



Member Handbook

www.inclusa.org

Toll-Free: 1-877-622-6700 | TTY: 711 or 1-715-204-1799

[09/18/2024]

Tusmada Qoraalka

Cutubka 1-aad. Lambarrada taleefannada iyo waxyaabaha kale ee muhiimka ah	5
Inclusa Sida Loola Xiriirayo	5
Meelo Kale oo lala Xiriiro oo Muhiim ah	6
Cutubka 2-aad. Soo-dhaweyn iyo Hordhac	16
Ku soo dhawoow Inclusa	16
Sidee buu barnaamijka Family Care ii caawin karaa?	16
Yaa dadka caawinaya?	17
Waa maxay macnaha in aad xubin tahay?	18
Yaa xubin ka noqon kara <i>Inclusa</i> ?	19
Sidee baan xubin ku noqon karaa?	20
Cutubka 3-aad. Waxyaabo muhiim u ah adeegyada dadka.....	22
Sidee buu barnaamijka Family Care u shaqeeyaa?	22
Maxaad qeyb uga noqoneysaa qorshaha daryeelkaaga?	23
Sidee baa adeegyada loo kala doortaa oo loo oggolaadaa?	24
Maxaa dhacaya haddii ay baahidu is beddesho?.....	25
Sidee baa loo isticmaalayaa shaqaalaha adeegga?	25
Sidee buu Family Care dadka ugu caawinayaa maareynta adeegyada?	26
Waa maxay waxa noqon kara hagidda shakhsiga ah?	27
Maxaa la sameynayaa markay jirto xaaladaha degdegga ah?	27
Sidee baan daryeel ku helayaa saacadaha aan la shaqeyn?.....	28
Ka warran marka loo baahdo daryeel ka baxsan deegaanka?	28

Cutubka 4-aad. Adeegyada ku jira Family Care qorshihiisa guud.....	30
Waa maxay adeegyada la hayo?	30
Family Care Liiskiisa qorshaha manaafacaadka	31
Waa maxay adeegyada aan la hayn?	34
Cutubka 5-aad. Fahmida dadka bixinaya adeegyada iyo isku-duwidda manaafacaadka	36
Anigu miyaan iska bixinayaa wax adeegyo ah?	36
Sidee baan u bixinayaa lacagta?	37
Ka warran haddii la iga rabo lacagta adeeg la iiii qabtay?.....	38
Miyuu barnaamijka Family Care bixinayaa adeegyada guriga ama xarumaha dadka xanuunsan?	38
Sidee bay Medicare iyo manaafacaadka ceymiska kale u wada shaqeyn doonaan?	39
Waa maxay estate recovery (qaadashada guriga)? Sidee buu dadka u khuseysaa?	40
Cutubka 6-aad. Xuquuqda Dadka	41
Cutubka 7-aad. Waajibaadka dadka.....	45
Cutubka 8-aad. Cabashooyinka iyo racfaanka.....	47
Hordhac	47
Cabasho	48
Racfaan	51
Dacwad-dhageysiga Gobolka	58
Yaa dadka ku caawin kara cabashooyinka ama racfaanka?	61
Cutubka 9-aad. Joojinta in adeeg laga helo <i>Inclusa</i>	62
LIFAAQYO	64
1. Qeexidaha erayada muhiimka ah	64
2. Qeexidda adeegyada qorshaha manaafacaadka Family Care	69

3. Codsiga Yareynta Qeybta Kharashka	74
4. Tusaale Notice of Adverse Benefit Determination (Ogeysiis Go'aanka Beddelka Manaafacaadka)	78
5. <i>Inclusa</i> foomka codsiga racfaanka	83
6. Foomka codsiga Dacwad-dhageysiga Gobolka	85
7. Ogeysiiska arrimaha shakhsiga ah	89

Cutubka 1-aad. Lambarrada taleefannada iyo waxyaabaha kale ee muhiimka ah

Inclusa Sida Loola Xiriirayo

- 1.) Lambarka taleefanka guud (*Indicate hours of operation*)

Inclusa Main Office (Stevens Point)
8:00 a.m. – 4:30 p.m. Monday – Friday

- 2.) Goobaha xafiisyada

- 3.) Adeegyada macaamiisha

Toll-Free: 1-877-622-6700
TTY: 711 or 1-715-204-1799
Fax: 1-715-345-5725
Website: www.inclusa.org

- 4.) Caawimaadda wakhtiyada aan la shaqeyn

Toll-Free: 1-877-622-6700

- 5.) Shaqaalaha Xuquuqda Macaamiisha

Dadka u adeegaya macaamiisha waa shaqaale takhasus ku haysta in ay sharxaan xuquuqda macaamiisha. Waxay diyaar u yihiin in ay dadka caawiyaan marka ay qabaan dacwo ama cabasho. Waxay ku siin karaan macluumaad ama caawimaad haddii aad racfaan ka qaadaneysa go'aan lagaa soo gaaray.

Toll-Free: 1-877-622-6700
8:00 a.m. – 4:30 p.m. Monday-Friday

Haddii aad ku jirto xaalad degdeg ah, garaac 911

Meelo Kale oo lala Xiriiro oo Muhiim ah

Adeegyada Difaacidda Dadka Waaweyn

Degmo kasta waxay leedahay xafiis la socda waxyaabaha kala ah dhibaateynta, dayaca, khasaarinta dhaqaalaha, iyo qofka naftiisa dayaca. Soo garaac taleefanka caawimaadda ee degmadaada marka aad ka shakiso qof dhibaato loo geysanayo (da'da 18 ilaa 59). Si aad u soo sheegto dhib haysta qof waayeel ah oo ka weyn 60 sano, la soo xiriir xafiiska waayeelka khatarta ku jira ee degmadaada.

Adams County (Health & Human Services Department)

Phone: 608-339-4505

● **Ashland County** (Health & Human Services Department)

Phone: 715-682-7004

● **Barron County** (Department of Health & Human Services)

Phone: 715-537-5691

● **Bayfield County** (Department of Human Services)

Phone: 715-373-6144

● **Brown County** (Human Services)

Phone: 920-448-7885

● **Buffalo County** (Aging and Disability Resource Center)

Phone: 866-578-2372

● **Burnett County** (Health & Human Services Department)

Phone: 715-349-7600

● **Calumet County** (Department of Health & Human Services)

Phone: 920-849-1400

● **Chippewa County** (Department of Human Services)

Phone: 715-726-7788

● **Clark County** (Department of Social Services)

Phone: 866-743-5233

● **Columbia County** (Aging and Disability Resource Center)

Phone: 608-742-9233

● **Crawford County** (Human Services Department)

Phone: 608-326-0248

● **Dane County** (Department of Human Services)

Phone: 608-261-9933

● **Dodge County** (Aging and Disability Resource Center)

Phone: 920-386-3580

● **Door County** (Human Services)

Phone: 920-746-7155

- **Douglas County** (Department of Health & Human Services)
Phone: 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
- **Fond Du Lac County** (Aging and Disability Resource Center)
Phone: (920) 929-3466
- **Forest County** (Human Services Department)
Phone: 888-452-3296
- **Florence County** (Department of Human Services)
Phone: 715-478-7709
- **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: 715-561-3636
- **Jackson County** (Aging and Disability Resource Center)
Phone: 844-493-4245
- **Jefferson County** (Human Services)
Phone: 920-674-3105
- **Juneau County** (Department of Human Services)
Phone: 608-847-2400
- **Kewaunee County** (Human Services)
Phone: 920-338-0626
- **La Crosse County** (Aging and Disability Resource Center)
Phone: 800-500-3910
- **Lafayette County** (Human Services)
Phone: 608-776-4800
- **Langlade, Lincoln, and Marathon Counties** (North Central Community Services)
Phone: 855-487-3338 or 715-841-5160
- **Manitowoc County** (Department of Human Services)
Phone: 920-683-4230

