
THIAB
- Thov kom muab koj cov kev pab mus ntxiv thaum lub sij hawm tseem sib hais qhov teeb meem uas koj tau ua ntawv thov kom muab los hais dua.

Txawm koj siv qhov (cov) kev xaiv ua twg los, yog koj xav kom muab koj cov kev pab mus ntxiv, koj yuav tsum hais qhov ntawd rau ntawm txhua theem uas koj ua ntawv mus thov kom sib hais dua. Piv txwv, yog yeej tau muab cov kev pab rau koj mus tsis tu thaum lub sij hawm koj ua ntawv thov kom hais dua mus rau Community Link, Inc es koj ho hais tsis yeej, koj yuav tsum thov dua kom muab koj cov kev pab mus ntxiv thaum koj thov mus sib hais tom ntej nrog rau DHS thiab/los yog DHA.

Qhov txiav txim thaum kawg tej zaum kuj yuav tsis tau raws li koj siab nyiam. Yog thaum muaj li no tshwm sim, **tej zaum koj yuav tau them nyiaj rov qab rau Community Link, Inc. rau cov kev pab uas koj tau txais thaum lub sij hawm sib hais.** Yog koj muaj cuab kav ua rau peb pom tias qhov no yuav yog ib lub nra hnyav rau koj hais txog fab nyiaj txiag, tej zaum koj yuav tsis tau them rov qab los muaj.

Yog koj xav tau neeg pab koj ua tsab ntawv thov kom hais dua, koj tham tau nrog ib tus ntawm Community Link, Inc cov kws paub txog tswv cuab cov cai. Ib tug neeg pab tswv yim kuj yuav pab tau koj thiab. Ib tug neeg pab tswv yim yuav yog ib tug hauv tsev neeg, phooj ywg, kws lij choj, tus neeg pab daws teeb meem, los yog ib tug neeg twg uas xav pab koj. Cov Neeg Pab Daws Teeb Meem muaj pab rau tag nrho Family Care cov tswv cuab uas ua ntawv thov kom muab tej kev tau txiav txim los hais dua. Saib phab 70 kom paub seb yuav hu tau rau ib tug neeg pab daws teeb meem li cas.

KEV UA NTAUV THOV KOM HAIS DUA QHOV XAIV UA 1: Ua koj daim ntawv thov kom hais dua mus rau Community Link, Inc.

Yog koj ua ntawv thov kom hais dua mus rau Community Link, Inc koj ua tau raws li nram no:

- **Hu rau** Community Link, Inc. Yog koj hu xov tooj rau peb thov kom muab qhov teeb meem los hais dua, peb yuav hais kom koj muab sau ua ib tsab ntawv xa tuaj rau peb. Yog koj xav tau, ib tus ntawm peb cov kws paub txog tswv cuab cov cai yuav pab tau koj muab koj cov lus sau ua ib tsab ntawv.
- **Xa los yog fax ib daim ntawv (form) mus.** Saib Daim Ntawv Ntxiv 5 (phab 99) kom tau ib daim qauv luam ntawm daim ntawv (form) ua mus thov kom hais dua. Los yog koj mus muab tau daim ntawv (form) online nyob ntawm: www.dhs.wisconsin.gov/familycare/mcoappeal.htm.
- **Sau koj cov lus thov kom hais dua ua ib tsab ntawv los yog sau rau ib daim ntawv es** muab xa los yog fax mus rau qhov chaw nyob hauv qab no.

Yog yuav thov kom muab qhov teeb meem los sib hais dua nrog Community Link, Inc., hu rau:

Member Services
1-715-204-1805 or Toll Free 1-877-622-6700
TTY: 1-715-204-1799

Los yog, xa ib daim ntawm (form) muab ua tiav txhij txhua, ib tsab ntawv, los yog ib daim ntawv muaj cov lus thov kom hais dua mus rau:

Community Link, Inc.
Attn: Member Services
3349 Church Street, Suite 1
Stevens Point, WI 54481
E-mail: MemberServices@communitycarecw.org

Dab tsi yuav muaj tshwm sim tom ntej?

Yog hais tias koj ua ib tsab ntawv kom muab qhov tau txiav txim los hais dua mus rau Community Link, Inc, peb yuav xa ib daim ntawv tuaj rau koj tsis pub dhau 5 hnuv qhia koj paub tias peb tau txais koj tsab ntawv lawm. Ces peb yuav sim pab daws koj qhov teeb meem seb puas tau los yog muab kom tau ib txoj kev sib hais haum uas Community Link, Inc thiab koj yuav txaus siab. Yog peb tsis muaj cuab kav muab tau ib txoj kev sib hais haum los yog koj tsis xav ua hauj lwm nrog Community Link, Inc. cov neeg ua hauj lwm los mus hais daws koj qhov teeb meem, peb Pab Neeg Ua Hauj Lwm

Txog Kev Tsis Txaus Siab thiab Kom Sib Hais Dua (Grievance and Appeal Committee) yuav sib ntsib los mus xyuas koj cov lus thov kom hais dua.

- Peb yuav qhia rau koj paub thaum Pab Neeg no npaj siab yuav sib ntsib los mus xyuas qhov koj tau ua ntawv thov kom hais dua.
- Pab Neeg no muaj Community Link, Inc. cov sawv cev nyob hauv thiab tsawg kawg ib tug “neeg tau txais kev pab.” Tus neeg no yog tus tau txais cov kev pab los ntawm peb los yog tus sawv cev ib tug uas tau txais kev pab. Tej zaum lwm tus neeg uas paub zoo txog koj cov lus thov kom sib hais dua kuj nyob hauv Pab Neeg no thiab.
- Lub rooj sib ntsib yog ceev tsis pub leej twg paub. Koj thov tau kom tus neeg tau txais kev pab txhob nyob hauv Pab Neeg no yog koj txhawj tsam nws paub txog koj tej teeb meem los yog koj muaj lwm yam txhawj xeeb.
- Koj muaj cai tuaj nyob rau ntawd. Koj coj tau ib tug neeg pab tswv yim, phooj ywg, ib tug hauv tsev neeg, los yog ib tug neeg ua pov thawj nrog koj.
- Pab neeg tu koj los yog lwm tus neeg ua hauj lwm ntawm Community Link, Inc kuj yuav tuaj rau ntawm lub rooj sib tham.
- Pab Neeg no yuav muab sij hawm rau koj los mus piav tias yog vim li cas koj ho tsis pom zoo raws li pab neeg tu koj qhov kev txiav txim. Koj los yog tus sawv koj cev yuav piav tau cov lus, muab pov thawj, los yog piav kom meej koj cov teeb meem los mus pab kom Pab Neeg no to taub qhov koj xam pom.
- Tom qab Pab Neeg no mloog koj cov lus tas, Community Link, Inc yuav xa ib tsab ntawv muaj cov lus tau txiav txim tuaj rau koj tsis pub dhau 20 hnuv cov hnuv ua hauj lwm tom qab peb xub tau txais koj daim ntawv ua thov kom hais dua. Community Link, Inc kuj yuav siv sij hawm ntev mus txog 30 hnuv cov hnuv ua hauj lwm los mus sau qhov tau txiav txim yog hais tias:
 - Koj thov sij hawm ntxiv mus muab ntaub ntawv rau Pab Neeg no, los yog
 - Peb xav tau sij hawm ntxiv los mus muab tej ntaub ntawv los tso ua ke. Yog peb xav tau sij hawm ntxiv, peb yuav sau ib tsab ntawv ceeb toom tuaj qhia koj paub tias yog vim li cas ho ncuaj sij hawm mus.

Xav kom qhov koj thov hais dua mus sai dua

Community Link, Inc muaj 20 hnuv cov hnuv ua hauj lwm los mus txiav txim qhov koj thov kom hais dua. Yog koj xav tias qhov tos ntev npaum no yuav ua rau muaj teeb meem rau koj kev noj qab haus huv los yog koj rab peev xwm ua tau tes dej num niaj hnuv, koj thov tau kom muab koj qhov teeb meem los hais kom sai dua. Peb hu qhov no tias yog ib qhov “sib hais dua kom sai.” Koj yuav thov tau kom sib hais dua kom sai yog koj ntseeg tias qhov tos ntev yuav ua rau muaj teeb meem rau koj kev noj qab haus huv thiab rab peev xwm ua tau dej num rau koj. Yog koj thov kom sib hais dua kom sai, peb yuav xyuas seb koj kev noj qab haus huv puas yog li ntawd. Peb yuav hais rau koj paub kom sai li sai tau yog peb yuav hais kom sai rau koj.

Nyob hauv qhov sib hais kom sai, koj yuav tau txais qhov txiav txim rau qhov koj thov kom hais dua li 72 xuaj moos tom qab koj thov tuaj. Tab sis li cas los, Community Link,

Inc kuj yuav ncu ntxiv mus txog li of 14 hnuv yog yuav tsum tau ntaub ntawv ntxiv thiab qhov muab ncu mus ntawd yog qhov zoo rau koj tshaj. Yog koj muaj ntaub ntawv ntxiv uas koj xav kom peb muab los xyuas, koj yuav tau xa rau peb sai.

Yog yuav thov kom sib hais dua kom sai, hu rau:

Community Link, Inc.

Attn: Member Services
3349 Church Street, Suite 1
Stevens Point, WI 54481

E-mail: MemberServices@communitycarecw.org

Or call:

1-715-204-1805
Toll Free 1-877-622-6700
TTY: 1-715-204-1799

Yog kuv tsis pom zoo raws li Pab Neeg Ua Hauj Lwm Txog Kev Tsis Txaus Siab thiab Kom Hais Dua cov lus txiav txim ne?

Yog koj tsis pom zoo, koj thov tau kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees (State Fair Hearing) nrog rau Division of Hearings and Appeals (DHA) los yog, yog koj tseem tsis tau ua dab tsi, thov kom DHS nrog xyuas. Koj yuav tsum ua qhov no tsis pub dhau 45 hnuv txij hnuv Pab Neeg Ua Hauj Lwm Txog Kev Tsis Txaus Siab thiab Kom Hais Dua tau txiav txim. Koj ua tau ntawv kom muab qhov teeb meem los hais dua mus rau DHS yog hais tias Community Link, Inc. tsis ua ib daim ntawv raws sij hawm txog qhov nws tau txiav txim rau qhov koj tau thov kom hais dua.

Cov Kev Nrog Xyuas los ntawm Department of Health Services

KEV UA NTAUV THOV KOM HAIS DUA QHOV XAIV UA 2: Thov kom lub Department of Health Services (DHS) los nrog xyuas qhov Community Link, Inc. tau txiav txim

DHS yog qhov chaw khiav hauj lwm tswj xyuas qhov kev pab cuam Family Care. DHS ua hauj lwm nrog rau ib lub koom txoos sab nraud hu ua “MetaStar” los mus xyuas cov kev txiav txim los ntawm Community Link, Inc. Cov neeg ua hauj lwm ntawm MetaStar yuav sim pab daws koj cov teeb meem seb puas tiav.

MetaStar yuav tsis sau ib daim ntawv txog qhov lawv tau txiav txim. Lawv tsuas xyuas koj cov teeb meem thiab sim muab ib cov lus los hais daws uas tsim nyog lees yuav tau rau koj thiab Community Link, Inc.

Ib qhov kev nrog xyuas los ntawm DHS kheev yuav tsis xaus rau qhov DHS yuam kom Community Link, Inc ua raws li qhov koj xav tau. Thiab DHS kuj yuav tsis yuam kom koj lees yuav raws li qhov Community Link, Inc npaj siab los mus ua. Tab sis li cas los, yog hais tias MetaStar hais rau DHS tias peb tsis ua raws li qeev cov cai kom ua, tej zaum DHS yuav yuam kom Community Link, Inc los kho qhov teeb meem ntawd kom yog.

Kuv yuav ua li cas thov kom tau qhov DHS nrog xyuas?

Koj yuav thov tau kom DHS nrog xyuas uas yog hu rau los yog xa e-mail mus rau:

DHS Family Care Appeals

Xov tooj hu dawb: 1-888-203-8338

E-mail: dhsfamcare@wisconsin.gov

Hnub tsis pub kom dhau los mus thov kom DHS nrog xyuas yog li cas?

Koj thov tau kom DHS los nrog xyuas Community Link, Inc qhov nws tau txiav txim ua ntej los yog kom txhob tau ua ntawv kom hais dua nrog rau Community Link, Inc los yog DHA.

Koj yuav thov tau kom DHS los nrog xyuas Community Link, Inc qhov nws tau txiav txim kom sai li sai tau. Koj yuav tsum thov rau qhov kom DHS nrog xyuas tsis pub dhau 45 hnub tom qab koj tau txais Daim Ntawv Ceeb Toom Nqes Tes Ua (Notice of Action) tuaj ntawm Community Link, Inc. (Piv txwv, yog koj txais tau ib daim ntawv ceeb toom tuaj ntawm tsev xa ntawv tuaj thaum lub 8 hlis (August) tim 1, koj yuav tsum ua daim ntawv thov kom DHS nrog xyuas rau thaum los yog ua ntej lub 9 Hlis (September) tim 15.)

Koj yuav thov tau kom muab koj cov kev pab mus ntxiv thaum lub sij hawm tseem xyuas koj qhov teeb meem yog hais tias koj ua ntawv thov kom hais dua **rau hnub los yog ua ntej** hnub Community Link, Inc npaj siab muab koj cov kev pab tso tseg, muab khuam cia los yog muab txo.

Dab tsi yuav muaj tshwm sim tom ntej?

- MetaStar yuav sau ntawv teb qhia rau koj paub tias lawv tau txais koj cov lus thov kom hais dua lawm.
- Lawv yuav hu nug koj tias yog vim li cas koj tsis pom zoo raws li Community Link, Inc qhov txiav txim. Lawv tseem yuav hu rau pab neeg tu koj thiab. MetaStar yuav sim pab daws koj cov teeb meem seb puas tiav.
- MetaStar yuav ua kom tiav qhov nws tau xyuas thiab xa ib tsab ntawv tuaj rau koj hais txog qhov lawv nrhiav tau tsis pub dhau 20 hnub cov hnub ua hauj lwm tom qab koj tau thov.

Yog kuv tsis pom zoo raws li cov lus tau los ntawm qhov DHS nrog xyuas ne?

Yog koj tsis txaus siab raws li qhov DHS nrog xyuas, koj ua tau ib daim ntawv thov kom hais dua mus rau Community Link, Inc., yog koj tseem tsis tau ua dab tsi, los yog rau Division of Hearings and Appeals. Tom qab koj txais tau tsab ntawv tuaj ntawm MetaStar hais txog cov lus lawv nrhiav tau los, koj muaj 45 hnuv los mus ua ntawv thov kom hais dua mus rau Community Link, Inc los yog DHA.

Xeev Lub Rooj Mloog Kev Ncaj Ncees

KEV UA NTAWV THOV KOM HAIS DUA QHOV XAIV UA 3: Ua koj daim ntawv thov kom hais dua nrog rau Wisconsin Division of Hearings and Appeals (DHA)

Yog koj ua ib daim ntawv thov kom hais dua mus rau Wisconsin Division of Hearings and Appeals (DHA), koj yuav tau Xeev Lub Rooj Mloog Kev Ncaj Ncees (State Fair Hearing) nrog ib Tug Kws Txiaiv Txim Plaub Ntug (Administrative Law Judge) tsis zwm rau leej twg. Cov Kws Txiaiv Txim Plaub Ntug no tsis muaj ib qhov kev sib txuas dab tsi nrog Community Link, Inc. Koj mus nrhiav tau lub rooj mloog kev ncaj ncees kom paub ntxiv online nyob ntawm www.doa.state.wi.us/Divisions/Hearings-Appeals.