- **Marinette County** (Aging and Disability Resource Center)
Phone: 715-732-3850
- **Marquette County** (Human Services)
Phone: 608-297-3124
- **Menomonee County** (Health & Human Services)
Phone: 715-799-3861
- **Monroe County** (Aging and Disability Resource Center)
Phone: 800-500-3910
- **Oconto County** (Health & Human Services)
Phone: 920-834-7000
- **Oneida County** (Department of Social Services)
Phone: 715-369-7499
- **Outagamie County** (Health and Human Services)
Phone: 920-832-5169
- **Ozaukee County** (Human Services)
Phone: 262-284-8200
- Pepin County** (Aging and Disability Resource Center)
Phone: 866-578-2372
- **Pierce County** (Aging and Disability Resource Center)
Phone: 715-273-6780
- **Polk County** (Human Services Department)
Phone: 715-485-8400
- **Portage County** (Health & Human Services Department)
Phone: 715-345-5350
- **Price County** (Health & Human Services)
Phone: 715-339-2158
- **Richland County** (Aging and Disability Resource Center)
Phone: 608-647-4616
- **Rock County** (Human Services Department – ADRC)
Phone: 608-741-3600 or 855-741-3600
- **Rusk County** (Department of Health & Human Services)
Phone: 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: 800-569-4162

- **Shawano County** (Department of Social Services)
Phone: 715-526-4700
- **Sheboygan County** (Aging and Disability Resource Center)
Phone: 920-467-4700
- **Taylor County** (Human Services Department)
Phone: 715-748-3332
- **Trempealeau County** (Aging and Disability Resource Center)
Phone: 800-273-2001
- **Vernon County** (Aging and Disability Resource Center)
Phone: 800-500-3910
- **Vilas County** (Department of Social Services)
Phone: 715-479-3668
- **Walworth County** (Department of Health & Human Services)
Phone: 262-741-3200
- **Washburn County** (Health & Human Services Department)
Phone: 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
- **Waupaca County** (Health and Human Services)
Phone: 715-258-6400
- **Waushara County** (Department of Human Services)
Phone: 920-787-6618
- **Winnebago County** (Department of Human Services)
Phone: 877-886-2372
- **Wood County** (Department of Social Services)
Marshfield Area Phone: 715-387-6374
Wisconsin Rapids Area Phone: 715-421-8600

Aging and Disability Resource Centers (Xarumaha Taakuleynta Waayeelka iyo Naafada)

Aging and disability resource centers (xarumaha taakuleynta waayeelka iyo naafada ADRCs) waa meesha koowaad ee laga helo macluumaad sax ah oo ku saabsan wax kasta oo ah nolosha oo la xiriiira gaboobidda ama arrimaha naafada. Xafiisyada ADRC waa meelo soo-dhaweyn leh oo dadka u fiican—shakhsi ahaan, isku-xiridda qoysaska ama asxaabta, ama xirfadleyaasha la shaqeynaya arrimaha gabowga ama naafada—oo waxa ay ka helayaan waa macluumaad ku habboon xaaladahooda. Xafiisyada ADRC waxaa laga helayaa macluumaadka barnmaajiyada iyo adeegyada, oo waxaa laga fahmayaa daryeelka muddada dheer socda, iyo sida loo codsado barnaamijiyada iyo manaafacaadka. Xafiisyada ADRC ku yaalla deegaamada *Inclusa* waa:

- **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 Brown County**
Toll-Free: 920-448-4300
- **ADRC of Buffalo and Pepin Counties**
Toll-Free: 866-578-2372
- **ADRC of Calumet, Outagamie and Waupaca Counties**
Toll-Free: 1-883-620-2730
- **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 Dane County**
Toll-Free: 1-855-417-6892
- **ADRC of Dane County**
Toll-Free: 1-855-417-6892
- **ADRC of Door County**
Toll-Free: 855-828-2372
- **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 Florence County**
Toll-Free: 1-855-528-2372

- **ADRC of Fond Du Lac County**
Toll-Free: 1-888-435-7335
- **ADRC of Jackson County**
Toll-Free: 1-844-493-4245
- **ADRC of Jefferson County**
Toll-Free: 1-866-740-2372
- **ADRC of La Crosse County**
Toll-Free: 1-800-500-3910
- **ADRC of the Lakeshore**
Serving residents of Kewaunee and Manitowoc Counties
Toll-Free: 877-416-7083
- **ADRC of Marinette County**
Toll-Free: 888-442-3267
- **ADRC of Monroe County**
Toll-Free: 1-888-339-7854
- **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 the Northwoods**
Serves residents of Forest, Oneida, Taylor, and Vilas Counties
Toll-Free: 1-800-699-6704
- **ADRC of Ozaukee County**
Toll-Free: 1-866-537-4261
- **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 Sheboygan County**

Toll-Free: 800-596-1919

- **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 Vernon County**
Toll-Free: 1-888-637-1323
- **ADRC of Walworth County**
Toll-Free: 800-365-1587
- **ADRC of Washington County**
Toll-Free: 1-877-306-3030
- **ADRC of Waukesha County**
Toll-Free: 1-866-677-2372
- **ADRC of Winnebago County**
Toll-Free: 1-877-886-2372
- **ADRC – Wolf River Region (Shawano, Oconto & Menomonee Counties)**
Toll-Free: 855-492-2372

Booqo www.dhs.wisconsin.gov/adrc si aad u hesho faahfaahinta xafiisyada ADRC.

Barnaamijyada Ombudsman (Wakiilka Dadweynaha)

Qofka ah ombudsman (om-budz-man ama wakiilka dadweynaha) waa qareen madaxbannaan ama caawiye oo uma shaqeeyo *Inclusa*. Dadka helaya adeegyada Family Care waxa ay ka heli karaan caawimaad bilaash ah ombudsman (wakiil dadweyne). Xafiiska lala xiriiirayo waxa ay ku xiran tahay da'da qofka.

Haddii aad gaartay **60 jir ama ka weyn tahay**, la xiriir:

Wisconsin Board on Aging and Long Term Care

1402 Pankratz Street, Suite 111

Madison, WI 53704-4001

Taleefan Bilaash ah: 800-815-0015

Dhagooleyaasha TTY: 711

Fakis: 608-246-7001

Boostada intarnetka (Email): BOALTC@wisconsin.gov
longtermcare.wi.gov

Haddii ay da'daadu tahay **18 ilaa 59 sano**, la xiriir:

Disability Rights Wisconsin
1502 West Broadway, Suite 201
Madison, WI 53713
Taleefan Bilaash ah: 800-928-8778
Dhagooleyaasha TTY: 711
Fakis: 833-635-1968
www.disabilityrightswi.org

Ururrada Dakhliga Ogaada

Waa khasab in 10 maalmood gudahood loogu soo sheego wixii iska beddela xaalka noloshaada ama maalkaaga. Haddii aad guurto, waxaa khasab ah inaad u soo sheegto cinwaankaaga cusub. Waxa is beddelaya ayaa saameyn kara haddii aad xaq u yeelan karto Medicaid iyo Family Care. Waa in aad degmada u soo sheego xafiiskeeda dakhliga ogaada iyo *Inclusa*. Xafiisyada adeegga deegaanka ee kala ah:

- **Bay Lake Consortium**

Serves residents of Brown, Door, Marinette, Oconto and Shawano Counties
Phone: 1-888-794-5747
Fax: 1-855-293-1822

- **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

Wisconsin Medicaid (ForwardHealth)

Haddii aad dhibaato ku qabto kaarkaaga ForwardHealth si laguugu adeego ama ay jiraan waxyaabo aan kuugu jirin Family Care oo aad rabto (sida ookiyaale, wiisiteynta dhakhaatiirta, ama daawooyin), soo garaac taleefanka ForwardHealth Taleefanka Macaamiisha lacag la'aanta ah ee:

800-362-3002

Soo-sheegidda Khiyaameynta Kaalmada Dowladda

Khiyaameynta dowladda macnaheedu waa qaadashada waxyaabo la ogyahay in aan xaq loo lahayn ama in qof kale sidaas oo kale lagu caawiyo iyadoo la ogyahay in ay jiraan wax uusan qofku xaq u lahayn. Qof kasta oo qeyb ka ah danbiyadaas maxkamad ayaa la saarayaa. Haddii ay maxkamad go'aamiso in uu jiro qof kaarka caafimaadka ku helay si khiyaamo ah, maxkamadda ayaa ku amri karta in uu soo gobolka u celiyo kharashkii laga bixiyey, oo waa lagu sii ganaaxayaa.

Haddii aad ka shakiso in qof si xun u isticmaalayo lacago, sida Family Care, soo garaac taleefanka waxyaabaha dowladda laga khiyaamo ama si qoraal ah ku soo gudbi internetka:

877-865-3432

www.dhs.wisconsin.gov/fraud

Toll-Free: 1-877-622-6700

fraud@inclusa.org

Wisconsin FoodShare (Kaarka QUEST)

Haddii aad wax su'aalo ah ka qabto barnaamijka FoodShare, ama haddii aad rabto inaad ogaato waxa kuugu haray kaarkaaga FoodShare/QUEST, ama aad soo sheegeyso in uu kaa lumay ama lagaa xaday kaarkaagii QUEST, soo garaac FoodShare taleefankooda lacag la'aanta ah ee adeegga macaamiisha:

877-415-5164

Wisconsin Division of Quality Assurance (Xafiiska Dacwadaha Tayada ee Wisconsin)

Haddii aad u maleyneyso in qof, xafiis, ama goob aad daryeel ka hesho ay ku xadgudbaan sharciyada gobolka ama federaalka, waxaad xaq u leedahay in aad dacwo u soo gudbisato Wisconsin Division of Quality Assurance (Xafiiska Dacwadaha Tayada ee Wisconsin). Markaad dacwada soo gudbineyso waxaa lagu weydiin karaa dadku degmada ay ku sugan yihiin. Si aad dacwo u soo gudbisato, soo garaac:

800-642-6552

Inclusa Billing Questions

If you have questions about cost share, room and board charges, or billing processes, call our main office toll free at 1-877-622-6700 during normal business hours (8:30 to 4:30, Monday – Friday) and ask to speak to a Member Liabilities Specialist. They can also help you if you are not able to pay a bill or want to set up automatic billing and payment.

1-877-622-6700

Cutubka 2-aad. Soo-dhaweyn iyo Hordhac

Ku soo dhawoow *Inclusa*

Ku soo dhawoow *Inclusa*, ururka maamulidda daryeelka oo iyaga ayaa ka shaqeeya barnaamijka Family Care. Family Care waa barnaamijka muddada dheer socda ee Medicaid oo waxa uu dadka waaweyn ku caawiyo waa naafannimada jir ahaaneed, maskax ahaaneed, ama midda caqli ahaaneed. Dadka barnaamijkan ku jira waxay helayaan adeegyo ku caawinaya noloshooda guryahooda mar kasta oo ay u suuroobeyso. Family Care waxaa maalgeliya canshuurta gobolka iyo federaalka.

Buuggan gacanqabsiga ah ayaad ka heleysaa macluumaad muhiim ah:

- Si aad ugu fahamto muhiimadda barnaamijka Family Care.
- Si aad u ogaato adeegyada iyo manaafacaadka barnaamijkaas.
- Ku fahmi karto xuquuqda iyo waajibaadka laga rabo macaamiisha Family Care
- Si aad u soo xareysato cabasho ama racfaan marka aad dhib la kulanto.

Haddii aad rabto in lagula eego buuggan gacanqabsiga ah, fadlan la xiriir shaqaalaha daryeelkaaga caafimaadka. Macluumaadka aad kula xiriireyso kooxda daryeelkaaga ka eego bogga 1-877-622-6700, and ask to speak with a member of your team.

Guud ahaan, kalmadaha “adiga” iyo “dadka” waxa looga jeedo waa *adiga oo ka mid*, ah *macaamiisha*. “Adiga” iyo “dadka” waxa kale oo looga jeedaa waalidka ilmahooda u gaaraya go’aanka ama qof kale oo ah wakiil sharciyeysan.

Dhammaadka buuggan gacanqabsiga ah (bogga 64) waxaa ku qoran qeexidda erayada muhiimka ah. Qeexidahaas waxa ay dadka ku caawinayaan in ay fahmaan erayada iyo kelmadaha soo noqnoqonaya ee ku jira buuggan gacanqabsiga ah.

Haddii aadan ahayn macaamiil balse aad su’aalo qabto ama aad ka rabto macluumaad ku saabsan sida iyo xafiiska kuugu dhow ee aad isaga diiwaangelin karto Family Care ama barnaamijyo kale, fadlan la soo xiriir aging and disability resource center (xarunta taakuleynta waayeelka iyo naafada ama ADRC). Xafiisyada ADRC waxaa laga helayaa macluumaad iyo caawimaad lagu codsado barnaamijyada iyo manaafacaadyada. Xafiisyada ADRC waa hay’ad gaar ah. Wax shaqo ah kuma laha *Inclusa*. Xafiisyada ADRC waa meelo aad ka heleyso caawimaad, haddii aad rabto iyo aadan rabin in aad macmiil ka noqoto Family Care. Cinwaanka iyo taleefanka xafiiska kuugu dhow ee ADRC waxaad ka eegan karataa bogga 9-12.

Sidee buu barnaamijka Family Care ii caawin karaa?

Yoolka ugu weyn ee Family Care waa xaqiijinta in ay dadku badqabaan oo guryahooda lagu caawiyo. Markaad ku nooshahay guri aad leedahay ama aad qoyska la nooshahay, waxyaabo badan ayaad naftaada u qabsan kartaa. Waxaad go'aansan kartaa marka aad wax dantaada ah sameysan karto, sida goorta aad hurdada ka soo kacayso oo aad wax cuneyso, iyo waxa aad qabsan doonto maalintii oo dhan.

Markaad ku soo biirto barnaamijka Family Care, *Inclusa* waxaa lagaala hadlayaa adeegyo si madax bannaan kuugu caawinaya noloshaada intii suurtagal ah. Adeegyada lagu qaban doono waa in lagugu caawiyo qubeyska, gaadiid ku qaada, nadaafadda guriga, iyo cuntada karsan ee guriga la isugu keeno. Waxaa adeegyada ku jira in lagu dhiso jidka kursiga curyaanka si guriga loogu soo gasho iyo qalab la taabto oo loogu yeerto gurmada caafimaadka. (Cutubka 4-aad ka eego liiska adeegyada lagaa bixin doono oo dhan.)

Family Care waxaa laga helaa maareynta daryeelka iyo adeegyo badan oo ah waxyaabo ay dadku u baahan yihiin. Waxaa lagu xaqiijinayaa in lagu helo daryeel leh caafimaad iyo badqabid. Waxa kale oo lagu sii wadan karaa in lala sii xiriir qoyska, asxaabta, iyo dadweynaha.