Qhov ua ntawv thov kom hais dua mus rau DHA yog theem kawg ntawm kev thov kom hais dua. Yog koj xub mus rau ntawm DHA, koj ua tsis tau tib daim ntawv thov kom hais dua nrog rau Community Link, Inc los yog thov kom DHS nrog xyuas. Tab sis li cas los, yog koj thov kom muaj xeev lub rooj mloog kev ncaj ncees, DHS yuav nrog xyuas kiag koj qhov thov kom hais dua.

Kuv yuav thov li cas thiaj tau Xeev Lub Rooj Mloog Kev Ncaj Ncees?

Yog yuav thov rau Xeev Lub Rooj Mloog Kev Ncaj Ncees, koj ua tau ib qhov twg nram qab no:

- **Xa ib daim ntawv (form) thov kom hais dua mus rau DHA.** Ib daim qauv ntawm daim ntawv (form) koj siv tau nyob hauv Daim Ntawv Ntxiv 5. Koj mus muab tau ib daim qauv ntawm ib tus ntawm Community Link, Inc cov kws paub txog tswv cuab cov cai los yog ntawm cov koom txoos pab tswv yim muaj npe teev rau hauv phau ntawv tuav ntawm tes no (saib phab 70). Los yog, mus rau ntawm lub Web mus muab daim ntawv (form) nyob ntawm www.dhs.wisconsin.gov/forms/f0/f00236.doc.
- **Xa ib tsab ntawv.** Sau kom muaj koj lub npe thiab yuav hu tau cuag koj li cas rau hauv tsab ntawv thiab piav seb dab tsi yog qhov koj thov kom rov hais dua. Yog koj tau txais ib Daim Ntawv Ceeb ntawm Qhov Nqes Tes Ua (Notice of Action) los yog lwm daim ntawv ceeb toom txog koj cov cai thov kom rov hais dua, nws yog ib qhov zoo tswv yim los muab ib daim luam ntawm daim ntawv ceeb toom ntawd xa nrog koj tsab ntawv thov kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees. Tsis txhob xa koj daim tseem.

Ib tus kws paub txog tswv cuab cov cai los yog ib tug neeg pab tswv yim kuj yuav pab tau koj sau koj cov lus thov kom hais dua rau ib daim ntawv. Yog yuav hu rau ib tug neeg pab tswv yim, saib phab 70.

Yog yuav thov kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees

Xa daim ntawv (form) ua tiav txhij txhua los yog ib tsab ntawv thov kom muaj lub rooj mloog kev ncaj ncees mus rau:

Family Care Request for Fair Hearing
c/o Wisconsin Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

Hnub tsis pub kom dhau los mus ua ntawv thov kom hais dua mus rau DHA yog li cas?

Koj yuav tsum ua ntawv thov kom hais dua kom sai li sai tau. Koj yuav tsum ua ntawv thov kom hais dua tsis pub dhau 45 hnub tom qab koj tau txais Daim Ntawv Ceeb Toom Nqes Tes Ua (Notice of Action) los yog lwm tsab ntawv ceeb toom txog koj cov cai kom hais dua. (Piv txwv, yog koj txais tau ib daim ntawv ceeb toom tuaj ntawm tsev xa ntawv tuaj thaum lub 8 hlis (August) tim 1, koj yuav tsum ua daim ntawv thov kom hais dua rau thaum los yog ua ntej lub 9 Hlis (September) tim 15.) Yog koj twb tau pib tus txheej txheem thov kom hais dua uas yog ua ntawv mus rau Community Link, Inc lawm es koj tau txais ib qhov kev txiav txim uas koj tsis pom zoo nrog, koj muaj 45 hnub txij hnub koj txais tau qhov txiav txim ntawd los mus thov kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees.

Koj yuav thov tau kom muab koj cov kev pab mus ntxiv thaum lub sij hawm tseem nyob rau ntawm lub rooj mloog kev ncaj ncees txoj kev sib hais tus txheej txheem yog hais tias koj ua ntawv thov kom hais dua **rau hnub los yog ua ntej** hnub Community Link, Inc npaj siab muab koj cov kev pab tso tseg, muab khuam cia los yog muab txo. Saib phab 63 kom paub ntxiv hais txog qhov muab kev pab mus ntxiv.

Dab tsi yuav muaj tshwm sim tom ntej?

- Tom qab koj xa koj daim ntawv thov kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees, DHA yuav xa ib tsab ntawv ceeb toom tuaj rau koj muaj hnub, lub sij hawm thiab qhov chaw uas yuav muaj lub rooj mloog kev ncaj ncees.
- Lub rooj mloog kev ncaj ncees yuav muab tsa muaj rau hauv ib qhov chaw ua hauj lwm hauv koj lub county los yog tej zaum kuj yuav ua tau siv lub xov tooj hu.
- Ib Tug Kws Txiaiv Txim Plaub Ntug yuav tswj lub rooj mloog kev ncaj ncees.
- Koj muaj cai tuaj koom rau hauv lub rooj mloog kev ncaj ncees. Koj coj tau ib tug neeg pab tswv yim, phooj ywg, ib tug hauv tsev neeg, los yog pov thawj nrog koj.

- Pab neeg tu koj los yog Community Link, Inc lwm cov neeg ua hauj lwm yuav tuaj rau ntawm lub rooj mloog kev ncaj ncees tuaj piav txog qhov lawv tau txiav txim.
- Koj yuav muaj sij hawm los mus piav tias yog vim li cas koj tsis pom zoo raws li pab neeg tu koj qhov txiav txim. Koj los yog tus neeg sawv koj cev yuav piav tau koj tej lus, tej pov thawj, los yog piav koj cov teeb meem los mus pab rau Tus Kws Txiaiv Txim Plaub Ntug to taub qhov koj xam pom.
- Tus Kws Txiaiv Txim Plaub Ntug yuav tsum sau nws qhov txiav txim tsis pub dhau 90 hnuv suav txij hnuv uas koj tau ua ntawv thov kom muaj lub rooj mloog kev ncaj ncees.

Dab tsi uas kuv ua tau yog kuv tsis pom zoo nrog qhov Tus Kws Txiaiv Txim Plaub Ntug tau txiav txim?

Yog hais tias koj tsis pom zoo li qhov ntawm tus kws txiaiv txim plaub ntug tau txiav txim, koj muaj ob qhov xaiv ua.

- 1.) Thov kom rov qab muaj ib lub rooj mloog kev ncaj ncees dua. Yog koj xav thov kom DHA los mus xyuas qhov nws tau txiav txim dua, koj yuav tsum thov tsis pub dhau 20 hnuv suav txij hnuv Tus Kws Txiaiv Txim Plaub Ntug tau txiav txim. Tus Kws Txiaiv Txim Plaub Ntug tsuas rov muab ib lub rooj mloog kev ncaj ncees yog tias:
 - Koj muaj cuab kav ua rau pom tias nws muaj qhov tau ua yuam kev loj tshwm sim hauv cov lus muaj tseeb los yog txoj cai lij choj, los yog
 - Koj muaj ntaub ntawv tshiab uas koj mus muab tsis tau los hais rau ntawm lub rooj mloog kev ncaj ncees xub thawj.
- 2.) Coj koj qhov teeb meem mus sib hais hauv tsev txiav txim plaub ntug (circuit court). Yog hais tias koj xav coj koj qhov teeb meem mus sib hais hauv tsev txiav txim plaub ntug, koj yuav tsum ua koj tsab ntawv foob tsis pub dhau 30 hnuv suav txij hnuv Tus Kws Txiaiv Txim Plaub Ntug tau txiav txim.

Leej twg thiaj pab tau kuv ua ntawv tsis txaus siab los yog thov kom hais dua?

Koj hu tau rau ib tus ntawm Community Link, Inc.cov kws paub txog tswv cuab cov cai lub sij hawm twg los tau uas koj xav tau kev pab ua daim ntawv, los yog muaj lus nug txog koj cov cai. Cov neeg pab tswv yim (avocates) kuj muaj los teb koj cov lus nug txog kev ua ntawv tsis txaus siab thiab thov kom hais dua tus txheej txheem. Ib tug neeg pab tswv yim kuj tseem qhia tau rau koj ntxiv txog koj cov cai thiab pab kom ntseeg tau tias Community Link, Inc. yeej pab txhawb koj cov kev xav tau thiab cov dej num kom tau tshwm sim rau koj. Koj nug tau tsis hais leej twg uas koj xav kom los ua tus pab tswv yim rau koj, xws li cov neeg hauv koj tsev neeg, tej phooj ywg, ib tug kws lij choj, los yog lwm tus neeg twg uas txaus siab los pab koj.

Hauv qab no yog ib cov chaw uas koj hu tau rau kom pab. Ib tus kws paub txog tswv cuab cov cai kuj yuav qhia tau koj txog lwm cov chaw uas yuav pab tau koj thiab.

Cov Neeg Pab Daws Teeb Meem (Ombudsman Programs)

Muaj Cov Neeg Pab Daws Teeb Meem Hauv Cheeb Tsam los pab rau tag nrho Family Care cov tswv cuab uas xav ua ntawv tsis txaus siab los yog thov kom hais dua. Lawv yuav pab teb tau koj tej kev txhawj xeeb raws sij hawm. Cov Neeg Pab Daws Teeb Meem kheev yuav siv kev sib tham kom haum los mus pab daws koj cov teeb meem es kom tsis muaj lub rooj mloog kev ncaj ncees.

Wisconsin Pawg Tswj Hwm Cov Laus thiab Kev Pab Tu Mus Sj Hawm Ntev (Wisconsin Board on Aging and Long Term Care)

Cov neeg pab daws teeb meen ntawm qhov chaw khiav hauj lwm no muab tswv yim pab rau Family Care cov tswv cuab hnuv nyoog 60 xyos thiab laus dua.

Board on Aging and Long Term Care
1402 Pankratz Street, Suite 111
Madison, WI 53704-4001
Xov tooj hu dawb: 1-800-815-0015
Fax: 608-246-7001
<http://longtermcare.state.wi.us>

Muaj Mob Xiam Oob Qhab Cov Cai Wisconsin (Disability Rights Wisconsin, DRW)

Cov neeg pab daws teeb meen ntawm qhov chaw khiav hauj lwm no muab tswv yim pab rau Family Care cov tswv cuab hnuv nyoog qis dua 60 xyos.

Disability Rights Wisconsin
131 W. Wilson St., Suite 700
Madison, WI 53703
608-267-0214
TTY: 1-888-758-6049
Fax: 608-267-0368

Madison Xov tooj hu dawb: 1-800-928-8778
Milwaukee Xov tooj hu dawb: 1-800-708-3034
Rice Lake Xov tooj hu dawb: 1-877-338-3724
www.disabilityrightswi.org

Tshooj Lus 9. Tas koj qhov ua tswv cuab rau hauv Community Link, Inc.

Koj xaiv tau qhov tas tsis ua tswv cuab ntxiv rau hauv Community Link, Inc. lub sij hawm twg los tau. Peb yuav hais tsis tau los yog txhawb kom koj rho npe tawm hauv Family Care mus vim koj kev noj kev haus los yog koj tus mob. Tab sis li cas los, nws kuj muaj tej thaum uas koj qhov ua tswv cuab yuav tas mus tab txawm qhov ntawd tsis yog qhov koj xaiv. Piv txwv, koj qhov ua tswv cuab yuav tas mus yog koj poob tsis muaj feem tau txais kev pab rau Medicaid lawm.

Koj yuav tau txais kev pab mus ntxiv hauv Community Link, Inc. kom txog rau thaum koj qhov ua tswv cuab tas. Koj qhov ua tswv cuab yuav tas tau vim los ntawm qhov koj tsis tau txais kev pab ntxiv lawm, los yog vim koj tau txiax txim siab mus muab koj cov kev pab tu mus sij hawm ntev nyob sab nraud ntawm qhov kev pab cuam Family Care. Qhov no kuj muaj cov kev txiax txim siab los mus cuv npe kom tau txais kev pab rau ib qhov kev pab cuam mus sij hawm ntev uas txawv lawm los yog ib lub txawv Koom Txoos Tswj Kev Pab Tu (Managed Care Organization), yog muaj.

1.) Yog hais tias koj xav tas tsis ua tswv cuab rau hauv Family Care ntxiv lawm.

Yog koj xav tsum tsis ua tswv cuab ntxiv lawm, hu rau Qhov Chaw Pab Cov Laus thiab Cov Muaj Mob Xiam Oob Qhab (Aging and Disability Resource Center, ADRC) hauv koj cheeb tsam (saib phab 11. Lub ADRC kuj teb tau cov lus nug twg uas koj muaj hais txog qhov koj tsum tsis ua tswv cuab ntxiv lawm. Yog koj txiax txim siab rho npe tawm, koj yuav tau hais qhia rau pab neeg tu koj paub thiab.

Koj yuav tsum tsis ua tswv cuab lub sij hawm twg los tau ntawm lub hlis los yog xyoo. Koj xaiv tau hnuv uas koj xav kom tas tsis ua tswv cuab lawm.

2.) Community Link, Inc. yuav tsum qhia cov lus teev rau hauv qab no rau qhov chaw khiav hauj lwm Income Maintenance. Ib tug neeg khiav hauj lwm ntawm Income Maintenance yuav xyuas seb koj puas tseem muaj feem tsim nyog tau txais kev pab rau hauv Family Care. Yog lawv txiax txim tias koj tsis tau txais kev pab ntxiv lawm, lawv yuav tso tseg tsis cia koj ua tswv cuab rau hauv Family Care.

- Koj tej nyiaj txiag pauv, uas tej zaum yuav ua rau koj poob tsis muaj feem tau txais kev pab rau Medicaid.
- Koj tsis muaj feem tsim nyog rau qhov kev pab ua dej num mus los (functionally eligible) ntxiv lawm raws li tau txiax txim los ntawm Wisconsin Adult Long-Term Care Functional Screen.
- Koj tsis them feem sib pab them. Yog xav paub ntxiv txog feem sib pab them, mus saib phab 40.

- Koj tsiv tawm ntawm Community Link, Inc. cheeb tsam muab kev pab mus tas li lawm. Yog hais tias pab neeg tu koj hu tsis tau koj tshaj 30 hnuv lawm, peb yuav xa ib daim ntawv muaj pov thawj tuaj rau koj qhov chaw nyob uas peb muaj yav tas los. Yog koj tsis teb, peb yuav qhia qhov no rau qhov chaw khiav hauj lwm Income Maintenance paub, uas yuav muab ntaus nqi tias yog koj tau tsiv tawm mus lawm. Yog koj tsiv tawm los yog mus ncig teb chaws siv sij hawm ntev, koj yuav tau hu qhia rau pab neeg tu koj. Yog koj npaj siab tsiv mus nyob lwm qhov hauv Wisconsin xwb, tej zaum pab neeg tu koj yuav pab tau koj kom tau txais kev pab mus ntiv hauv koj qhov chaw tshiab, koj yuav tsum tau qhia rau pab neeg tu koj paub.
- Koj mus nyob tsev txim los yog tsev loj kuj.
- Koj mus nyob rau hauv ib lub Tuam Tsev rau Kev Mob Puas Hlwb (Institute for Mental Disease, IMD) los yog poob tsis muaj feem tau txais Medicaid.
- Koj tso tseg tsis txais cov kev pab lawm ntau tshaj 30 hnuv es peb tsis paub tias yog vim li cas. Community Link, Inc. yuav xa ib tsab ntawv muaj pov thawj tuaj rau ntawm qhov chaw nyob uas peb paub yav tas los. Yog koj tsis teb, peb yuav qhia qhov no rau DHS. DHS mam li txiav txim seb puas yuav muab qhov koj ua tswv cuab rho tawm.
- Koj tsis kam koom rau hauv txoj kev npaj tu koj thiab peb tsis muaj cuab kav lees tau tias yuav tsis muaj dab tsi raug tau rau koj kev noj qab haus huv thiab kev kaj huv. Thaum zoo li no, peb yuav ua hauj lwm nrog DHS los mus txiav txim seb koj qhov ua tswv cuab puas yuav muab tso kom tas mus.
- Koj txhob txwm muab lus los yog tej ntaub ntawv tsis yog rau peb uas muaj feem cuam tshuam ntsig txog koj qhov muaj feem tsim yog tau txais qhov kev pab cuam.
- Koj koj tus cwj pwm uas cuam tshuam los yog tsis muab kev kaj huv tas mus li rau cov neeg ua hauj lwm, cov muab kev pab tu los yog lwm tus tswv cuab. Qhov no ua teeb meem rau peb los mus muab kev pab tu rau koj thiab lwm tus tswv cuab. Koj qhov ua tswv cuab kuj yuav tsis tas vim los ntawm tej no tshwj tias ntshe peb xub tau lus tso cai los ntawm DHS lawm no xwb.