Dhallinyarada meel kale degaya oo ka guureysa qoysaskooda, *Inclusa* waxaa lagu caawinayaa in ay helaan madax bannaani. Tusaale ahaan, waxaa lagugu caawin karaa xirfado aad shaqo ku sii hesho iyo in aad ku barato sida guriga loogu karsado cuntada.

Family Care:

- Wuxuu hagaajin karaa oo lagu sii wadan karaa nolol tayo leh.
- Wuxuu dadka ku caawiyaa guryahooda ama qolkooda guriga qoyska ama meel kale.
- Wuxuu dadka ka rabaa in ay go'aansadaan daryeelkooda iyo adeegyada.
- Waxaa kordhaya madax bannaannida.

Yaa dadka caawinaya?

Markaad xubin ka noqoto Family Care, waxaa kula shaqeyn doona koox xirfadleyaal ah oo u shaqeeya *Inclusa*. Adiga ayaa u dhaxeeya kooxda daryeelka oo **waa khasab in aad qeyb ka tahay wax kasta oo ah** qorsheynta daryeelkaaga.

Kooxdaada daryeelka waxay isugu jiraan waa **adiga** iyo:

- Kalkaaliso diiwaangashan.
- Adeeg dadweyne Community Resource Coordinator.
- Xirfadleyaal kale, oo ku xiran baahiyadaada, sida dabiibeyaasha waxqabsiga jirka ama jimicsiga jirka, ama takhasuska dhimirka.
- Qof kasta oo kale oo aad rabto ayaa qeyb ka noqon kara, sida xubnaha qoyska ama asxaab.

Shaqada kooxdaada daryeelka waa in ay wax kaala qabtaan:

- Inaad ogaato waxaad ku fiican tahay, macluumaadyo, baahiyada, iyo waxa aad door bideyso.
- Inaad sameysato qorshe daryeel oo baahidaada kugu caawin kara.
- Inaad habsato adeegyada qorshahaaga in si sax ah laguugu qabto.
- Inaad habsan karto adeegyada Family Care in ay ku fiican yihiin baahidaada iyo kharashka oo aan badneyn.
- Inaad habsato in qorshahaaga daryeelka in uu kuu shaqeyn karo.

Inaad kooxda u sheegto haddii aad ka rabto wax ay kaa caawinayaan.

Family Care ma aha wax lagu beddelanayo caawimaadda laga helo qoyska, asxaabta, ama dadka kale ee aad la xiriirto. *Inclusa* waxa ay rabaan waa in ay xubnaha qoyska, asxaabta, iyo dadka kale ee muhiimka ah in ay daryeelka qeyb ka noqdaan. Waxaan ka shaqeyn doonaan waa dhisidda xiriir kasta oo muhiim ah. Waxa kale oo ay kugu caawin doonaan waxyaabo kale oo kuu fiican, sida maktabdaha, xarumaha waayeelka, iyo goobaha cibaadada.

Marka loo baahdo, waxa kale oo ay kugu caawin karaan siyaabo aad ku xoojiso meelaha aad ka heleyso taakuleynta. Tusaale ahaan, haddii ay dadka ku caawinaya ay rabaan fasax nasasho ah, waxaa lagu helayaa dad kale oo gaarsiis u noqda. Dadka gaarsiiska ah waa shaqaale meel gaar ah markay shaqaalaha fasax iyo nasasho u baahdaan si ay iyaguna naftooda ugu dedaalaan.

Waa maxay macnaha in aad xubin tahay?

Markaad xubin ka tahay barnaamijka *Inclusa*'s Family Care, adiga iyo kooxda daryeelka ayaa ka wada shaqeyn doona go'aan kasta oo ku saabsan caafimaadkaaga iyo habka noloshaada. Si wadajir ah ayaaad u wada sameyn doontaan waxyaabaha kuugu fiican ee suurtagalin kara taakuleyntaada.

Waxaad adeegyo muddo dheer socon doona ka heleysaa *Inclusa* shaqaale kala duwan. Markaad ku soo biirto Family Care, waxaad heleysaa macluumaad ah liiska shaqaalaha diyaarka u ah in ay kula shaqeeyaan. Adiga iyo kooxda daryeelka waxaad ka wada shaqeyn doonaan shaqaalaha ugu fiican baahiyada aad qabto.

Inclusa waxa ay rumeysan yihiin in qof kasta oo ah xubin uu kala dooran karo marka loo qabanayo adeegyada. Kala-doorashada macnaheedu waa in qofku sheegto sida iyo goorta adeeg loo qaban doono. In xubin ama macmiil la noqdo iyo in wax la kala dooran karo macnaheedu waa in qofku masuul ka yahay in uu kooxda daryeelka ku caawiyo sida ugu qiima jaban ee loo taakuleyn karo.

Inclusa ayaa masuul ka ah kulanka baahida daryeelka muddada dheer socda ee **gebi ahaan** xubnaha oo dhan. Waxa keliya oo sidaas la sameyn karo waa marka dadka xubnaha ah ay qeyb ka yihiin qorshaha daryeelka ee u shaqeyn karo, iyo weliba in uu qorshahaasu yahay mid macquul ah oo qiima jaban. Marka la wada shaqeeyo, waxaa la habsan karaan in barnaamijka Family Care loo helo dadka kale ee adeegyadaas u baahan.

Waxaa lagu sii xirnaan karaa dhakhtar kasta (tusaale ahaan, dhakhtarka daaweynta guud, dhakhtarka cagaha, dhakhtarka ilkaha, iyo dhakhtarka duugduugidda), hal isbitaal, hal kilinig, iyo hal farmahsiye oo laga soo qaato daawooyinka. **Inclusa iyo Family Care masuul kama aha adeegyada noocaas ah oo dhan.** Adeegyadaas waa wax hab kale loogu bixiyo ceymiska. Kooxda daryeelka waa ay isku dubbaridaan adeegyada Family Care ee sida dhakhtarka iyo shaqaalaha kale ee caafimaadka.

Yaa xubin ka noqon kara **Inclusa**?

Xubinnimadu khasab ma aha. Dadka ayaa xor u ah in ay iska diiwaan geliyaan **Inclusa**. Hase yeeshee si ay dadka ugu adeegaan waa in laga soo baxo **gebi ahaan** shuruudaha soo socda:

- Waa in uu qofku yahay qof qaangaaray oo qaba naafannimo ah jirka ama maskaxda/caqliga ama uu gaaray ama ka weyn yahay 65 sano.
- Waa in uu ku nool yahay goobaha adeegga (eeg liiska hoose).
- Waa in uu dhaqaale ahaan xaq u leeyahay Medicaid.
- Waa in ay Wisconsin Adult Long Term Care Functional Screen (Baarista Taakuleynta Dadka Waaweyn ee Daryeelka Muddada Dheer ee Wisconsin) soo go'aamiyaan in uu barnaamijka xaq u leeyahay.
- Waa in uu soo buuxiyo foomka diiwaangelinta.

Goobaha adeegyada waa degmooyinka hoose ee Wisconsin:

Adams	Douglas	La Crosse
Ashland	Dunn	Lafayette
Barron	Eau Claire	Langlade
Bayfield	Florence	Lincoln
Brown	Fond Du Lac	Manitowoc
Buffalo	Forest	Marathon
Burnett	Grant	Marinette
Calumet	Green	Marquette
Chippewa	Green Lake	Menomonee
Clark	Iowa	Monroe
Columbia	Iron	Oconto
Crawford	Jackson	Oneida
Dane	Jefferson	Outagamie
Dodge	Juneau	Ozaukee
Door	Kewaunee	Pepin

Pierce	Sauk	Walworth
Polk	Sawyer	Washburn
Portage	Shawano	Washington
Price	Sheboygan	Waukesha
Richland	Taylor	Waupaca
Rock	Trempealeau	Waushara
Rusk	Vernon	Winnebago
St. Croix	Vilas	Wood

Haddii aad qorsheysato in aad ka guurto goobta daryeelka, waa in aad u soo sheegto your care team. Haddii aad ka guurto goobta adeegga, ma sii wadan kartid in aad ku sii qornaato [Inclusa](#).

Markaad xubin noqoto, waxaa khasab kugu ah in aad barnaamijka sii wadato si aad dhaqaale ahaan xaq ugu yeelato oo aad ugu qornaato.

- **Xaqu-yeelashada Dhaqaale Ahaaneed** macnaheedu waa xaqu-yeelasho ah Medicaid (ama barnaamijka la yiraahdo Medical Assistance, MA, ama Title 19). Xafiis ogaada dakhliga dadka ayaa eegaya dakhliga iyo hantida qofka si loo go'aamiyo in uu qofku xaq u leeyahay Medicaid. Mararka qaarkood, si dhaqaale ahaan xaq loogu yeesho, xubnaha waxa laga rabaa in ay bixiyaan qeyb ka mid ah kharashka adeegyada. Qeybtaas waxaa la dhahaa “kharashka jeebkaaga” oo waa khasab in la bixiyo si xaq loogu sii yeesho barnaamijka Family Care. Haddii lagugu qorto kharash jeebkaaga ah, shaqaale ka socda xafiiska ADRC ayaa kaala hadli doona ka hor intaadan go'aansan in aad barnaamijka isku qorto. Xafiiska ogaada dakhliga ayaa eegi doona sida xaq loogu yeelanayo iyo kharashka qofku awoodo si qofkii raba loogu oggolaado Family Care.
- **Baarista ah xaqu-yeelashada** waxa ay ku xiran tahay caafimaadka iyo baahida qofka ee qubeyska, labbiska, iyo isticmaalidda musqusha. Xafiiska ADRC ayaa kuu sheegi kara haddii aad baaris ahaan xaq u leedahay barnaamijka Family Care. Kooxda daryeelka ayaa kula eegi doonta baarista xaqu-yeelashada ugu yaraan hal mar sannadkiiba si loo hubiyo in aad xaq u leedahay.

Sidee baan xubin ku noqon karaa?

Haddii aadan xubin ahayn, balse aad rabto in aad xubin ka noqoto [Inclusa](#), fadlan aad ama taleefan kula xiriir xafiiska ADRC ee ku yaalla deegaankaaga. Cinwaanka iyo taleefanka xafiiska kuugu dhow ee ADRC waxaad ka eegan kartaa bogga 9-12.

Xafiiska ADRC waxa uu kugu caawin doonaa in lagu qabto heerka adeegyada baahidaada iyo in ay hubsadaan in aad baaris ahaan xaq u leedahay barnaamijka Family Care. Waxa ay macluumaad kaa siin doonaan barnaamijyada lagugu caawin karo iyo waxyaabaha kuugu habboon ee aad dooran karto.

Marka la sameynayo diiwaangelinta, xafiiska ADRC waxa uu ku weydiin doonaa:

- In aad u sheegto macluumaadka caafimaadkaaga iyo baahidaada.
- In aad u sheegto macluumaadka dakhligaaga iyo hantidaada.
- Inaad saxiixdo foomka “Baarashda Macluumaadka” ee feylkaaga caafimaadka.
- Inaad soo buuxiso foomka diiwaangelinta.

Waxaad kale oo aad la hadleysaa shaqaalaha xafiiska dakhliga ogaada. Shaqaalaha dakhliga ayaa go'aamin doona haddii aad xaq u leedahay barnaamijka Family Care .

Cutubka 3-aad. Waxyaabo muhiim u ah adeegyada dadka

Sidee buu barnaamijka Family Care u shaqeeyaa?

Marka la isku qoro Family Care, kooxda daryeelka waxay sameyneyn qiimeyn ah baahida, wixii fiican, iyo waxa la doorbidayo. Habraaca qaarkiis waa in kooxda loo sheegto nooca nolosha ah ee la rabo iyo caawimaadda loo baahan yihiin ee lagu gaari karo nolosha la rabo. Kooxdu sidaas ayey ku fahmeysaa waxa muhiimka u ah qofka la caawinayo.

Ogaanshaha Natiijooyinka Lala Kulmayo

Inta ay socoto qiimeynta, kooxda daryeelka ayaa gacan ka geysan doonta in la ogaado **natiijooyinka waxyaabaha lala kulmayo**. Natiijooyinkaas waa yoolal ay dadku u rabaan noloshooda oo waxaa ka mid ah:

- Fikrad ah:
 - Halka iyo dadka lala noolaanayo
 - Caawimaadda iyo adeegyada loo baahan yahay iyo dadka qabanaya
 - Maalin kasta waxa la sameynayo
- Waxyaabaha la filanayo—in la haysto:
 - Qoys iyo asxaab lala macaamilo
 - Shaqo ama waxqabad kale oo macno leh
 - Bulshada in lagu dhex jiro
 - Xasilloonaan
 - Ixtiraam iyo xuquuq
 - Xuquuqda shakhsi ahaaneed
- Caafimaadka iyo badqabidda—in ay jiraan:
 - Caafimaadqab
 - Badqabid
 - Inaysan jirin tacaddi iyo dayac

Qofka keliya ayaa kooxda daryeelka u sheegaya waxa muhiimka u ah. **Adiga** ayaa qeexanaya waxyaabaha natiijooyinka noqonaya macnaha ay idiin leeyihiin adiga iyo qoyska. Tusaale ahaan, qof ayaa rabi kara:

- In uu helo caafimaad si uu u soo booqdo ilmo ay ilmihisu sii dhaleen.
- In uu helo shaqo caadi ah.
- In uu isku-filnaansho gaaro si uu ugu noolaado meel gaar u ah.

Waxaa xaq loo leeyahay in kooxda daryeelka laga fisho in ay dadka kala shaqeeyaan ogaanshaha natiijooyinka waxyaabo lala kulmayo. Ka hor intaysan *Inclusa* dadka u diyaarin adeegyo, kooxda daryeelka waa in ay tixgeliso adeegyada ugu fiican ee lagu caawinayo baahida iyo sida ugu

qiimo jaban. Taas macnaheedu ma aha *Inclusa* in ay mar kasta kuu heleyaan adeegyada dadka ku caawinaya natiijooyinka ay rabaan. **Waxyaabaha dadku u sameynayaan naftooda iyo caawimaadda ay ka helaan qoysaska, asxaabta, iyo dadka kale ayaa qeyb ahaan aad muhiim ugu ah qorshaha lagu gaarayo natiijooyinka.**

Ogaanshaha Natiijooyinka Daryeelka Muddada Dheer

Inta ay socoto habraaca qiimeynta, adiga iyo kooxda daryeelka ayaa ogaanaya **natiijooyinka daryeelka muddada dheer**. Arrintan waxay caawineyso waa adiga iyo kooxda daryeelka in aad ogaataan adeegyada ku fiican baahida daryeelka muddada dheer. Natiijooyinka daryeelka muddada dheer waa waxyaabaha ay Family Care kugu caawineyso inaad ku gaarto nolosha aad rabto. Tusaale ahaan:

- Inaad awood u yeelayo sameynta baahidaada maalin kasta
- Inaad hesho wixii aad ugu baahato badqaidka, caafimaadka, iyo madax bannaani intii suurtagal ah

Inaad haysato waxyaabahaas si dadku u sameeyo hawsha laga rabo ee aad muhiimka kuugu ah. Tusaale ahaan, in lagaa caawiyo labbiska ama qubeyska si aad shaqo u sii aaddo ama si aad u soo booqato qoys ama asxaab.