Koj qhov ua tswv cuab yuav TAS TSIS TAU vim los ntawm koj kev noj qab haus huv tsis zoo zuj zus ntiv los yog hais tias koj xav tau kev pab ntau ntiv.

Koj muaj cai ua ntawv hais kom sib hais dua yog hais tias koj raug rho tawm ntawm Family Care los yog koj qhov ua tswv cuab rau hauv Community Link, Inc. tas. Koj yuav tau txais ib tsab ntawv ceeb toom tuaj ntawm qhov chaw khiav hauj lwm Income Maintenance qhia rau koj paub tias yog vim li cas. Tsab ntawv ceeb toom no yuav muaj cov lus “Hais Txog Koj Cov Kev Pab” (About Your Benefits) nyob rau ntawm

phab ntawv xub thawj. Tsab ntawv ceeb toom yuav piav seb koj yuav ua tau ntawv kom sib hais dua li cas. Saib Tshooj Lus 8, phab 59, kom paub ntau ntxiv.

COV NTAWV NTXIV

1. Cov lus txhais tseem ceeb

Kev Tsim Txom (Abuse) – Kev tsim txom lub cev, kev xav, los yog kev deev rau ib tug tib neeg. Kev tsim txom tseem muaj xws li tsis saib tsis xyuas, ntias dag nyiaj txiag, muab kev kho mob tsis tau lus tso cai thiab muab kaw los yog tswj tseg cia yam tsis tsim nyog. Saib Tshooj Lus 6 (phab 47) kom paub cov lus piav txhij txhua ntawm hom muab tsim txom.

Kws Txiaiv Txim Plaub Ntug (Administrative Law Judge) – Ib tug nom uas tuav ib Lub Rooj Mloog Kev Ncaj Ncees los mus daws ib qhov teeb meem tsis sib haum ntawm ib tug tswv cuab thiab nws lub kom txoos tswj kev kho mob (Managed Care Organization, MCO). Saib Tshooj Lus 8 (phab 68) kom paub ntiv txog Xeev Lub Rooj Mloog Kev Ncaj Ncees.

Daim Ntawv Sau Qhia Ua Ntej (Advance Directive) – Ib cov lus sau cia los ntawm ib tug neeg raws li nws lub siab xav hais txog kev kho mob. Ib daim ntawv sau qhia ua ntej no yog muab los siv kom ntseeg tau tias cov neeg ua hauj lwm kho mob ua txoj hauj lwm raws li tus neeg lub siab xav thaum nws tsis muaj cuab kav qhia tau qhov ntawd lawm. Nws muaj ntau hom ntawv (advance directives) thiab ntau lub npe rau cov ntawv no. Daim ntawv (living will), daim ntawv (power of attorney) rau kev kho mob, thiab daim txhob pab kom rov ua taus pa (do-not- resuscitate, DNR) yog cov piv txwv ntawm cov ntawv no. Saib Tshooj Lus 6 (phab 49) kom paub ntiv txog cov ntawv no.

Tus Pab Tswv Yim (Advocate) – Ib tug neeg uas pab cov tswv cuab kom ntseeg tau tias lub MCO muab kev pab rau cov kev xav tau thiab cov dej num ua tau tshwm sim. Ib tug neeg pab tswv yim tseem pab ib tug tswv cuab los mus ua hauj lwm nrog lub MCO daws tej teeb meem sib hais tsis haum thiab tseem sawv tus tswv cuab cev ua ntawv tsis txaus siab. Ib tug neeg pab tswv yim tej zaum kuj yog ib tug hauv tsev neeg, phooj ywg, kws lij choj, los yog tus pab daws teeb meem (ombudsman), los yog lwm tus neeg uas txaus siab los mus sawv ib tug tswv cuab cev.

Chaw Pab Rau Cov Laus thiab Muaj Mob Xiam Oob Qhab (Aging and Disability Resource Center, ADRC) – Cov chaw muab kev pab uas muab lus qhia thiab pab txhua yam ntawm lub neej ntsig txog kev muaj hnuv nyoog los yog kev nyob nrog ib tug mob xiam oob qhab. Lub ADRC muaj lub luag hauj lwm tuav kev cuv npe los yog rho npe tawm hauv qhov kev pab cuam Family Care.

Kom Sib Hais Dua (Appeal) – Ib qhov thov kom rov xyuas ib qhov tau txiaiv txim. Cov tswv cuab ua ib daim ntawv thov kom hais dua thaum lawv xav kom lub MCO pauv ib qhov kev txiaiv txim uas pab neeg tu lawv tau ua. Cov piv txwv kuj muaj xws li pab neeg tu txiaiv txim siab los mus: tso tseg, khuam cia los yog txo ib qhov kev pab uas tus tswv cuab tau txais tam sim no, tsis lees muab ib qhov kev pab uas kam them nyiaj rau uas tus tswv cuab thov kom muab, los yog tsis them rau ib qhov kev pab uas kam them. Lwm hom thov kom muab ib qhov txiaiv txim los hais dua thiab tus txheej txheem ua ntawv thov muaj nyob hauv Tshooj Lus 8 (phab 59).

Khoom Muaj Nqis (Assets) – Cov khoom muaj nqis muaj xws li, tab sis, kuj tsis tas rau, tsheb, nyiaj ntsuab, cov nyiaj cia cov as-khauj (checking thiab savings), ntawv pov thawj nyiaj tso (certificates of deposit), nyiaj tso (money market), thiab nyiaj ntsuab ntawm ntawv tuav pov hwm (cash value). Cov khoom muaj nqis uas ib tug neeg muaj yuav muab ib feem siv los mus txiav txim seb puas muaj feem tsim nyog tau txais kev pab rau Medicaid. Ib tug neeg yuav tsum tau txais kev pab rau Medicaid thiaj tau nyob hauv Family Care.

Tus Neeg Tso Cai Sawv Cev (Authorized Representative) – Ib tug neeg uas muaj cai los mus txiav txim rau ib tug tswv cuab. Ib tug neeg uas muaj cai tej zaum kuj yog los ntawm kws txiav txim plaub ntug tsa nws, ib tug neeg raug taw los ua tus tswv cuab tus neeg txiav txim rau nws (power of attorney) rau kev kho mob, los yog ib tug neeg tus saib xyuas nws.

Cov Kev Pab (Benefit Package) – Cov kev pab uas muaj rau Family Care cov tswv cuab. Cov no muaj xws li, tab sis kuj tsis yog tas li no xwb, kev pab tu tus kheej, kev tu mob hauv tsev, tsheb thauj mus los, khoom siv kho mob, thiab pab tu (nursing care). Cov kev pab uas ib tug tswv cuab tau txais yuav tsum tau lus tso cai ua ntej los ntawm pab neeg tu nws thiab muaj teev nyob hauv tus tswv cuab daim phiaj npaj tu nws (care plan). Saib Tshooj Lus 4 (phab 34) kom paub cov npe ntawm cov kev pab hauv Family Care.

Daim Phiaj Npaj Tu (Care Plan) – Ib daim phiaj ua mus tas li uas teev tus tswv cuab tus kheej tej kev tau ua tau ntsib dhau los (personal experience) thiab txoj kev pab mus sij hawm ntev cov dej num ua tau tshwm sim (outcomes), cov kev xav tau, cov uas lub siab nyiam, thiab cov muaj rab peev xwm ua tau. Daim phiaj qhia paub cov kev pab uas tus tswv cuab tau txais los ntawm tsev neeg los yog tej phooj ywg, thiab qhia txog cov kev pab tau tso cai uas lub MCO yuav muab los pab. Tus tswv cuab yog tus tseem ceeb ntawm txoj kev npaj tu nws tus txheej txheem. Pab neeg tu nws thiab tus tswv cuab sib ntsib tas li los xyuas nraim tus tswv cuab daim phiaj npaj tu nws.

Pab Neeg Muab Kev Pab Tu (Care Team) – Family Care txhua tus tswv cuab muaj ib pab neeg tu nws. Tus tswv cuab yog feem tseem ceeb ntawm nws pab neeg. Pab neeg no muaj tus tswv cuab, thiab tsawg kawg ib tug neeg khiav hauj lwm pab neeg (social worker) thiab ib tug kws tu neeg mob (registered nurse). Cov tswv cuab yuav xaiv tau lwm tus neeg uas lawv xav kom los koom rau hauv pab neeg tu lawv, xws li ib tug hauv tsev neeg los yog ib tug phooj ywg. Lwm cov kws tshaj lij xws li ib tug kws kho mob kom rov ua taus hauj lwm los yog kws kho lub cev kom ua taus ub no, los yog ib tug kws kho mob nyuaj siab puas hlwb, kuj koom tau rau hauv thiab, nyob ntawm tus tswv cuab cov kev xav tau. Pab neeg tu ua hau hauj lwm nrog cov tswv cuab los mus txheeb xyuas cov kev xav tau, teev kom paub cov dej num ua tau tshwm sim, thiab tsim kom tau daim phiaj npaj tu tus tswv cuab. Pab neeg no tso cai, khiav cov hauj lwm, thiab tsom kwm taug qab xyuas cov kev pab.

Kev Xaiv (Choice) – Qhov kev pab cuam Family Care txhawb ib tug tswv cuab qhov nws xaiv thaum tau txais cov kev pab. Qhov kev xaiv txhais hais tias cov tswv cuab tawm lus tau seb lawv nyiam kom muab qhov kev pab tu lawv thaum twg thiab muab li cas. Qhov kev xaiv tseem txhais hais tias cov tswv cuab muaj lub luag hauj lwm pab rau

pab neeg tu lawv teev cov kev pab uas zoo txaus tsim nyog tu nqi them. Cov tswv cuab tseem xais tau los mus tswj ib los yog ntau qhov ntawm cov kev pab muab rau lawv uas yog siv qhov kev xaiv yus tus kheej yog tus tswj cov kev pab (self-directed supports, SDS).

Feem Sib Pab Them (Cost Share) – Ib qhov nyiaj txhua hli uas ib txhia tswv cuab yuav tau pab them rau cov nqi ntawm cov kev pab uas muab rau lawv. Feem sib pab them yog muab raws li cov nyiaj tau los thiab txiav txim los ntawm qhov chaw khiav hauj lwm Income Maintenance. Txhua tus yuav tsum tau them nws feem sib pab them kom thiaj tau txais kev pab rau Medicaid thiab Family Care. Saib Tshooj Lus 5 (phab 40) kom paub ntxiv txog feem sib pab them.

Ua Tau Zoo Tsim Nyog Tus Nqi (Cost-Effective) – Qhov kev xaiv ua uas pab txhawb tau tus tswv cuab txoj kev tu nws mus sij hawm ntev qhov dej num ua tau tshwm sim uas raug nyiaj them taus thiab siv lub zog tsawg. Tus tswv cuab thiab pab neeg tu nws siv Qhov Kev Txiav Txim Siv Nyiaj (Resource Allocation Decision, RAD) tus txheej txheem los mus txiav txim cov hauv kev los mus pab txhawb tus tswv cuab txoj kev tu nws mus sij hawm ntev cov dej num ua tau tshwm sim. Ces tus tswv cuab thiab nws pab neeg nrhiav cov kev xaiv ua thiab xaiv qhov ua tau zoo tshaj tsim nyog tau nqi them (tsis tas yuav tsum yog qhov pheej yig tshaj) los mus txhawb tus tswv cuab cov hauj lwm ua tau tshwm sim (outcomes).

Department of Health Services (DHS) – Lub Xeev Wisconsin qhov chaw ua hauj lwm uas khiav Wisconsin cov kev pab cuam Medicaid, nrog rau Family Care.

DHS Nrog Xyuas (DHS Review) – Ib qhov nrog xyuas ib tug tswv cuab cov ntawv ua tsis txaus siab los yog thov kom muab ib qhov tau txiav txim los hais dua los ntawm Department of Health Services (DHS). DHS ua hauj lwm nrog MetaStar los mus xyuas cov ntawv tsis txaus siab thiab thov kom hais dua. MetaStar xyuas tswv cuab cov teeb meem thiab sim muab ib cov lus los pab daws. Ib qhov DHS nrog xyuas yuav tsis mus txog qhov muab tau ib cov lus txiav txim. Saib Tshooj Lus 8 (phab 47) kom paub ntxiv txog qhov DHS nrog xyuas.

Rho Npe/Kev Rho Npe Tawm (Disenroll/Disenrollment) – Tus txheej txheem ntawm qhov tas ib tug neeg qhov ua tswv cuab rau hauv Family Care. Ib tug tswv cuab yuav xaiv tau los mus rho npe tawm ntawm Family Care lub sij hawm twg los tau. Nyob rau tej thaum mas lub MCO yuav tau rho ib tug tswv cuab tawm. Piv txwv, lub MCO yuav rho ib tug tswv cuab tawm yog nws poob tsis muaj feem tau txais kev pab rau Medicaid los yog tsiv tawm ntawm lub xeev mus tas li lawm. Tshooj Lus 9 (phab 72) piav txog kev rho npe tawm tus txheej txheem hauv Family Care.

Division of Hearings and Appeals (DHA) – Lub Xeev Wisconsin qhov chaw ua hauj lwm los mloog Medicaid cov ntawv thov kom hais dua rau Family Care. Ib Tug Kws Txiav Txim Plaub Ntug hauv lub Division no yug tus tswj Xeev Lub Rooj Mloog Kev Ncaj Ncees (State Fair Hearings) thaum ib tug tswv cuab ua ntawv thov kom muab ib qhov tau txiav txim los hais dua. Lub Division no tsis zwm rau MCO thiab DHS. Saib Tshooj Lus 8 (phab 68) kom paub ntxiv txog lub rooj mloog kev ncaj ncees.

Cuv Npe/Kev Cuv Npe (Enroll/Enrollment) – Kev cuv npe nkag rau hauv Family Care yog nyob ntawm siab yeem. Yog yuav cuv npe, cov neeg yuav tau hu rau Qhov Chaw Pab Cov Laus thiab Cov Muaj Mob Xiam Oob Qhab (Aging and Disability Resource Center, ADRC) ntawm lawv nyob. Lub ADRC yuav txiav txim seb ib tug neeg puas muaj feem tsim nyog rau kev pab ua dej num mus los (functionally eligible) rau Family Care. Qhov chaw khiav hauj lwm Income Maintenance yog tus txiav txim seb ib tug neeg puas muaj feem tsim nyog tau txais nyiaj txiag (financially eligible) rau Medicaid thiab Family Care. Yog tus neeg ntawd muaj feem tsim nyog thiab xav cuv npe rau Family Care, nws yuav tsum ua kom tiav ib daim ntawv cuv npe thiab kos npe rau.

Mus Muab Nyiaj Rov Qab Los Ntawm Tej Cuab Yeej Cuab Tam (Estate Recovery)

– Tus txheej txheem uas lub Xeev Wisconsin nrhiav nyiaj them rov qab rau cov nqi kho mob thaum ib tug neeg tau txais cov nyiaj Medicaid pab them rau txoj kev tu nws mus sij hawm ntev. Lub Xeev mus muab cov nyiaj los ntawm tus neeg no tej cuab yeej cuab tam tom qab nws thiab nws tus txij nkawm tas sim neej. Cov nyiaj muab tau los no muab rov qab mus rau qhov kev pab cuam Medicaid coj mus siv pab tu lwm tus neeg uas tau txais kev pab los ntawm Medicaid. Saib Tshooj Lus 5 (phab 45) kom paub ntxiv txog qhov mus muab nyiaj los ntawm tej cuab yeej cuab tam.