Kooxda daryeelka ayaa kuu sameynaya qorshaha daryeelka ee kugu caawin kara in aad horay ugu socoto natiijooyinka aad isla garataan adiga iyo kooxda daryeelka intii uu socday habraaca qiimeynta.

Maxaad qeyb uga noqoneysaa qorshaha daryeelkaaga?

Qorshaha daryeelkaaga waxyaabaha ku jira oo ku cad waa:

- Baahida caafimaadka jirka iyo in ay dadku naftooda wax danahooda ah u qabsan karaan (sida wax-cunidda iyo labbiska).
- Waxa ay dadku isaga filan yihiin iyo waxa ay doorbidayaan.
- Natiijooyinka Shakhsi Ahaan Loola Kulmayo
- Natiijooyinka Shakhsga ah ee Daryeelka Muddada Dheer
- Adeegyada dadka loo qabanayo.
- Yaa qaban doona adeeg kasta.
- Waxyaabaha dadku naftooda u sameyn doonaan ama caawimaad ayey ka helayaan qoyska, asxaabta, ama goobaha kale ee dadweynaha.

Kooxda daryeelka ayaa saxiixi doonta qorshaha daryeelka, oo waa in ay ka muuqato in ay dadkuna ka qeybqaateen sameyntiisii. Waxaa dadka koobbi laga siinayaa qorshaha ay saxiixaan. Qofkii aad ku qanacsaneyn qorshaha, waxaa jira racfaan ah cabashooyin oo la soo xareysan karo. (Faahfaahin dheeraad ah ka eego cutubka 8-aad.)

Kooxda daryeelka ayaa dadka ula xiriirta si caadi ah si ay u ogaadaan sida uu xaalku yahay iyo in ay adeegyadu fiican yihiin oo loo qabto si sax ah. Kooxdu waa in ay dadka si shakhsi ah ula kulmaan ugu yaraan saddexdii biloodba mark. Kooxdu marar badan ayey dadka la kulmi karaan mar ka ay jirto baahi dheeraad ah.

Sidee baa adeegyada loo kala doortaa oo loo oggolaadaa?

Kooxda daryeelka waa in oggolaadaan adeegyada **ka hor** intaan la bilaabin. **Inclusa** khasab kuma aha in ay bixiyaan adeegyada dadka loo qabto iyada oo aan marka hore la soo oggolaan. **Haddii uu qof iska codsado adeegyo aysan u soo oggolaan kooxda daryeelka, waxaa laga yaabaa in uu qofkaasi lacagta iska bixiyo.** Waa in lala hadlo kooxda marka loo baahdo adeeg aan la soo oggolaan.

Ogow: Haddii aad u guurto guryaha nolosha la isku caawiyo ama guryaha dadka xanuunsan lagu hayo, **Inclusa** waxa ay oggolaan karaan waa adeegyada lagu helo guryaha noocaas ah mararka qaarkood. Eeg bogga 38 wixii faahfaahin ah.

Inclusa waxa ay masuul ka yihiin waa taakuleynta natiijooyinka muddada dheer, laakiin waxa kale oo ay tixgeliyaan waa qiimaha marka la qorsheynayo daryeelka iyo marka la dooranayo shaqaalaha la rabo. Sidaas si loo sameeyo, kooxda daryeelka waxay isticmaalaan Resource Allocation Decision (Go'aan Lacag Qoodeyn ama RAD) oo ah habraaca hogaya marka ay gaarayaan go'aamada adeegyada.

Habraaca Resource Allocation Decision (Go'aan Lacag Qoodeyn)

Habraaca RAD waa hab waxyaabo isku-xigxiga oo ay isticmaalaan dadka iyo kooxda si ay ugu helaan siyaabo qiimo jaban oo noqonaya taakuleynta loogu baahan yahay natiijooyinka muddada dheer.

Qiimaha jaban waxa uu qeyb muhiim ah ka yahay habka RAD. Qiimaha jaban macnihiisu waa taakuleynta natiijooyinka muddada dheer iyadoo uu qiimaha iyo dedaalku yihiin kuwa macquul ah. Tusaale ahaan, haddii adeeg looga baahdo laba meelood, **Inclusa** waxa ay oggolaan karaan waa adeegga kugu habboon.

Waxa ay dadku xaq u leeyihiin in ay ogaadaan iyo in ay fahmaan waxyaabaha ay kala dooran karaan, sida qiimaha lacagta ku baxaysa. Waxaa dadka waajib ku ah in ay kooxda kala hadlaan waxyaabaha la kala dooran karo si go'aan looga wada gaaro. Waxaa ka mid ah in su'aalo la is weydiiyo iyo in waxyaabaha la wadaago.

Shuruudaha aasaasiga ah ee lagu helayo adeegyada

Guud ahaan adeegyada waxaa la bixiyaa marka ay yihiin:

- Adeegyo ku jira barnaamijka Family Care qorshihiisa guud.
- Adeegyo taakuleyn doona natiijooyinka muddada dheer.
- Adeegyo ah kuwa ugu qiima jaban ee lagu taakuleyn karo baahida.
- Adeegyo ku qoran qorshaha daryeelka.
- Adeegyo kol hore la soo oggolaaday oo ay yeeleen kooxda daryeelka.

Inta uu habraaca RAD socdo, qofka iyo kooxda daryeelka ayaa ka wada hadlaya adeegyada loo baahan yahay. Si wadajir ah ayaa loo ogaanayaa waxyaabaha la heli karo ee ku fiican natiijooyinka muddada dheer. Arrimahaas waxaa ku jira caawimaadda asxaabta, qoyska iyo dadka kale. Marar badan waxaa la gaari karaa natiijooyinka mid ama in ka badan iyadoon caawimaad badan laga helin *Inclusa* qoyska, asxaabta, ama dadka kale raba in ay ku caawiyaan. *Inclusa* waxay oggol yihiin waa adeegyada aadan heli karin.

Yoolku waa in dadka adeegaya lagu taakuleeyo nolosha qofka loo adeegayo. Waxyaabahaas “taakuleynta dabiiciga ah” waxa ay dadka muhiimka u ah qofka lguu caawinayo nolol-maalmeedka. In la sii dhiso, intii la beddeli lahaa, caawimaadda qoyska iyo asxaabta waxay xoojineyaan xiriirkaas lagama maarmaanka iyo muhiimka ah *Inclusa* si loogu bixiyo adeegyada iyo marka loo baahdo.

Gabagabada habraaca RAD, qofka iyo kooxda daryeelka ayaa ka wada hadlaya sida qofku u xukumi karo nolosha iyo haddii uu rabo in uu hago adeegyada loo qabanayo.

Kooxda daryeelka ayaa soo heleysa dadka qabanaya adeegyada. Dadka adeegyada qabanaya waa inay qandaraas la galaan *Inclusa*. Haddii lagu qanci waayo adeegyada, waxaa la soo codsan karaa adeeg bixiye cusub, laakiin waa in marka hore lagala hadlo kooxda daryeelka. Kooxda daryeelka waa in ay soo oggolaaro adeegyada oo dhan.

Maxaa dhacaya haddii ay baahidu is beddesho?

Adeegyadu waxa ay is beddeli karaan muddo ka dib marka ay is beddelaan caafimaadka iyo xaalka nolosha. Tusaale ahaan, adeeggu waa yaraanaya haddii uu caafimaadku fiicnaado. Haddii loo baahdo in la kordhiyo, waa in la helo caawimaad u fiican badqabidda, caafimaadka, iyo madax bannaani intii suurtagal ah. Mid ka mid ah yoolalka waa in la hagaajiyo adeegga, oo uu noqdo in sax ah, iyo mararka loo baahan yahay.

Haddii loo baahdo is beddel, waa in loo sheego kooxda daryeelka. Fadlan ogow in dadka mar kasta la taakuleyn doono.

Sidee baa loo isticmaalayaa shaqaalaha adeegga?

Qofka iyo kooxda daryeelka ayaa kala dooran doona “shaqaalaha adeegga.” Liiska shaqaalaha la isticmaalo waxa uu ku jiraa barta internetka ee www.inclusa.org. Waxaa la yiraahdaa Provider Network Directory (Diiwaanka Shaqaalaha Adeegga). Haddii aad rabto waraaq ay qoran yihiin Provider Network Directory (Diiwaanka Shaqaalaha Adeegga), koobbi ayaad soo codsan kartaa your care team.

Kooxda waa in ay ogaato macluumaadka waxa ay qaban doonaan shaqaalaha adeegga. Tusaale ahaan, waxaa shaqaalaha la weydiin karaa in ay ku hadlaan luuqad gaar ah, ama ay fahmayaan dhaqan ama diin qowmiyad kale. Kooxda daryeelka waxa kale oo ay sheegi karaan haddii ay dadka naafada ah heli karaan goobta iyo qalabka shaqaalaha.

Waxaa qandaraas lala galaa shaqaalaha taakuleynaya natiijooyinka muddada dheer ee macaamiisha. Shaqaalaha lacag ahaan waa qiimo jaban oo weliba waa in ay ka soo baxaan shuruudo ah heerar aqooneed. Shaqaalaha adeegga waxaa laga helayaa waxyaabo la kala doorto, markii ay suurtagal tahay. Hase yeeshee, *Inclusa* waa in ay soo xaqiijiyaan shaqaalaha in ay noqonayaan qiima jaban.

Ka dib marka kooxdu xaqiijiso adeegyada, qofka loo adeegayo iyo kooxda ayaa shaqaalaha ka dhex dooranaya *Inclusa* Provider Network Directory (Diiwaanka Shaqaalaha Adeegga) Haddii la waayo shaqaale sax ah, ama haddii ay gebi ahaan shaqaalaha oo dhan aad uga fog yihiin meesha looga baahan yahay, waxaa laga yaabaa in la raadsho shaqaale ka baxsan diiwaanka. Si loo doorto shaqaale ka baxsan diiwaanka, waxaa khasab ah in lagala hadlo kooxda daryeelka.

Dadka ka soo jeeda Hindida Mareykanka ama Dhaladka Alaska, waxa ay adeeg ka helayaan shaqaale gaar u ah oo ka baxsan diiwaanka.

Waxaa jiri kara marar la iska beddelayo shaqaalaha. Waa in lagala xiriiro kooxda daryeelka marka la iska beddelayo shaqaale ku jira diiwaanka. **Haddii la iska beddelo shaqaalaha iyada oo aan marka hore lala hadlin kooxda oo aan laga helin oggolaansho, qofka sidaas sameeya ayaa masuul ka ah kharashka adeegga.**

Shaqaalaha guryaha imaada ama u dhawaada dadka ay u adeegayaan, waxaa fiican in qofka loo adeegayo loo helo dad uu aqoon u leeyahay, sida xubno ka tirsan qoyska qofka. Qofkii aad doorato waa in uu aqoon leeyahay oo uu saxiixo in uu ku shaqeynayo lacag la mid ah sida shaqaalaha kale.

Sidee buu Family Care dadka ugu caawinayaa maareynta adeegyada?

Inclusa waxay ixtiraameysaa waxa ay dadku doortaan. Tusaale ahaan:

- Meesha lagu noolaanayo, danaha maalin kasta, iyo adeegyada taakuleynta ee wixii la kala dooran karo waa tusaaleyaal shuruudaha natiijooyinka taakuleynta Family Care. Waxa ay dadku sheeganayaan waxa muhiimka u ah ee natiijooyinka. Waa in lala shaqeeyo kooxda daryeelka si loo helo siyaabo macquul ah oo lagu gaaro natiijooyinka la rabo. Haddii aan la isku hubin in qorshaha daryeelka aan lagu gaari karin natiijooyinka, waa in laga soo xareysto cabasho ama racfaan. (Faahfaahin dheeraad ah ka eego cutubka 8-aad.)
- Haddii la rabo waxaa la yeelayaa shaqaalaha uu qofku la yimaado.
- Shaqaalaha guryaha ama ku dhawaada qofka ay u adeegayaan, waxaa laga yeelayaa—qofkii soo codsada—shaqaale kasta oo uu qofku doorto, sida xubin qoyska ka tirsan. **Shaqaalaha ama xubnaha qoyska waa in ay ka soo bixi karaan shuruudaha oo waa in ay yeelaan lacagta la bixiyo.**
- Kooxda daryeelka qofkii raba ayaa iska beddeli kara, waana ilaa laba jeer sannad kasta. Qofna lagama rabo in uu sharxo sababta uu ugu beddelanayo koox kale. *Inclusa* mar kasta kama soo bixi karto codsiga dadka ama uma heli karaan koox gaar ahaaneed oo la rabo.
- Waxaa la codsan karaa in si shakhsiga ah loo hago adeegyada.

Waa maxay waxa noqon kara hagidda shakhsiga ah?

Waxaa la isticmaali karaa Family Care hagidda shakhsiga ah haddii la rabo in masuuliyad la qaado iyo in qeyb laga noqdo jahada aad u rabto adeegyada shakhsiga ah. Marka la rabo hadigga shakhsiga ah macnaheedu waa in qofku ka hadli karo sida iyo shaqaalaha adeegyada qabanaya.

Qaar ka mid ah adeegyada loo hagayo sida shakhsiga ah, waxa ay dadku masuul ka yihiin miisaaniyadda lacagtooda iyo adeegyada. Waxa kale oo la xukumi karaa shaqaalaha, sida masuuliyad ah shaqaaleynta, tababaridda, ogaanshaha, iyo eryidda shaqaalaha markii la rabo. Taakuleynta noocyada kale, waxaa la dooran karaa shaqaalaha, laakiin xafiis ayaa masuul ka ah shaqaaleynta, tababaridda iyo maamulidda shaqaalaha.

Taakuleynta loo hago sida shakhsiga ah waxaa loo isticmaalaa inta badan daryeelka guryaha gudahooda, hase yeeshee waxa kale oo loo isticmaalaa adeegyada bannaanka, sida gaadiidka iyo goob shaqo. Kooxda daryeelka Family Care ayey ku soo sheegeysaa adeegyada sida shakhsiga loo hagi karo.

Waxaa la dooran karaa heerka laga qeyb qaadanayo ee taageeridda hagidda shakhsiga ah. Ma aha “wax isku jira” ama hal hab. Waxaa la codsan karaa in si shakhsiga ah loo hago adeegyada. Tusaale ahaan, waxaa la codsan karaa adeegyada hagidda shakhsiga ah ee dadku loogu qabto gurigooda ama helidda iyo aadidda shaqo. Markaas waxaa kooxda daryeelka lagala shaqeynayaa maareynta adeegyada loogu tala galay natiijooyin kale oo ku jira qorshaha.