Qhov Muab Ib Qhov Teeb Meem Los Hais Kom Sai (Expedited Appeal) – Ib tug txheej txheem uas cov tswv cuab siv tau los mus hais kom lub MCO muab lawv qhov teeb meem los hais dua kom sai yog lawv xav tias qhov tos raws li lub sij hawm kheev siv yav tas los yuav ua rau muaj teeb meem loj rau lawv kev noj qab haus huv los yog lawv rab peev xwm mus ua tej dej num niaj hnub. Saib Tshooj Lus 8 (phab 65) kom paub ntxiv txog qhov no.

Family Care – Ib qhov kev pab tu mus sij hawm ntev rau cov laus uas tsis muaj ib lub zog pab tau lawv lawm, cov muaj hnub nyoog uas muaj feem tsim nyog tau txais kev pab uas muaj mob xiam oob qhab rau lub cev los yog kev loj hlob/laj lim tswv yim. Family Care muab cov kev pab uas zoo txaus tsim nyog tus nqi them, muaj txhij txhua, thiab cov kev pab uas muab kho tau yooj yim kom tau raws li tus tswv cuab cov kev xav tau. Qhov kev pab cuam ua kom cov tswv cuab pab tau nws tus kheej nyob ib lub neej zoo, paub sib pab thiab paub sib txhawb zog.

Muaj Feem Tsim Nyog Tau Nyiaj Pab (Financial Eligibility) – Muaj feem tsim nyog tau nyiaj pab txhais hais tias tau nyiaj pab los ntawm Medicaid. Qhov chaw khiav hauj lwm Income Maintenance xyuas tus neeg tej nyiaj tau los thiab tej khoom muaj nqis los mus txiav txim seb nws puas tsim nyog tau nyiaj pab los ntawm Medicaid. Nws yuav tsum muaj feem tsim nyog tau nyiaj pab Medicaid thiaj tau nyob hauv Family Care.

Muaj Feem Tsim Nyog Rau Kev Pab Ua Dej Num Mus Los (Functional Eligibility)– Wisconsin Long Term Care Functional Screen yog tus txhiav txim seb ib tug neeg puas muaj feem tsim nyog rau kev pab ua dej num mus los rau Family Care. Qhov Functional Screen muab tej ntaub ntawv hais txog tus neeg tej kev mob nkeeg thiab cov dej num yuav tau pab nws xws li pab muab da dej, hnav ris tshos, thiab siv chav dej.

Tsis Txaus Siab (Grievance) – Ib cov lus hais tawm tsis txaus siab hais txog kev tu, cov kev pab, los yog lwm yam. Cov teeb meem tsis txaus siab muaj xws li kev pab tu

kom zoo, kev sib raug zoo ntawm tus tswv cuab thiab pab neeg tu nws, thiab tus tswv cuab cov cai uas nws muaj. Tshooj Lus 8 (phab 55) piav txog cov teeb meem tsis txaus siab, nrog rau tus txheej txheem ua ntawv tsis txaus siab.

Tus Saib Xyuas (Guardian) – Kws txiav txim plaub ntug yuav tsa muaj ib tug saib xyuas rau ib tug neeg yog hais tias tus neeg ntawd tsis muaj peev xwm txiav txim tus kheej txog nws lub neej.

Income Maintenance Agency – Cov neeg ua hauj lwm hauv qhov chaw khiav hauj lwm Income Maintenance yog cov txiav txim seb ib tug neeg puas muaj feem tsim nyog tau txais kev pab rau Medicaid, Family Care, thiab lwm yam kev pab ntawm tsoom fvv.

Theem Muab Kev Tu (Level of Care) – Yog hais txog ntau yam kev pab uas ib tug neeg yuav xav tau kev pab ntau npaum cas los mus ua nws tej dej num niaj hnuv. Cov tswv cuab yuav tsum muaj raws li theem pab tu hauv “tsev laus” (nursing home) los yog theem “tsis-yog hauv tsev laus (non-nursing home)” kom thiaj muaj feem tau txais kev pab hauv Family Care. Cov kev pab muab rau cov tswv cuab ntawd yog nyob ntawm seb nyob rau theem twg. Tshooj Lus 4 (phab 34) teev cov kev pab uas muab kev pab tu rau theem nyob tsev laus thiab tsis-yog tsev laus.

Kev Pab Tu Mus Sij Hawm Ntev (Long-Term Care, LTC) – Ntau yam kev pab uas neeg xav tau vim muaj ib tug mob xiam oob qhab, laus lawm, los yog muaj ib tug mob tas mus li uas ua rau lawv tsis muaj rab peev xwm ua tau tej yam lawv xav ua niaj hnuv. Tej no muaj xws li da dej, hnav ris tsho, ua noj, thiab mus hauj lwm. Kev pab tu mus sij hawm ntev yog ua tau rau hauv tsev, hauv zej zos los yog hauv ntau hom chaw muab kev tu, nrog rau tsev laus thiab cov tsev muaj neeg pab.

Kev Pab Tu Mus Sij Hawm Ntev Qhov Dej Num Ua Tau Tshwm Sim (Long-Term Care Outcome) – Ib qhov dej num uas tus tswv cuab los yog pab neeg tu nws qhia txog tus tswv cuab ua tau los pab rau nws kom txhob tos lawm tus. Thaum lub sij hawm ua qhov kev txheeb xyuas, pab neeg tu yuav ua hauj lwm nrog cov tswv cuab los mus txheeb txog lawv tej kev mob uas xav tau kev pab rau thiab lawv rab peev xwm ua tau cov dej num niaj hnuv. Pab neeg tu lawv txiav txim tus tswv cuab qhov kev pab tu mus sij hawm ntev cov dej num ua kom tau tshwm sim. Lub MCO tso cai rau cov kev pab raws li qhov kev pab tu mus sij hawm ntev cov dej num ua kom tau tshwm sim.

Qhov no tseem muaj kev kho mob thiab kev ua dej num mus tau los cov dej num ua tau tshwm sim (clinical and functional outcomes). Ib qhov kev kho mob qhov dej num ua kom tau tshwm sim yog ntsig txog tus tswv cuab lub cev kev noj qab nyob zoo thiab kev nyuaj siab mob hlwb. Ib qhov piv txwv ntawm kev kho mob qhov dej num kom tau tshwm sim yog ua taus pa zoo dua qub tuaj. Ib qhov piv txwv ntawm kev ua tau ub no yog ntsig txog tus tswv cuab rab peev xwm ua tau qeev yam dej num. Ib qhov piv txwv ntawm kev ua tau ub no yog muaj rab peev xwm nqes tau tus ntaiv mus rau hauv qab lawj (walk down stairs).

Koom Txoos Tswj Kev Pab Tu (Managed Care Organization, MCO) – Qhov chaw khiav hauj lwm uas tswj hwm qhov kev pab cuam Family Care.

Medicaid – Ib qhov kev pab cuam kho mob thiab kev pab tu mus sij hawm ntev uas tswj hwm los ntawm Wisconsin Department of Health Services (DHS). Medicaid raws li paub yog hu ua “Medical Assistance,” “MA,” thiab “Title 19.” Family Care cov tswv cuab yuav tsum muaj raws li Medicaid cov cai thiaj ua tau ib tug tswv cuab.

Medicare – Tsoom Fwv qhov kev pab cuam tuav pov hwm kho mob nkeeg rau cov muaj hnub nyoog 65 xyos los yog laus dua, ib txhia neeg hnub nyoog tsis tau muaj 65 xyos uas muaj qee yam mob xiam oob qhab, thiab cov ua mob rau lub raum (raum tsis ua hauj lwm uas yuav tau lim ntshav los yog hloov raum). Medicare pab them rau mus pw hauv tsev kho mob, kws kho mob, cov tshuaj kws kho mob ua ntawv mus yuav, thiab lwm yam.

Tswv Cuam (Member) – Ib tug neeg uas muaj raws li qhov tsim nyog tau txais kev pab rau kev mus los tau thiab nyiaj txiag cov cai (functional and financial eligibility criteria) thiab cuv npe nkag rau hauv Family Care.

Tus Kws Paub Txog Tswv Cuab Cov Cai (Member Rights Specialist) – Ib lub MCO tus neeg ua hauj lwm uas pab cov tswv cuab to taub txog lawv cov cai thiab cov luag hauj lwm. Tus Kws Paub Txog Tswv Cuab Cov Cai tseem pab cov tswv cuab to taub txog tus txheej txheem ua ntawv tsis txaus siab los yog thov kom muab ib qhov teeb meem los hais dua. Saib Tshooj Lus 8 (phab 54) kom paub ntxiv txog qhov no.

MetaStar – Qhov chaw ua hauj lwm uas lub Wisconsin Department of Health Services (DHS) ua hauj lwm nrog los mus xyuas cov ntawv ua tuaj tsis txaus siab thiab thov kom muab qhov teeb meem los hais dua thiab xyuas cov hauj lwm ntawm cov MCOs. Saib Tshooj Lus 8 (phab 57 thiab 66) kom paub ntxiv txog DHS cov hauj lwm nrog xyuas.

Kev Pab Txhawb (Natural Supports) – Cov neeg hauv koj lub neej uas twb tau xaiv los pab koj lawm.

Tsis-Yog Tsev Laus Theem ntawm Kev Pab Tu (Non-Nursing Home Level of Care) – Cov tswv cuab nyob rau ntawm theem no muaj ib cov kev xav tau rau kev tu mus sij hawm ntev cov kev pab, tab sis tsis muaj feem tau txais cov kev pab nyob hauv ib lub tsev laus. Cov kev pab ntawm Family Care rau theem pab tu no muaj kev txwv ntaw dua. Saib Tshooj Lus 4 (phab 34) kom tau daim ntawv teev cov kev pab uas muaj rau cov tswv cuab nyob rau tsis-yog tsev laus theem ntawm kev pab tu.

Ntawv Ceeb Toom Nqes Tes Ua (Notice of Action) – Ib daim ntawv ceeb toom tuaj ntawm MCO piav txog ib qhov pauv rau kev pab thiab yog vim li cas hos pauv. Lub MCO yuav tsum xa ib Daim Ntawv Ceeb Toom Nqes Tes Ua rau tus tswv cuab yog hais tias lub MCO tsis kam muab ib qhov kev pab uas kam them rau tus tswv cuab raws li nws thov, los yog npaj siab yuav muab qhov kev pab tso tseg, muab khuam cia los yog muab txo kom tsawg. Saib Tshooj Lus 8 (phab 59) kom paub ntxiv txog cov ntawv thov kom hais dua.

Ntawv Ceeb Toom ntawm Qhov Thov Kom Hais Dua Cov Cai (Notification of Appeal Rights) – Ib daim ntawv ceeb toom muab xa mus rau cov tswv cuab piav txog lawv cov kev xaiv los mus ua ntawv thov kom hais dua. Cov MCOs yuav tsum xa ib daim ntawv ceeb toom ntawm qhov thov kom hais dua cov cai mus rau cov tswv cuab

yog hais tias lub MCO tsis muab cov kev pab raws sij hawm los yog ua tsis tau raws li cov sij hawm kom ua tsis pub dhau los mus lis ib daim ntawv thov kom hais dua. Lwm yam kuj yog thaum cov MCOs xa daim ntawv ceeb too no yog thaum cov tswv cuab tsis nyiam lawv daim phiaj npaj pab tu lawv vim nws tsis txhawb txoj kev tu lawv mus sij hawm ntev cov dej num los yog kom cov tswv cuab lees yuav ib qhov kev tu uas lawv tsis xav tau. Qhov chaw khiav hauj lwm Income Maintenance yuav xa ib daim ntawv ceeb toom txog kev thov kom hais dua cov cai mus rau cov tswv cuab thaum cov tswv cuab poob tsis muaj feem tau nyiaj los yog qhov ua tau dej num mus los rau Family Care. Saib Tshooj Lus 8 (phab 59) kom paub ntau ntiv txog qhov no.

Tsev Laus Theem ntawm Kev Pab Tu (Nursing Home Level of Care) – Cov tswv cuab nyob rau ntawm theem no yog cov xav tau kev pab uas tseem ceeb txaus uas lawv muaj feem tsim nyog tau txais cov kev pab nyob hauv ib lub tsev laus. Muaj ib cov kev pab ntau yam ntawm Family Care nyob rau theem ntawm kev pab tu no. Saib Tshooj Lus 4 (phab 34) kom tau daim ntawv teev cov kev pab uas muaj rau cov tswv cuab nyob rau tsev laus theem ntawm kev pab tu.

Neeg Pab Daws Teeb Meem (Ombudsman)– Ib tug neeg uas mus tshawb nrhiav tej lus tsis txaus siab uas muaj neeg qhia paub thiab pab cov tswv cuab daws teeb meem. Disability Rights Wisconsin muaj neeg daws teeb meem rau cov yuav los ua tswv cuab thiab cov tam sim no ua tswv cuab hauv Family Care hnuv nyoog qis dua 60 xyoo. Pawg Saib Xyuas Cov Neeg Laus thiab Kev Pab Tu Mus Sij Hawm Ntev (Board on Aging and Long Term Care) muaj neeg daws teeb meem rau cov yuav los ua tswv cuab thiab cov tam sim no ua tswv cuab hauv Family Care hnuv nyoog 60 xyoo thiab laus dua. Cov xov tooj hu tau rau cov neeg no nyob ntawm phab 71.

Cov Dej Num Ua Tau Tshwm Sim Rau Tus Kheej (Personal Experience Outcomes) – Cov hom phiaj uas tus tswv cuab muaj rau nws lub neej. Ib tug tswv cuab qhov dej num ua tau tshwm sim rau nws tus kheej kuj yog qhov kom noj qab haus huv txaus mus ntsib tau nws tej xeeb ntawv, lwm tus kuj yog xav kom muaj rab peev xwm nyob taus tus kheej hauv nws kem tsev tsis tos lwm tus pab. Saib Tshooj Lus 3 (phab 24) kom tau cov npe ntawm cov dej num ua tau tshwm sim rau tus kheej.

Ntawv Sau Hais Qhia Ua Ntej rau Kev Kho Mob (Power of Attorney for Health Care) – Ib daim ntawv raws cai uas neeg siv tau los mus tso cai rau ib tug neeg muab kev txiav txim sawv nws cev hais txog kev kho mob thaum nws tsis muaj peev xwm txiav txim tau nws tus kheej lawm.

Lus Tso Cai Ua Ntej (Prior Authorization) – Pab neeg muab kev pab tu yuav tsum tso cai muab cov kev pab ua ntej ib tug tswv cuab tau txais qhov kev pab (tshwj thaum yog ib qhov xwm kub ceev). Yog ib tug tswv cuab tau txais qhov kev pab, los yog mus rau ntawm ib tug muab kev pab nyob sab nraud ntawm pab ua hauj lwm ua ke (network), tej zaum lub MCO yuav tsis them rau qhov kev pab ntawd.

Cov Muab Kev Pab Ua Huaj Lwm Ua Ke (Provider Network) – Cov chaw ua hauj lwm los yog cov neeg uas lub MCO muaj ntawv cog lus nrog lawv los muab kev pab. Cov muab kev pab muaj xws li cov neeg uas nyob ntawd pab, cov neeg pab tu, cov pab hauv tsev, cov chaw ua hauj lwm pab tu cov neeg hauv tsev, cov chaw pab tu neeg,

thiab cov tsev laus. Koj pab neeg tu koj yuav tsum tso cai rau cov kev pab uas muab rau koj ua ntej koj muaj cuab kav xaiv tau ib tug neeg muab kev pab los ntawm daim ntawv teev qhia cov npe. Saib Tshooj Lus 3 (phab 28) kom paub ntxiv txog lub MCO cov neeg ua hauj lwm ua ke.

Cov Kev Pab Tu Nyob Hauv Ib Qhov Chaw Hauv Zej Zos Neeg Nyob (Residential Services) – Cov chaw muab kev pab tu nyob hauv ib qhov chaw hauv zej zos neeg nyob muaj xws li cov tsev rau cov muaj hnub nyoog (adult family homes, AFHs), cov tsev nyob hauv zej zos neeg nyob (community-based residential facilities, CBRFs), cov chaw tsev (residential care apartment complexes, RCACs), thiab tsev laus. Tus tswv cuab pab neeg tu nws yuav tsum tso cai rau tag nrho cov kev tu nyob hauv ib qhov chaw hauv zej zos neeg nyob.

Qhov Kev Txiaiv Txim Siv Nyiaj Tus Txheej Txheem (Resource Allocation Decision, RAD) Process – Ib tug cuab yeej uas ib tug tswv cuab thiab nws pab neeg tu nws siv los mus nrhiav cov hauv kev ua tau hauj lwm zoo tsim nyog tus nqi los mus pab rau tus tswv cuab kom ua tau raws li txoj kev tu nws mus sij hawm ntev cov luag dej num.

Chav Nyob thiab Khoom Noj (Room and Board) – Feem ntawm cov nuj nqis nyob noj hauv ib qhov chaw muab kev pab tu nyob hauv zej zos muaj neeg nyob ntsig txog nqi xauj tsev thiab khoom noj cov kev siv. Cov tswv cuab yuav tau them rau chav nyob thiab cov khoom noj. Saib Tshooj Lus 5 (phab 42) kom paub ntxiv txog chav nyob thiab khoom noj.

Tus Kheej Yog Tus Tswj Cov Kev Pab (Self-Directed Supports, SDS) – SDS yog ib txoj kev rau cov tswv cuab los mus npaj, mus yuav, thiab tswj ib cov kev pab ntawm qhov kev pab tu mus sij hawm ntev. Cov tswv cuab muaj lub luag hauj lwm loj dua thiab tswj tau txoj kev tu lawv. Nyob hauv SDS, cov tswv cuab yuav xaiv tau los mus tswj thiab tuav lawv pob nyiaj siv rau cov kev pab lawv, thiab tswj cov muab kev pab xws li txais yuav neeg los ua hauj lwm, cob qhia neeg ua hauj lwm, saib xyuas neeg ua hauj lwm, thiab rho nws cov neeg ua hauj lwm tawm. Cov tswv cuab yuav xaiv tau los mus tswj ib yam los yog ntau dua ntawm cov kev pab rau lawv.

Cheeb Tsam Muab Kev Pab (Service Area) – Yog cheeb tsam uas ib tug tswv cuab yuav tsum nyob rau hauv xwv nws thiaj cuv npe nkag tau thiab muaj npe tau txais kev pab nrog rau Community Link, Inc. Saib Tshooj Lus 2 (phab 21) kom paub thaj tsam muab kev pab ntawm of Community Link, Inc.

Xeev Lub Rooj Mloog Kev Ncaj Ncees (State Fair Hearing) – Ib lub rooj mloog kev ncaj ncees uas yog ib Tug Kws Txiaiv Txim Plaib Ntug yog tus tswj rau lub Xeev Wisconsin Division of Hearing and Appeals (DHA). Cov tswv cuab yuav tsum ua ntawv thov kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees thaum lawv xav kom muab ib qhov kev txiaiv txim los ntawm pab neeg tu lawv los hais dua. Cov tswv cuab tseem ua ntawv thov tau kom muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees yog hais tias lawv tau ua ib daim ntawv rau lawv lub MCO es tsis txaus siab raws li lub MCO cov lus txiaiv txim. Cov Ntawv Ceeb Toom Nqes Tes Ua thiab cov ntawv ceeb toom hais txog qhov muaj cai thov kom hais dua qhia cov tswv cuab tias yuav thov lub rooj mloog kev ncaj

nnees li cas. Saib Tshooj Lus 8 (phab 71) kom paub ntxiv txog xeev lub rooj mloog kev ncaj nnees.

2. Cov Lus Txhais rau Family Care cov kev pab

Cov Lus Txhais rau Cov Kev Pab Tso Cai Pub Ua Rau Hauv Tsev thiab Hauv Zej Zos

Cov lus txhais muaj muab rau thaum thov txog
Cov kev pab no tsis muaj rau cov tswv cuab nyob hauv qhov chaw tsis-yog tsev laus theem
ntawm kev tu

Cov khoom siv pab (Adaptive Aids) yog cov khoom siv uas pab cov neeg kom muaj rab peev xwm ua tau lawv tes dej num niaj hnub (xws li cov cuab yeej pab nqa tus neeg, cov pab txav tau mus los, thiab lwm yam). Cov khoom siv pab kuj tseem yog cov kev pab uas pab rau cov neeg los mus cuag tau, koom tau thiab mus los tau nyob hauv lawv lub zej zos. Qhov no muaj xws li cov kev hloov kho lub tsheb (xws li lub nqa tshoom rau hauv tsheb van, cov cuab yeej tswj txhais tes tsav tsheb), thiab kuj yuav muaj qhov mus yuav ib tug aub pab coj kev thiab cov nqi them rau tus kws kho tsiaj rau tus aub pab coj kev. (Tsis them rau cov khoom noj thiab cov kev kho uas tsis yog ib txwm kho los ntawm tus kws kho tsiaj rau cov aub pab coj kev.)

Cov kev pab zov cov muaj hnub nyoog (Adult Day Care Services) yog muab kev pab rau ib feem ntawm ib hnub twg hauv qhov chaw tsis-yog hauv zej zos neeg nyob rau cov muaj hnub nyoog uas xav ntsib nrog tej neeg sawv daws los yog xav kom pab rau nws tej dej num niaj hnub, xav kom pab saib xyuas thiab/los yog pab tiv thaiv nws. Cov kev pab kuj yuav muaj xws li kev pab tu tus kheej thiab kev saib xyuas, cov puas noj me, kev kho mob, thiab kev thauj mus los rau ntawm qhov chaw zov.

Kev Pab Fab Technology/Cov Khoom Siv Kom Sib Txuas Lus Tau (Assistive Technology/Communication Aids) txhais hais tias yog ib yam khoom, ib yam cuab yeej siv los yog khoom ua tawm los uas txhawb, ceev thiab pab kom cov tswv cuab muaj rab peev xwm mus tau los hauv lawv lub tsev, ntawm txoj hauj lwm thiab hauv lub zej zos kom zoo dua qub. Cov kev pab muaj xws li cov khoom siv los yog kev pab uas pab rau cov tswv cuab kom hnov lus, tham tau los yog saib pom, xws li cov kev sib cev lus mus los, cov khoom tso rau hauv lub pob ntseg kom hnov lus, cov khoom siv kom hais tau lus, cov neeg pab txhais lus thiab cov khoom electronic technology (xws li cov tablets, mobile devices, software).

Kev pab tswj txoj kev pab tu (Care Management Services) (thiab raws li paub yog kev tswj cov kev pab los yog kev khiav hauj lwm rau cov kev pab) yog muab kev tu los ntawm ib pab neeg. Tus tswv cuab yog tus tseem ceeb ntawm pab neeg muab kev tu. Pab neeg no muaj, yam tsawg kawg, ib tug kws txawj tu neeg mob thiab ib tug neeg khiav hauj lwm pab tib neeg *[los yog tus neeg tswj kev pab tu los yog tus khiav hauj lwm pab tib neeg]*, thiab kuj yuav muaj lwm cov kws tshaj lij raws li cov kev xav tau ntawm tus tswv cuab thiab tsev neeg los yog lwm cov kev sib txhawb sib pab uas tus tswv cuab thov kom muaj. Cov kev pab muaj xws li kev txheeb xyuas, kev npaj kev pab tu, tso cai rau muab kev pab thiab tsom kwm saib xyuas tus tswv cuab kev noj qab haus huv thiab kev nyob zoo.

Kev Pab Tswv Yim Kho Mob thiab Cov Kev Pab Kho Mob (Consultative Clinical and Therapeutic Services) pab cov neeg muab kev pab tu uas tsis them nyiaj rau lawv thiab cov neeg ua hauj lwm ua txoj hauj lwm tu tus tswv cuab los yog daim hom phiaj npaj rau kev pab. Cov hauj lwm muaj xws li cov kev txheeb xyuas, kev tsim kom tau cov hom phiaj npaj rau kev tu hauv tsev, cov hom phiaj npaj rau kev pab, cov hom phiaj npaj rau kev tiv thaiv, kev pab cob qhia thiab pab ua cov hom phiaj npaj rau kev tu cov hauj lwm. Cov hauj lwm kuj tseem muaj kev cob qhia rau cov neeg muab kev pab tu thiab cov neeg ua hauj lwm uas ua hauj lwm rau cov tswv cuab uas muaj cov kev mob ntau yam nyuaj heev (dhau ntawm qhov muab kev pab tu ib txwm ua niaj hnuv.)

Kev kawm ntawv thiab kev cob qhia (Consumer Education and Training) yog cov kev pab npaj los mus pab rau ib tug neeg muaj mob xiam oob qhab kom nws paub muab tswv yim pab rau tus kheej, muab kev txhawb tus kheej kev txiav txim siab, paub siv neeg cov cai, thiab txawj tswj lub luag hauj lwm uas nws yuav tsum tau ua hais txog cov kev pab txhawb nws. Cov hauj lwm no muaj kev kawm ntawv thiab kev cob qhia rau cov tswv cuab, cov neeg pab tu lawv thiab cov neeg sawv lawv cev rau fab kev cai lij choj. Cov nqi uas pab them rau kuj yuav muaj xws li tus nqi them sau npe, phau ntawv thiab lwm yam ntaub ntawv rau txoj kev kawm, thiab tsheb thauj mus los rau cov kev kawm, cov rooj sib tham thiab lwm hom koob tsheej zoo ib yam li ntawd.

Cov kev pab tswv yim thiab cov kev pab kho mob (Counseling and Therapeutic Services) yog cov kev pab los pab kho tus kheej tej kev mob, kev sib fim nrog neeg, lub cev, kev kho mob, kev coj tus cwj pwm, kev nyuaj siab mob hlwb, los yog kev quav dej cawv thiab yeeb tshuaj. Cov hauj lwm pab kuj yuav muaj xws li muab kev pab rau txoj kev hloov mus rau lub neej muaj hnuv nyoog laus lawm thiab kev muaj mob xiam oob qhab, pab rau tus kheej txoj kev sib raug zoo nrog lwm tus, kev pab tswv yim hais txog kev mob nkeeg, kev pab tswv yim txog lub cev muaj ceeb thawj (weight) thiab kev pab tswv yim txog muaj kev tu siab (grief).

Kev cob qhia kom txawj pab lub neej niaj hnuv (Daily living skills training) qhia cov tswv cuab thiab cov neeg muab kev pab rau lawv kom paub ua tej dej num niaj hnuv, nrog rau cov kev txawj pab yus tus kheej kom nyob taus tsis tos leej twg thiab koom tau rau lub zej lub zos. Cov piv txwv muaj xws li kev qhia txog kev tswj nyiaj txiag, kev kho vaj kho tsev, kev npaj zaub mov noj, kev cob qhia txog kev muab lub cev mus los, cov kev txawj tu tus kheej thiab cov kev txawj uas yuav tsum tau paub kom mus cuag tau thiab siv tau tej chaw uas muaj kev pab hauv lub zej zos.

Cov kev pab thaum nruab hnuv (Day Services) yog muab kev pab raws li cov sij hawm tau teem tseg hauv ib qhov chaw tsis-yog hauv zej zos neeg nyob (cov chaw zov nruab hnuv) los mus pab kom tus tswv cuab txawj ua tau nws tej dej num niaj hnuv hauv qhov chaw nws nyob thiab hauv zej zos.

Cov kev pab tswj nyiaj txiag (Financial Management Services) pab cov tswv cuab thiab lawv tsev neeg los mus tswj cov nyiaj siv rau kev pab thiab tswj lawv tus kheej tej nyiaj txiag. Qhov kev pab no yog muaj ib tus neeg los yog ib lub chaw ua hauj lwm them nyiaj rau cov muab kev pab tom qab tus tswv cuab tso cai rau them cov kev pab uas muaj nyob hauv tus tswv cuab daim hom phiaj npaj tus kheej yog tus tswj qhov kev tu. Cov kev pab tswj nyiaj txiag kuj tseem muaj qhov pab cov tswv cuab npaj rau txoj kev siv tus kheej tej nyiaj kom ntseeg tau tias muaj nyiaj txaus los mus them rau vaj tse nyob thiab lwm yam nuj nqi tseem ceeb uas yuav tau them.

Nqa zaub mov tuaj rau hauv tsev (Home Delivered Meals) (tej zaum hu ua “pluas noj saum laub” (meals on wheels) muaj cov kev siv nyiaj ntsig txog qhov mus yuav thiab npaj cov khoom noj, khoom siv, cuab yeej siv, nqi zog thiab tsheb thauj xa cov pluas noj ib zaug los yog ob zaug hauv ib hnub tuaj rau cov tswv cuab uas tsis muaj peev xwm ua tau zaub mov rau lawv noj yog tsis muaj tus pab.

Kho vaj kho tsev (Home Modifications) yog muab cov kev pab thiab cov khoom siv kho tus tswv cuab lub tsev los yog qhov chaw nyob kom mus los tau yooj yim los yog kom tsis raug xwm txheej dab tsi. Cov hauj lwm kho vaj tse kuj yuav muaj xws li cov khoom siv thiab cov kev pab xws li tus ntaiv siv mus los (ramps), lub tshuab tshoom nce ntaiv (stair lifts), lub tshuab tshoom rooj zaum muaj log (wheelchair lifts), kho chav ua noj/chav dej, cov kev hloov kho kom mus cuag tau/muaj kev kaj huv tsis raug xwm txheej dab tsi thiab ua kom hnob lub suab, ua kom taws tau teeb cig pom kev, ua kom txav mus los thiab cov cuab yeej siv fais fab uas pab rau tus tswv cuab kom pab tau nws tus kheej thiab kom muaj rab peev xwm mus los tau yam tsis tos lwm tus pab.

Kev pab tswv yim txog vaj tse nyob (Housing Counseling) yog ib qhov kev pab uas pab rau cov tswv cuab kom tau ib lub vaj tse nyob hauv zos, uas qhov kev ua tus tswv thiab xauj tsev yog ib qhov txawv ntawm qhov muab kev pab. Kev pab tswv yim txog vaj tse nyob muaj xws li kev nrhiav kom paub txog kev yuav vaj yuav tsev thiab kev xauj tsev cov kev xaiv, nrhiav kom paub tej chaw muaj nyiaj txiag pab, nrhiav kom paub thaj chaw thiab hom vaj tse uas yus nyiam nyob, nrhiav kom paub kev mus tau rau hauv thiab kev kho lub vaj tse cov kev xav tau thiab kom nrhiav tau lub vaj tse uas muaj rau yus yuav los yog xauj nyob.

Kev hu pab tus kheej thaum muaj xwm kub ceev (Personal Emergency Response System) yog ib qhov kev pab uas muab kev hu sib cuag tau (los ntawm ib lub xov tooj los yog lwm yam cuab yeej siv fais fab) ntawm ib tug neeg nyob hauv lub zej zos thiab cov kws kho mob tshaj lij kom tau kev pab tam sid thaum muaj ib qhov xwm txheej kub ceev.

Cov kev pab ua ntej kom tau hauj lwm (Prevocational Services) muaj cov kev pab kom paub txog kev ua hauj lwm uas tus tswv cuab yuav nthuav dav nws rab peev xwm thiab cov kev txawj los mus nrhiav tau ib txoj hauj lwm them nyiaj hauv cov hauj lwm ua nrog lwm tus, nyob hauv zej zos. Cov hauj lwm no yog pab tsim kom muaj thiab qhia cov kev txawj uas yog muaj xws li rab peev xwm los mus sib txuas lus tau zoo nrog cov neeg saib xyuas thiab cov khub koom ua hauj lwm ua ke thiab cov neeg tuaj yuav khoom, kev coj zoo uas txais yuav tau hauv qhov chaw ua hauj lwm thiab kev paub hnav ris tsho kom phim, rab peev xwm ua tau raws cov lus qhia kom ua, rab peev xwm tsi ntsoov rau cov hauj lwm muab rau ua, txawj daws tej teeb meem nyob ntawm qhov chaw ua hauj lwm, muab kev cob qhia txog kev kaj huv tsis raug xwm txheej hauv qhov chaw ua hauj lwm thiab kev mus los. Cov kev pab ua ntej kom tau hauj lwm yog npaj los mus tsim ib txoj kev kom tau ib txoj hauj lwm hauv zej zos uas ib tus neeg tau txais qhov nyiaj them rau nws nyob rau ntawm los yog siab dua qhov them nyiaj tsawg kawg (minimum wage), tab sis kom tsis tsawg dua qhov nyiaj them thiab theem ntawm cov phaj tshab (benefits) uas them rau tib txoj hauj lwm los yog txoj hauj lwm zoo ib yam uas ua los ntawm cov neeg tsis muaj mob xiam oob qhab.

Cov kev pab rhais chaw (Relocation Services) yog cov kev pab thiab cov khoom siv uas ib tug tswv cuab xav tau los pab rhais nws tawm ntawm ib lub tuam tsev rau neeg mob nyob (institution) los yog ib lub tsev mus rau hauv ib qhov chaw nyob npaj los pab kom yus pab tau yus tus kheej nyob hauv zej zos. Cov kev pab rhais chaw kuj yuav muaj xws li them nyiaj rau qhov thauj tus tswv cuab tej khoom ntiag tug mus rau qhov chaw tshiab, them nyiaj rau tu lub tsev thiab teeb tej khoom hauv lub tsev, them nyiaj rau qhov nyiaj cas (security deposit), them nyiaj rau cov nqi teeb hluav taws siv thiab nqi teeb xov tooj, yuav tej rooj tog uas yuav tsum muaj siv, yuav xov tooj, yuav lauj kaub tais dua ua noj/siv rau khoom noj, tej cuab yeej tu vaj tu tsev, tej khoom siv hauv tsev, tej khoom siv hauv chav dej thiab chav pw thiab khoom siv hauv chav ua noj.

Kev Tu Hauv Cov Chaw Neeg Nyob (Residential Care): 1-2 lub txaj pw lub tsev rau cov muaj hnuv nyob (1-2 bed Adult family home) yog ib qhov chaw uas tus tswj lub tsev muab kev pab tu, kev kho mob, kev pab txhawb, los yog cov kev pab dhau ntawm them nyob hauv chav tsev thiab khoom noj (room and board) rau coob txog ob tug neeg muaj hnuv nyoog. Cov hauj lwm kheev muaj xws li kev pab tu hauv tsev, kev tu tus kheej thiab kev saib xyuas. Cov hauj lwm kuj tseem muaj tsheb thauj mus los thiab kev ua si/kev sib raug zoo nrog neeg cov kev ua ub no, kev pab txhawb rau kev coj tus cwj pwm thiab sib raug zoo nrog neeg, kev coj tus cwj pwm thiab kev txhawb zog kom sib raug zoo nrog neeg thiab cob qhia kom txawj ua tej hauj lwm niaj hnuv.

Kev Tu Hauv Cov Chaw Neeg Nyob (Residential Care): 3-4 lub txaj pw lub tsev rau cov muaj hnuv nyob (3-4 bed Adult family home) yog ib qhov chaw uas muaj 3-4 leej cov neeg muaj hnuv nyoog tsis txheeb ze rau tus tuav daim ntawv tso cai mus nyob hauv thiab tau txais kev pab tu, kev kho mob los yog cov kev pab dhau ntawm them nyob hauv chav tsev thiab khoom noj (room and board) thiab tseem muaj ntau txog xya xuaj moos tauj ib lim piam ntawm kev pab tu (nursing care) tauj ib tug neeg nyob hauv qhov chaw. Cov hauj lwm kheev muaj xws li kev pab tu hauv tsev, kev tut us kheej thiab kev saib xyuas. Cov hauj lwm kuj tseem muaj kev pab txhawb rau kev coj tus cwj pwm thiab sib raug zoo nrog neeg, kev cob qhia kom txawj ua tej hauj lwm niaj hnuv thiab tsheb thauj mus los.

Kev Tu Hauv Cov Chaw Neeg Nyob (Residential Care): Chaw nyob hauv zej zos neeg nyob (Community-based residential facility, CBRF) yog zoo li ib lub tsev uas muaj txog tsib los yog coob dua tus neeg muaj hnuv nyoog nyob hauv uas tsis txheeb ze rau tus tswj hwm qhov chaw thiab tau txais kev pab tu, kho mob, kev txhawb, kev saib xyuas, kev cob qhia, tsheb thauj mus los, thiab muab ntau txog peb xuaj moos tauj ib lim piam rau kev pab tu tauj ib tug neeg nyob hauv qhov chaw.

Kev Tu Hauv Cov Chaw Neeg Nyob (Residential Care): Kev nyob hauv lub kem tsev (Residential care apartment complex, RCAC) yog zoo li ib lub tsev, nyob hauv zej zos uas muaj txog li ntawm 5 leej neeg muaj hnuv nyoog los yog coob dua nyias nyob nyias hauv nyias kem tsev. Cov hauj lwm muaj xws li cov kev pab txhawb (ntxhua khaub ncaws, tu vaj tu tsev), kev tu tus kheej, cov kev tu mob (tu qhov raug mob, tswj kev noj tshuaj) thiab pab thaum muaj xwm kub ceev.

Cov kev pab so los siav (Respite Care Services) yog cov kev pab mus sij hawm luv los mus hloov tus tswv cuab tsev neeg los yog lwm tus (cov) neeg muab kev pab tu kom lawv dim txoj kev nyuaj siab tau mus so ib pliag. Kev pab tu so los siav kuj yuav muab rau hauv tus tswv cuab lub tsev, hauv ib qhov chaw nyob, ib lub tsev kho mob los yog ib lub tsev laus.

Yus Tus Kheej Yog Tus Tswj Kev Tu Yus (Self-Directed Personal Care Services) yog cov hauj lwm los mus pab cov tswv cuab hauv lawv cov kev ua ub no ntawm lub neej niaj hnub thiab cov kev pab tu vaj tu tsev uas cov tswv cuab xav tau los mus nyob tau hauv lub zej zos. Cov kev ua ub no muaj xws li pab muab da dej, noj zaub mov, hnav ris tsho, noj tshuaj, tu lub qhov ncauj, plaub hau thiab tej tawv nqaij, ua zaub mov noj, them nuj nqis, kev muab lub cev mus los, tso quav tso zis, kev xa mus rau lwm qhov thiab siv tsheb thauj mus los. Tus tswv cuab yog tus xaiv ib tus neeg los yog ib lub chaw ua hauj lwm los mus muab cov kev pab rau nws, raws li tus kws kho mob ua ntawv thiab ua raws nraim li tus tswv cuab daim hom phiaj npaj muab kev tu nws.

Kev txawj tu neeg mob (Skilled Nursing) yog cov kev txawj tu neeg mob uas yuav tsum tau muaj uas tsuas muab tau los ntawm ib tus kws tu neeg mob uas paub txoj hauj lwm zoo, ib tus kws tu mob (registered nurse, RN) los yog ib tus kws tus neeg mob muaj ntawv pov thawj (licensed practical nurse, LPN) uas ua hauj lwm nyob hauv kev saib xyuas ntawm ib tus kws tu mob (registered nurse) nkaus xwb. Kev txawj tu neeg mob muaj xws li kev paub ntsia pom thiab sau cia cov tsos mob thiab cov kev tsis haum rau ib yam dab tsi (reactions), kev tu neeg mob cov txheej txheem thiab cov kev coj ua (techniques), thiab tej zaum kuj muaj ua cov kev txheeb xyuas qee lub sijhawm ntawm tus tswv cuab tus mob uas muaj ntau yam teeb meem los yog kheev ua mob tau yooj yim.

Cov cuab yeej thiab khoom siv tshwj xeeb (Specialized Medical Equipment and Supplies) yog cov khoom uas yuam tsum muaj los mus pab ceev tus tswv cuab kev noj qab haus huv, pab tswj nws tus mob, ua kom nws mus los tau tus kheej los yog pab kom nws nyob tau nws zoo dua qub tsis tom lwm tus pab. Cov khoom tso cai yuav tau kuj yuav muaj xws li cov khoom siv thaiv dim quav dim zis hauv ris, ntaub qhwv mob, cov khoom siv pab txuas tes txuas taw los yog caj dab (orthotics), cov khoom siv pab nqos zaub mov (txoj yas pab xa zaub mov rau lub cev), qee yam tshuaj yuav tau ntawm tsee, cov tshuaj pleev tawv nqaij/tshuaj pleev kom nplua uas yuav tsum tau pleev uas yog kws kho mob ua ntawv mus yuav, Vitamin D uas kws kho mob ua ntawv mus yuav, ntau yam tshuaj vitamin (multi-vitamin) los yog qee yam tshuaj muaj calcium, thiab IV cov khoom siv.

Tus Neeg Khiav Hauj Lwm Pab (Support Broker) yog ib tus neeg uas tus tswv cuab xaiv los mus pab nws hauv txoj kev npaj, tau txais thiab coj kev pab txhawb uas yus tus kheej yog tus tswj (self-directed support, SDS).

Cov kev pab kom tau hauj lwm (Supported Employment Services) (cov kev pab ib leeg kheej thiab pab pawg me kom tau hauj lwm ua) pab cov tswv cuab uas, vim lawv muaj mob xiam oob qhab, xav tau kev pab mus tsis tu ncua kom tau thiab ceev txoj hauj lwm tsis poob hauv txoj kev sib tw nyob hauv ib qhov chaw ua hauj lwm hauv zej zos. Qhov ua kom tau tshwm sim los ntawm qhov kev pab no yog kom tau hauj lwm them nyiaj nyob rau ntawm los siab dua qhov them nyiaj tsawg kawg (minimum wage) hauv ib qhov chaw ua hauj lwm ntawm tsoom neeg tawm dag zog, hauv ib txoj hauj lwm uas tau raws li tus kheej thiab lub neej kev ua hauj lwm cov hom phiaj.

- Ib leeg kheej kev ua hauj lwm yog kom tau rau nws tus kheej thiab yuav muaj xws li kev nrhiav tau kev kawm/txoj hauj lwm los yog kev txheeb xyuas, kev npaj nrhiav hauj lwm kom haum tus neeg, kev nrhiav tau txoj hauj lwm ua, kev nrhiav hauj lwm, kev ntsib nrog cov tswv hauj lwm uas yuav txais yuav neeg ua hauj lwm rau lawv, kev ntsuam xyuas txoj hauj lwm, kev qhia ua hauj lwm thiab kev cob qhia, tsheb thauj mus los, cov kev pab kom nce qib ntawm txoj hauj lwm los yog kev pab txhawb kom mus ua tau qhov kev ua hauj lwm rau tus kheej (self-employment).
- Pab pawg me cov kev pab nrhiav hauj lwm yog cov kev pab thiab kev cob qhia uas muab rau hauv ib qhov chaw ua lag luam, chaw tsim khoom los yog hauv zej zos rau cov pab pawg uas muaj txog ob leeg mus txog yim leej neeg ua hauj lwm uas lawv muaj mob xiam oob qhab. Cov piv txwv muaj xws li cov pab pawg uas txav mus los thiab lwm cov pab pawg ua lag luam uas txais yuav tej pab pawg neeg tsawg ntawm cov neeg ua hauj lwm muaj mob xiam oob qhab los ua hauj lwm hauv lub zej zos. Cov kev pab kuj yuav muaj xws li kev nrhiav tau kev kawm/txoj hauj lwm los yog kev txheeb xyuas, kev npaj nrhiav hauj lwm kom haum tus neeg, kev nrhiav tau txoj hauj lwm ua, kev nrhiav hauj lwm, kev ntsib nrog cov tswv hauj lwm uas yuav txais neeg ua hauj lwm rau lawv, kev ntsuam xyuas txoj hauj lwm, kev cob qhia thiab muab lus qhia tswv yim, kev qhia ua hauj lwm thiab kev cob qhia, tsheb thauj mus los, cov kev pab kom nce qib ntawm txoj hauj lwm los yog kev pab txhawb kom mus ua tau qhov kev ua hauj lwm rau tus kheej (self-employment).

Kev pab tu hauv tsev (Supportive Home Care, SHC) yog cov kev pab rau tej dej num kev nyob niaj hnub rau cov tswv cuab thiab lawv cov kev xav tau kom ntseeg tau tias lawv nyob tau hauv lawv lub tsev thiab lub zej zos. Cov kev pab kuj yuav muaj xws li pab muab hnav ris tsho, da dej, noj tshuaj, noj zaub mov, tso quav tso zis, tu lub cev, mus los, them tej nuj nqi, kev siv tsheb thauj mus los thiab tej hauj lwm hauv vaj hauv tsev.

Cov Kev Pab Cob Qhia rau Cov Neeg Muab Kev Pab Tu Tsis Them Nyiaj Rau Lawv (Training Services for Unpaid Caregivers) muab kev pab rau cov neeg muab kev pab tu uas tsis them nyiaj rau lawv, muab kev cob qhia, kev nyob nrog ua ke, kev saib xyuas los yog lwm yam kev txhawb zog rau ib tus tswv cuab. Kev cob qhia muaj xws li qhia txog kev kho muaj cov cai tswj los yog lwm cov kev pab uas muaj nyob hauv tus tswv cuab daim hom phiaj npaj tu nws, kev siv cov cuab yeej uas muab teev meej rau hauv daim hom phiaj npaj muab kev pab, thiab kev taw qhia, raws li qhov yuav tsum tau ua, los mus ceev tus tswv cuab kom muaj kev kaj huv nyob hauv lub zej zos.

Cov kev pab thauj mus los (kev thauj mus los tshwj xeeb) – Zej Zos thiab Lwm Hom Kev Thauj Mus Los (specialized transportation - Community and Other Transportation)

- Zej zos cov kev pab thauj mus los pab rau cov tswv cuab kom mus cuag tau cov kev pab hauv zej zos, cov kev ua ub no thiab cov chaw muaj kev pab. Cov kev pab muaj xws li cov pib (tickets) los yog cov npav caij tsheb (fare cards), thiab pab thauj cov tswv cuab thiab cov neeg uas pab lawv kom mus txog chaw. Tsis muaj thauj thaum muaj xwm txheej kub ceev (tsheb thauj neeg mob ceev).
- Lwm yam kev thauj mus los pab cov tswv cuab uas yus tus kheej yog tus tswj kev tu yus kom tau txais cov kev pab kho mob tsis yog mob kub ceev, cov kev pab kho mob uas them los ntawm Medicaid. Cov kev pab kuj yuav muaj xws li cov pib (tickets) los yog cov npav caij tsheb (fare cards), them nyiaj rau cov mais (mileage) thiab thauj cov tswv cuab thiab cov neeg uas pab lawv kom mus txog chaw, uas yog muab los ntawm zej zos cov kev pab thauj-saib saum toj saud. Tsis muaj thauj thaum muaj xwm txheej kub ceev (tsheb thauj neeg mob ceev).

Kev npaj thiab txhawb kom tau hauj lwm ua yav tom ntej (Vocational Futures Planning and Support) yog txoj kev npaj thiab pab txhawb rau cov tswv cuab kom tau hauj lwm, ceev txoj hauj lwm kom tsis poob los yog nce qib hauv txoj hauj lwm los yog ib txoj hauj lwm ua rau tus kheej (self-employment). Qhov kev pab no yuav muaj xws li kev tsim kom tau ib daim hom phiaj npaj ua hauj lwm, kev ntsuam xyuas thiab pab txhawb txoj hauj lwm cov phaj tshab (benefits), pawg neeg muab kev pab txoj kev khiav hauj lwm, kev nrhiav kom paub txoj hauj lwm hauv lub neej thiab kev ua hauj lwm lub hom phiaj, kev pab nrhiav hauj lwm thiab taug qab rau txoj hauj lwm thiab kev pab txhawb mus sij hawm ntev.

3. Daim Ntawv Thov Kom Luv Feem Sib Pab Them (Application for Reduction of Cost Share)

DEPARTMENT OF HEALTH SERVICES
Division of Long Term Care
F-01827 (09/2016)

STATE OF WISCONSIN
Administrative Rule
DHS 10.34

APPLICATION FOR REDUCTION OF COST SHARE

Although completion of this form is voluntary, all the information requested on this form needs to be submitted as part of the approval process. Personally identifiable information is collected on this form for the sole purpose of identifying the program participant and processing the request, and will not be used for any other purpose.

Request for Reduction of Cost Share

- Are you a Family Care, Partnership, or PACE member?
- Do you have to pay a monthly cost share?
- Are you unable to pay your monthly cost share due to your necessary monthly living expenses?

If yes, you may qualify for a reduction of your cost share.

A cost share reduction may make your monthly living expenses more affordable, and allow you to stay enrolled in Family Care, Partnership, or PACE. Necessary monthly living expenses include costs such as mortgage payments, rent, home/renter's insurance, property taxes, utilities, food, clothing, hygiene items, and the cost of operating and maintaining a vehicle.

To request a reduction of your cost share, please complete the attached form, "Application for Reduction of Cost Share," and mail or fax it to the Bureau of Managed Care at:

Member Rights Specialist
Department of Health Services
Bureau of Managed Care
1 West Wilson Street, Room 518
P.O. Box 7851
Madison, WI 53707-7851
Phone: 1-855-885-0287
TTY: 711
Fax: 608-266-5629

Along with the application, you will need to submit proof of your monthly income, your monthly expenses, and the cost share you owe to your MCO each month. The application will tell you what kind of proof is needed and gives examples of the types of documents that provide that proof. The Wisconsin Department of Health Services will review your application to decide if the amount of cost share you pay each month can be reduced. The Department of Health Services will send you a letter approving or disapproving your request. If you have questions, please call 1-855-885-0287.

Who Can Help Me Complete This Form?

If you need help completing this form, you can obtain assistance, free of charge, from the following resources:

Independent Ombudsman Agencies:

For people under age 60:
Disability Rights Wisconsin
Call the office closest to you:
Toll Free Madison 800-928-8778
Milwaukee 800-708-3034
Rice Lake 877-338-3724
TTY 888-758-6049

For people 60 years old and older:
Wisconsin Board On Aging and Long Term Care
Call Toll Free 800-815-0015

Benefit Specialists:

A benefit specialist can help answer your questions. Services are free and confidential. To find a benefit specialist in your county of residence, contact your local Aging and Disability Resource Center or county aging office:
www.dhs.wisconsin.gov/benefit-specialists/counties.htm.

APPLICATION FOR REDUCTION OF COST SHARE

Answer the questions on this form as completely as you can. If you are filling out this form for someone else, answer the questions as they apply to that person. If more space is needed, attach a separate sheet(s) of paper and indicate the number and letter (if any) of the question you are answering.

Section 1—Applicant Information

Last Name	First Name	Middle Initial
Mailing Address—Street	City	State Zip Code
Telephone Number	Email Address	
Name of Managed Care Organization (MCO) Member is Enrolled in		
Date of Birth (mm/dd/yyyy)	Medicaid ID Number or CARES ID	

Section 2—Authorized Representative (complete this section if applicable)

Last Name—Representative	First Name—Representative	Middle Initial
Mailing Address—Street	City	State Zip Code
Telephone Number	Email Address	

A. Source of Authority to Act as Member's Representative:

Check the boxes that apply. *Proof Required:* For any box you have checked, attach a copy of the document that grants you the authority to act as the member's representative. For example, a signed guardianship order or activated power of attorney document.

- ☐ Guardian of Estate
 ☐ Guardian of the Person
 ☐ Power of Attorney for Finances
 ☐ Attorney
☐ Power of Attorney for Health Care
 ☐ Other—Specify:

Section 3—Current Cost Share and Amount of Cost Share Reduction Requested

Answer the questions below. *Proof Required:* Attach a copy of your monthly cost share bill from the MCO or the State of Wisconsin.

A. What is your current monthly cost share amount? (This is the amount of cost share you must pay to the MCO now.)	\$	per month
B. What is the amount of monthly cost share you can afford to pay? (This is the amount of cost share you would pay the MCO if your request is fully granted.)	\$	per month

Section 4—Why Cost Share Reduction is Necessary

Please explain why you need a reduction in cost share (attach additional pages, if needed):

Section 5—Past Cost Share Amount

A. Do you owe the MCO cost share for past months?	☐ Yes ☐ No
B. If yes, how much do you owe?	\$

Section 6—Current Income Amount
--

List all types of income you receive below. *Proof required:* Attach documentation such as copy of social security statement, annual tax return, statement from a pension or annuity company, paystubs, bank records of deposits into your checking or savings account from social security, pension, or annuity.

A. Total monthly <i>gross</i> income (This is income before taxes, Medicare Part B and D premiums, and other deductions are taken out).	\$ per month
B. Total monthly <i>net</i> income (This is the actual income you receive after taxes, Medicare Part B and D premiums, and other deductions are taken out). Also known as "take-home" pay.	\$ per month
C. Source of income	
TYPE	AMOUNT
☐ Social Security	\$
☐ Pension	\$
☐ Annuity	\$
☐ Other	\$
Specify:	\$
☐ Other	\$
Specify:	\$
☐ Other	\$
Specify:	\$

Section 7—Current Monthly Living Expenses
--

A. List your total monthly necessary living expenses below. <i>Proof required:</i> Attach documentation such as a copy of a mortgage statement, rental agreement or lease, condo fee invoice, property tax bill, insurance bill, utility bill.	
TYPE	AMOUNT
☐ Mortgage	\$
☐ Rent	\$

☐ Home owner's insurance	\$
☐ Renter's insurance	\$
☐ Property taxes	\$
☐ Condo fees	\$
☐ Phone	\$
☐ Gas	\$
☐ Electric	\$
☐ Sewer/septic	\$
☐ Water	\$
☐ Food	\$
☐ Clothing	\$
☐ Hygiene	\$
☐ Maintenance and operation of vehicle	\$
☐ Other Specify:	\$
☐ Other Specify:	\$
☐ Other Specify:	\$
☐ Other Specify:	\$
Section 8—Fair Hearing Request	
Have you requested a fair hearing with the Wisconsin Department of Administration, Division of Hearings and Appeals regarding your cost share amount? ☐ Yes ☐ No	
If yes, what is the date the hearing occurred or is set to occur? Date (mm/dd/yyyy)	
SIGNATURE – Member or Authorized Representative	Date Signed

4. Piv Txwv Daim Ntawv Ceeb Toom Nqis Tes Ua (Sample Notice of Action)

FAMILY CARE NOTICE OF ACTION

<<Date NOA mailed>>

<<Member's Name>>

<<Member's MA or MCI Number>>

<<Member/Legal Representative's Street Address>>

<<City>> <<State>> <<Zip Code>>

Dear <<Member's Name>>:

This Notice of Action confirms our discussion on <<insert date>>.

The service or support in question is: <<insert service in question>>

After reviewing the options with you using the Resource Allocation Decision (RAD) making process, we have decided to:

☐ **Terminate current service**

Effective date of intended action: _____

☐ **Reduce current service**

Effective date of intended action: _____

Description of current level: <<insert original time or unit limit to authorization>> _____

New level after reduction _____

☐ **Suspend current service**

Effective date of intended action: _____

Expected date service will resume: _____

☐ **Deny request for new service or support**

Date of request: _____

☐ **Limit request for service**

Date of request: _____

Description of requested level: _____

Authorized level of service or support: _____

☐ **Deny payment for service or support**

Date of request: _____

DHS/DLTC F-00232 (02/2015)

Page 1 of 4

Date(s) service provided: _____

Provider / Supplier: _____

Payment amount being denied: \$ _____

The reason for our decision, is that:

- ☐ The service or support is not an effective way to support your outcome(s).
- ☐ You do not need this service or level of service or support to support your outcome.
- ☐ We are already supporting your outcome in another way.
- ☐ The service or support you received was not authorized.
- ☐ The service or support you received by out-of-network provider was not authorized.
- ☐ Informal support (or other support) is available to provide this service or support this outcome for you.
- ☐ This service or support is not considered a safe way to support your outcome(s).
- ☐ This service or support is not the most cost-effective way to support your outcome(s).
- ☐ Other: _____

Team staff's explanation of the decision: <<see instruction below>>

This decision is based on the Wisconsin law governing Family Care, Wisconsin Admin. Code, sec. DHS 10.44(2)-(3).

If you disagree with this decision, the following pages describe your options and deadlines that apply.

Sincerely,

Community Resource Coordinator

~~Care Manager~~

<<Telephone Number>>

Health & Wellness Coordinator

~~RN Care Manager~~

<<Telephone Number>>

Interpreter and Translation Services. Interpreter and translation services are available free of charge. If you need this form in another language, Braille or large print, please call Community Link, Inc. at 1-715-345-5968 or toll-free 1-877-622-6700. TTY users should call 1-715-204-1799.

1. **Assistance: Who can help you understand this notice and your rights?**

- a. The Community Link, Inc. **Member Rights Specialist** can inform you of your rights, attempt to informally resolve your concern, and assist you with filing an appeal. He or she **cannot** represent you at a meeting with your MCO's Grievance & Appeal Committee or a State fair hearing. To contact our MCO's Member Rights Specialist, call 715-204-1805.
- b. The following independent ombudsman agencies may be able to provide you with free assistance. These agencies advocate for Family Care members.

For members age 18 to 59:

Disability Rights Wisconsin Family Care and IRIS Ombudsman Program

Call the office closest to you:

Toll Free Madison: (800) 928-8778

Milwaukee: (800) 708-3034

Rice Lake: (877) 338-3724

TTY (888) 758-6049

For members age 60 and older:

Wisconsin Board on Aging and Long Term Care

Toll Free (800) 815-0015

2. **Appealing this Decision.** If you disagree with this decision, you have two appeal options:

- a. Community Link, Inc.'s Grievance & Appeals Committee
- b. State Fair Hearing

You can ask for a State Fair Hearing instead of or after asking <<MCOname>>'s Grievance & Appeals Committee for an appeal. If you choose a State Fair Hearing first, you cannot go back and bring the matter to Community Link, Inc.'s Grievance & Appeal Committee. You also have the option to request a review from the Department of Health Services; this is not an appeal, for more information see section 5.

Community Link, Inc.'s Grievance & Appeals Committee

You have the right to request a meeting with Community Link, Inc.'s Grievance & Appeals Committee. The Committee is made up of Community Link, Inc. representatives and at least one person who is also receiving services from us (or represents someone who does). You have the right to appear in person, if you choose. You may bring an advocate, friend, family member or witnesses. You may also present evidence to this committee.

To file an appeal with Community Link, Inc., contact your Member Rights Specialist at 715-204-1805. You can also start the process by sending in a request form or a letter. You can request a form from Community Link, Inc. or one of the independent ombudsman agencies listed in this notice. Or you can go online and get a form at:

<http://dhs.wisconsin.gov/LTCare/help.htm>.

You can send the completed request form or a letter asking for a meeting and a copy of this notice to: Member Rights Specialist, Community Link, Inc., 3349 Church Street, Suite 1, Stevens Point, WI 54481.

State Fair Hearing

If you request a fair hearing with the State of Wisconsin's Division of Hearings and Appeals, you will have a hearing with an independent judge. You may bring an advocate, friend, family member or witnesses. You may also present evidence at this hearing. If you request a state fair hearing, a Department of Health Services review will automatically review your appeal.

To file a request for a fair hearing, you can ask for a hearing and/or a hearing form from the Member Rights Specialist at 715-204-1805. You can also request a hearing form from one of the independent ombudsman agencies listed or you can go online and get a form at <http://dhs.wisconsin.gov/forms/f0/f00236.doc>.

You can send the completed request form or a letter asking for a hearing and a copy of this notice to: Family Care Request for Fair Hearing, c/o Wisconsin Division of Hearings and Appeals, 5005 University Ave. #201, Madison, WI 53705-5400, or fax it to 608-264-9885.

3. **Continuing your Services during an Appeal of a Reduction, Suspension or Termination of a Current Service.** You have the right to request to have services continued during your appeal. If you want to request that your benefits be continued during your appeal, your request must be postmarked or faxed **on or before the effective date of the intended action**. You might be responsible for repaying us for the cost of this service if you lose your appeal; however, you may not be required to repay this cost if it would be a significant and substantial financial burden on you.
4. **Deadline to File Your Appeal.** You should file your appeal as soon as possible. Your appeal must be postmarked or faxed within forty-five (45) days of receipt of this notice of action.
IMPORTANT NOTE: If you would like your benefits to continue during your appeal, your appeal must be postmarked or faxed **on or before the effective date of the intended action**.
5. **Department of Health Services Review**
You may choose to have this decision reviewed by MetaStar, the Department of Health Services' external quality review organization. MetaStar will try to resolve your concerns informally. You can request to have your services continued during the review, if you request the review **on or before the effective date of the intended action**. If you request a state fair hearing, MetaStar will automatically review your appeal. *Please note, however, that MetaStar cannot require any MCO to change its decision.*

To request that MetaStar review your case immediately or to learn more about a MetaStar review, call 1-888-203-8338. You may also request a MetaStar review by mail, fax, or email.

DHS Family Care Grievances, C/O MetaStar, 2909 Landmark Place, Madison, WI 53713, or fax it to (608) 274-8340. You can also email MetaStar at dhsfamcare@wisconsin.gov

Speeding up Your Community Link, Inc. Appeal. You may ask Community Link, Inc. to speed up your appeal. If Community Link, Inc. decides that taking the standard amount of time could seriously harm your health or ability to perform your daily activities, it will grant you a faster appeal, called an "expedited appeal." This means that you will receive a decision on your case within 72 hours of your request. If you want to learn more about an expedited appeal, contact Community Link, Inc. at 1-715-345-5968.

Copies of Your Records. You or your legal representative have a right to a free copy of your records relevant to your grievance or appeal including, but not limited to medical records. To request copies contact your Member Rights Specialist at 715-204-1805.

5. Community Link, Inc. daim ntawv foos ua thov kom muab qhov teeb meem los hais dua (appeal request form)

DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
F-00237 (01/2017)

STATE OF WISCONSIN
Wisconsin Statute
§ 46.287(2)(c)

APPEAL REQUEST – COMMUNITY LINK, INC

Completion of this form is voluntary. The personally identifiable information collected on this form is used to identify your case and process your request. It will only be used for that purpose.

Name – Member		Today's Date
Mailing Address		
City	State WI	Zip Code

- ☐ Check this box if you would like to appeal Community Link, Inc.'s decision by requesting a meeting with the Community Link, Inc. Grievance and Appeal Committee.

Continuing Your Services During an Appeal of a Reduction or Termination of a Current Service

If you request to have your benefits continued, we will continue providing your same service during your appeal if you postmark or fax your appeal **on or before the effective date of the intended action**. You might be responsible for repaying us for the cost of this service if you lose your appeal; however, you may not be required to repay this cost if it would be a significant and substantial financial burden on you.

- ☐ Check this box if you would like to request the same services to continue during your appeal.

You have a right to free copies of your records including but not limited to medical records relevant to your appeal.

- ☐ Check this box if you would like to receive records from Community Link, Inc. that apply to your appeal.

If you need this form in another language, Braille or large print, please call Community Link, Inc. at 715-204-1805 or toll-free at 877-622-6700, Monday thru Friday, 8 a.m. to 4:30 p.m. TTY users should call 715-204-1799. Interpreter and translation services are available free of charge.

SIGNATURE – Member

Date Signed

Mail or fax this form to:

Community Link, Inc.
Attn: Member Services Department
3349 Church St, Suite 1
Stevens Point WI 54481
Fax: 715-345-5725
Toll Free: 1-877-622-6700
TTY: 711 or 1-715-204-1799
Email: memberservices@communitycarecw.org

To start your appeal as soon as possible, you can call Community Link, Inc. at 715-204-1805 before mailing this form. Your appeal must be postmarked or faxed within 45 days of receipt of the Notice of Action.

6. Daim Ntawv foos Ua Thov Kom Muaj Xeev Lub Rooj Mloog Kev Ncaj Ncees (State Fair Hearing request form)

DEPARTMENT OF HEALTH SERVICES
Division of Long Term Care
F-00236 (03/2012)

STATE OF WISCONSIN
ss 46.287(2)(c)

REQUEST FOR A STATE FAIR HEARING

Completion of this form is voluntary. The personally identifiable information collected on this form is used to identify case and process your request. It will only be used for that purpose.

Name – Member		Telephone Number	Medicaid ID Number
Mailing Address		Program ☐ Family Care ☐ Partnership ☐ PACE	
City	Zip Code	Managed Care Organization	
Today's Date		Effective Date of Action	
Appeal related to: ☐ eligibility ☐ cost share ☐ change to service/support		Briefly describe change to service / support:	

- ☐ Yes ☐ No 1. Did you file an appeal with your MCO's Local Grievance and Appeal Committee?
☐ Yes ☐ No 2. If you answered 'yes' to question one (1), did you request the same services to continue during your appeal with the MCO?
☐ Yes ☐ No 3. If you answered 'yes' to question one (1), have you appeared before the MCO's Local Grievance and Appeal Committee?
☐ Yes ☐ No 4. If you answered 'yes' to question three (3), have you received a decision from the MCO's Local Grievance and Appeal Committee? (Please attach a copy of the decision, if available.)

Continuing Your Services During an Appeal of a Reduction or Termination of a Current Service

If you request to have your benefits continued, we will continue providing your same service during your appeal if you postmark or fax your appeal **on or before the effective date of the intended action**. You might be responsible for repaying us for the cost of this service if you lose your appeal; however, you may not be required to repay this cost if it would be a significant and substantial financial burden on you.

☐ Check this box if you would like to request the same services to continue during your appeal.

You have a right to free copies of your records including but not limited to medical records relevant to your grievance or appeal. To request copies contact your Care Manager or the Member Rights Specialist.

If you need this form in another language, Braille or large print, please call your Care Manager or the Member Rights Specialist. Interpreter and translation services are available free of charge.

SIGNATURE – Member

Date Signed

Mail or fax this form **AND** a copy of the Notice of Action or decision letter to:

Family Care Request for Fair Hearing
c/o Division of Hearings and Appeals
PO Box 7875
Madison WI 53707-7875
Fax: (608) 264-9885

**7. Ntawv ceeb toom txog cov kev coj ua ntawm qhov ceev tsis pub
lwm tus paub txog tus kheej
(Notice of privacy practices)**

Notice of Privacy Practices

Community Link, Inc.

**This Privacy Practices Notice describes how health care
information about you may be used and disclosed, and
how you can get access to this information.**

Please read the notice carefully.

We are required to protect the privacy of health care information about you, to notify you of our legal duties and privacy practices with respect to your protected health information, and to notify you following a breach of unsecured protected health information. This Privacy Notice tells you about your rights regarding information about you that is kept in health care records. You can look at this anytime to see how your health care records are used by Community Link, Inc. as part of your care, and who gets to see them.

This Privacy Notice includes answers to the following questions:

1. What is health care information?
2. Who can see health care information about you without your written authorization?
3. Who cannot see health care information about you unless you give written authorization?
4. What are your rights regarding health information about you?

Changes to this Privacy Notice.

We are required to abide by the terms of this notice currently in effect. We reserve the right to change this Privacy Notice. We reserve the right to make the changed Privacy Notice apply to the health care records we already have about you in addition to any information we receive in the future. The Member Handbook will contain the most current Privacy Notice available. You will be offered an updated Member Handbook each year. We will also post a copy of the current Privacy Notice on Community Link, Inc.'s website. The effective date of the notice can be found in the lower left-hand corner of the first page.

What is Health Care Information?

Any information that can identify you and relates to your past, present, or future physical or mental health or condition; the provision of health care to you; or the past, present, or future payment for the provision of health care to you, is considered your protected “health care information.” Community Link, Inc. may have health care information regarding services we provide to you or payment for services provided to you or information about your past, present, or future health condition. We are required by law to protect health care information about you. We are required to follow the policies in the most current Privacy Notice available.

Health care information about you is kept in a health care record. This health care record contains your assessments, your member-centered plan, and other information related to your care. Each time you visit or are visited by your care manager, RN Care Manager, or other professionals on behalf of Community Link, Inc., a record of the visit is made. This health care record serves as:

- a starting point for planning your care, treatment and any needed follow-up care;
- a means of communication among your care team and the many professionals who contribute to your care;
- a means by which you or a third-party payer (for example, insurance carriers, Medicare, Medicaid) can verify that services billed were actually provided; and
- a tool that can be used to evaluate and continually improve the care given and progress made.

Understanding what is in your health care record and how your health care information is used helps you to:

- make sure health care information about you in the record is correct;
- better understand who, what, when, where, and why others may access health care information about you; and
- make better-informed decisions when you authorize health care information about you to be shared with others in situations where your consent is required to share the information.

2. Who Can Access Health Care Information About You Without Your Written Authorization?

Listed below are reasons why we use and may share your health information without your written authorization:

- **For Treatment:** We are permitted to use and share health care information about you with health care individuals involved in your care. We are also permitted to share information about you with your health care providers. *For example, your RN Care Manager may call your pharmacist to reorder medications for you.* We are permitted to use and share health information about you with providers of service under contract with Community Link, Inc. *For example, a care manager may need to speak with a transportation provider to arrange transportation for you.*
- **For Payment:** We are permitted to use and share your health care information so that the services you receive through Community Link, Inc. may be billed to, and payment collected from, your insurance company, Medicare, and/or Medical Assistance. *For example, Community Link, Inc. may use health care information about you to pay a provider who has provided long-term care services to you, or Community Link, Inc., or your Care Managers may work with your Income Maintenance Worker to make sure you maintain financial eligibility for Family Care.*
- **For Health Care Operations:** We can use and share your health care information for our operations. We may use health care records to review our treatment and services and to evaluate the performance of our staff in caring for you. We also may remove all information that identifies you from a set of health care information so that others may use that information to study health care and the health care delivery without learning who the specific people are. *For example, health care information may be collected and analyzed to improve the quality of our services.*
- **To Business Associates for Treatment, Payment and Quality Assurance:** We may use and share your health care information for our business operations. This using and sharing is necessary to run Community Link, Inc. and to make sure that all members receive quality care. We have written agreements with our business associates for administrative purposes, including payment of claims for your services or management of our member-related software system. *For example, Community Link, Inc. has a contract with WPS to pay claims on our behalf. WPS is considered a business associate to Community Link, Inc. We have a formal written agreement with WPS to protect your health care information.*

Special Situations

- **Individuals Involved in Your Care or Payment of Your Care:** We may use or disclose health care information to a family member, other relative, a close personal friend, or any other person identified by you when you are present and you, based on your participation, do not object to the sharing of health care information. If you are not present, or you are not able to agree because you are hurt or experiencing an emergency, we may use our professional judgment to determine whether sharing your health care information is in your best interest. We may also share health care information about you in order to notify your family member, other relative, a close, personal friend, or an agency involved in disaster relief efforts of your location, general condition, or death.
- **As Required By Law:** We will share your health care record when required to do so by federal, state, or local law. For example, state law requires us to report abuse and neglect. If we believe you are a victim of abuse or neglect, we may share health care information about you to governmental authorities, including protective services as authorized by law to receive such reports. Another example would be during an officially declared disaster or crisis if it is necessary to help ensure your safety or your community's safety or to prevent disease. However, if you have specific preferences on how we disclose this information under these circumstances, or if you wish to opt out of any disclosure, please let us know and if we agree with the limitations, we will follow your instructions unless there is a specific legal prohibition against it.
- **Health Oversight Activities:** We will share your health care information with a health oversight agency as authorized by the law for audits, investigations, inspections, and licensure. These activities are necessary to monitor the health care system, government programs, and compliance with civil rights laws. *For example, the State of Wisconsin's Department of Health Services contracts with an agency to provide quality oversight of Community Link, Inc. The oversight agency may conduct file reviews of records to assure compliance with contract requirements.*
- **Lawsuits and Disputes:** If you are involved in a lawsuit or a dispute, we will share your health care information in response to a court or administrative order. We may also share your health care information in response to a subpoena or other lawful process. *For example, a subpoena may require disclosure, or a judge may order us to disclose health care information about you.*

If You Dis-enroll and go to Another Family Care Agency: Should you leave Community Link, Inc. and sign up for Family Care through another agency, we may be asked to provide a copy of your most recent Long Term Care Functional Screen. Once the request has been verified as a legitimate request, Community Link, Inc. will release the screen to them without requesting your permission.

- **Other:** If you have given someone medical power of attorney, or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action. Another exception includes organ transplants; we can also share health information about you with organ procurement organizations.

In addition, under some circumstances, we may share your health care information permitted or as required by law:

- to report and/or investigate a death (including sharing information with the coroner, medical examiners, or funeral directors)
- Worker's Compensation claims;
- for judicial and administrative proceedings;
- with protection agencies, advocacy agencies, and ombudsmen programs;
- to a facility to which you may be involuntarily committed;
- to avert a serious threat to health or safety; and
- to a law enforcement or correction agency.

Uses or disclosures of your health care information for other purposes or activities not listed above will be made only with your written permission. If you give us permission to use or share your health care information, you may cancel your permission in writing at any time. If you cancel your permission, we will no longer use or share your health care information for the reasons covered by your written permission. However, we are unable to take back anything we had given already with your permission.

3. Who Cannot See Health Care Information About You Unless You Give Written Authorization?

Other than the uses and disclosures described generally above, we will not use or disclose health care information about you without "authorization," or signed permission, from you or your legal representative. We would get "authorization" or signed permission from you, or your personal representative, by having you sign an Authorization for Disclosure of Information form.

Most uses and disclosures of psychotherapy notes, uses and disclosures of protected health information for marketing purposes, and disclosures that constitute a sale of protected health information, require your written authorization.

Community Link, Inc. does not conduct any fundraising, marketing, or medical research. We do not sell any of your information. We do ask members to respond to a survey, provided annually, on their satisfaction with care provided by Community Link, Inc. Participation in the survey is always voluntary. You always have the option to say “No.”

Community Link, Inc. is prohibited from the use or disclosure of protected health information for underwriting purposes, including your genetic information. This is required by the Genetic Information Nondiscrimination Act (GINA) of 2008.

4. What Are Your Rights Regarding Health Care Information about You?

You have the following rights regarding the health care information we maintain about you:

- **The Right to Ask for Limitations:** You have the right to ask for a limitation on the health care information we use or share about you for treatment, payment, or health care operations. You also have the right to ask for a limit on the health care information we share about you to someone who is involved in your care, or the payment for your care, such as a family member or friend. Community Link, Inc. must comply with your request to restrict disclosure of your health information to a health plan if:
 - (A) The disclosure is for the purpose of carrying out payment or health care operations and is not otherwise required by law; and
 - (B) The protected health information pertains solely to a health care item or service for which you or a person on your behalf has paid Community Link, Inc. in full.

In your request, you must tell us:

- what information you want to limit;
- whether you want to limit Community Link, Inc.’s use and/or disclosure of the information;
- to whom you want the limits to apply (*for example, sharing information with your spouse*); and
- your contact address and daytime phone number.

We are not required to agree with your request, especially in those situations where your consent is not required before disclosing the information as described above. If we do agree, we will honor your request unless the information is needed to provide you with emergency treatment. Community Link, Inc. will notify you in writing with our decision.

- **The Right to Request Confidential Communications:** You have the right to request that we speak with you about your services in a certain way or at a certain location. Your request must specify how or where you wish to be contacted. We will accommodate all reasonable requests. *For example, you can ask that we only contact you by telephone at work or that we only contact you by mail at home.*
- **The Right to Inspect and Receive a Copy:** You have the right to inspect and receive a copy of your health care information that may be used to make decisions about your care. Usually, this includes case notes and billing records. Psychotherapy notes may not be seen by others or copied. We will provide you a copy or summary of your health information, usually within thirty (30) days; however, under unique circumstances we do have an option of taking a thirty (30) day extension. If there is a delay, we must notify you in writing why we need the extra time and when we think we will be able to fulfill your request. **All requests for information must be in writing. Your care team can provide you with a request form and help you fill out the request.**

If you request a copy of your health care information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request. We may deny your request to see or receive a copy in certain very limited circumstances. If you are denied access to your health care information, we will notify you in writing. You may request that the denial be reviewed. The person conducting the review will not be the person who denied your request. We will follow through with the outcome of the review.

- **The Right to Amend:** If you think there is something wrong or missing in your health care information, you may ask that it be changed. You have the right to request a change to your Community Link Inc member file. You must include a reason that supports your request. We may say “no” to your request, but we will tell you why in writing within sixty (60) days.

We may deny your request for a change if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to change information that:

- was not created by Community Link Inc;
- the person or entity that created the information is no longer available to make the amendment;
- is not part of the health care information kept by or for Community Link, Inc.; or
- is accurate and complete.

Community Link, Inc. will notify you in writing whether we agree or do not agree with your amendment request.

Additionally, if we grant the request, we will make the correction and distribute it to all necessary recipients as well as those you ask to receive the corrected information. If we deny your request for a change to your health care information, we will notify you how you may file a complaint with Community Link, Inc.

- **The Right to be Notified of a Breach of your Personal Health**

Information: With the exceptions outlined under HIPAA Regulations, you have a right to be notified if your information is ever mishandled and a breach (loss) of your personal health information has occurred or has likely occurred.

- **The Right to an Accounting of Disclosures:** You have the right to request an “accounting of disclosures” that has been made by Community Link, Inc. in the past six (6) years. We will include all the disclosures except for those about treatment, payment, and health care operations and certain other disclosures, such as any you asked us to make.

Your request must state a time period not longer than six (6) years and may not include dates before July 1, 2008. The first list you request within a twelve (12) month period will be free of charge. For additional lists, we may charge you for the costs of providing the list. We will also notify you of the cost involved before any costs are incurred.

- **The Right to a Paper Copy of This Notice:** You have the right to receive a paper copy of this Privacy Notice. To obtain a paper copy of this Privacy Notice, contact the Community Link, Inc. Privacy Officer at (608) 647-1536.
- **The Right to Electronic Copy of This Notice:** You may obtain an electronic

copy of this Privacy Notice on our website.

- **The Right to File a Complaint:** If you believe your privacy rights have been violated, you may file a complaint with Community Link, Inc.'s Director of Compliance at (608) 647-1536 or with the Secretary of Health and Human Services at The U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Washington, D.C. 20201, or call DHHS at 1-877-696-6775. Community Link, Inc. assures that there will be no retaliation for filing a complaint.

For more information visit: <http://www.hhs.gov/ocr/privacy/hipaa/complaints/>. You may also contact the Community Link, Inc. Privacy Officer at (608) 647-1536 or Toll Free at 877-376-6113 ext. 1536.