Haddii la rabo in la isticmaalo haka hagidda shakhsiga ah, waa in lagala shaqeeyo kooxda daryeelka miisaaniyad ku saleysan adeegyada ku jira qorshaha. Miisaaniyadda ayaa laga bixinayaa adeegyadaas, si toos ah ama in loo marsiiyo xafiis kale oo sii bixinaya mushaarkaas.

Haddii la rabo taakuleynta hagidda shakhsiga ah, waa in laga soo codsado your care team si looga helo faahfaahin ah dhib iyo dheef.

Maxaa la sameynayaa markay jirto xaaladaha degdegga ah?

Haddii ay jirto xaalad degdeg ah, garaac 911.

*Kooxda daryeelka **ha** la soo xiriirin ama ha sugin wax oggolaansho ah markay jirto xaalad degdeg ah.*

Xaalad degdeg ah macnaheedu waa in lagu jiro khatar caafimaad. Xaalad degdeg ah waxaa noqon kara xanuun lama filaan ah, wadne-xanuun laga shakiyey ama dhiig ku furmay maskaxda, laf jabtay, ama neefta oo qof ku dhegtay.

Haddii ay jirto xaalad degdeg ah:

- Waa in caawimaad loo raadsad sida ugu dhakhso badan. Soo garaac 911 ama aad isbitaalka kuugu dhow, ama xarumo kale oo laga heli karo gurmada caafimaad.

- Shaqaalaha gurmada iyo isbitaalka waa in loo sheego kooxda daryeelka magacooda oo ah [Inclusa](#).
- Adiga ama qof kale ayaa sida ugu dhakhso badan ula xiriiri kara kooxda daryeelka si loo ogeysiyo xaaladda jirta.

In kastoo Family Care aysan bixineyn kharashka adeegga caafimaadka, waxaa muhiim ah in kooxda daryeelka lala socodsiiyo marka la aado imarjanasada ama marka isbitaal la seexo. Markaas shaqaalihii kale ayaa la ogeysiinayaa in uu qofkii isbitaal galay oo waxaa la isu diyaarinayaa wixii adeegyo ah oo loo baahdo. Tusaale ahaan, ka hor intaan isbitaalka laga bixin, dhakhtarku wuxuu dadka u gudbin karaa xafiis ah daryeelka guriga oo adeeg qabanaya. Kooxda daryeelka waa in ay soo oggolaadaan adeegyada daryeelka guriga ka hor intaan isbitaalka laga soo bixin.

Sidee baan daryeel ku helayaa saacadaha aan la shaqeyn?

Haddii ay jirto baahi degdeg ah oo aan la sugi karin ilaa iyo maalin ay shaqo jirto, waa in la soo garaaco 1-877-622-6700 / TTY: 711 or 1-715-204-1799. On-call staff are available 24 hours a day, seven days a week. Waxaa jira shaqaale joogto ah 24-ka saac ee toddoba maalmood. Shaqaalaha mar kasta la helayo si meel gaar ah ayey u oggolaan karaan adeegyada loo baahdo ilaa maalinta shaqada lagu soo noqdo. Kooxda daryeelka ayaa wax la socon doonta si loo go'aamiyo adeegyada la sii wadayo.

Ka warran marka loo baahdo daryeel ka baxsan deegaanka?

Haddii loo baahdo daryeel ka baxsan xafiiska adeegga deegaanka ee [Inclusa](#) oo loo baahan yahay in adeeggaas mar safar lagu maqan yahay, waxaa khasab ah **in sida ugu dhakhso badan loo soo ogeysiyo kooxda daryeelka**. [Inclusa](#) ayaa dadka kala talinaysa xafiiska la socda dakhliga si loo ogaado xaalka saameynta maqnaanshaha ee dadka county (degmada) ku nool.

- Haddii aan la rabin **inaan la isu tixgelin qof** ku nool county (degmada) ay qaabbilsan yihiin [Inclusa](#), waa in lala xiriiro aging and disability resource center (xarunta taakuleynta waayeelka iyo naafada ama ADRC) ee county (degmada) lagu sugan yahay. Xarunta ADRC waxay sheegi kartaa barnaamijyada ay ku hayaan county (deegaankaas) kale.
- Haddii ay dhacdo **in weli la isuu tixgeliyo qof ku nool deegaanka**, [Inclusa](#) ayaa dadka kala shaqeyn doonta in ay qorsheeyaan hab qiima jaban oo ku fiican baahida ah caafimaadka iyo badqabka inta la maqan yahay.

Haddii [Inclusa](#) aysan sameyn karin hab qiima jaban ah lagu xaqiijin karo caafimaadka iyo badqabidda inta laga maqan yahay deegaankii adeegga, xafiiska gobolka ayaa laga codsan karaa in qofka laga saaro barnaamijka. Haddii xafiiska gobolka laga codsado inay qof ka saaraan barnaamijka, qofkaasna racfaan ayuu qaadan karaa. (Faahfaahin dheeraad ah ka eego cutubka 8-aad.)

Inclusa ma bixineyso wax daryeel ah marka si joogto ah looga guuro deegaanka adeegga lagu ogyahay. Haddii si joogto ah loo guurayo, waa in lala xiriiro kooxda daryeelka wakhti hore intii suurtagal ah. Kooxda ayaa dadka u sheegeysa waxa dhacaya marka si toos ah deegaanka looga guurayo. Haddii la joogayo Wisconsin, waxaa dadka loo gudbin karaa xafiis kale oo ah ADRC oo ku yaalla deegaanka cusub si looga helo macluumaadka barnaamijyada iyo hay'adaha ka jira. Haddii la go'aansado in wax la beddelo, kooxda daryeelka iyo shaqaalaha ADRC ayaa laga heli karaa caawimaad ah beddelaadda shaqaalaha adeegyada goobta cusub.

Cutubka 4-aad. Adeegyada ku jira Family Care qorshihiisa guud

Waa maxay adeegyada la hayo?

Adeegyada dadka u diyaarsan waxay ku xiran yihiin heerka daryeelka. Family Care waxay leedahay laba “heer oo ah daryeel.”

- 1.) **“Daryeelka heerka guryaha dadka xanuunsan”**—Haddii aad u qalanto daryeelka heerkani ah, macnaheedu waa baahidaadu in ay daran tahay oo aad xaq u leedahay adeegyada lagu dhex sameeyo guryaha dhexdooda. (Taas macnaheedu ma aha in lagaa rabo in aad ku jirto guryaha dadka xanuunsan si aad adeeg ku hesho.) Adeegyo badan ayaa lagu helaa heerkani.
- 2.) **“Daryeelka heer ka baxsan guryaha dadka xanuunsan”**—Haddii aad u qalanto daryeelka heerkani ah, macnaheedu waa in baahidaadu muddo soconeyso, laakiin xaq uma lihid adeegyada guryaha dadka xanuunsan. Adeegyo yar ama xadeysan ayaa lagu heli karaa heerkani.

Heerka daryeelka waxa ay is beddeli karaan muddo ka dib marka ay is beddelaan caafimaadka iyo xaalka nolosha. Tusaale ahaan, haddii isbitaal ama guryaha dadka xanuunsan lagu seexiyo, kooxda daryeelka ayaa kula go’aaminaya haddii ay wax is beddelayaan Haddii aadan aqoon heerka daryeelkaaga, weydii kooxda daryeelka.

Adeegyada Family Care waxay bixinayaan waxyaabaha ku qoran “Family Care Qorshaha Manaafacaadka” ee bogga soo socda. In kasta oo ay adeegyada qorsha manaafacaadka heli karaan macaamiisha oo dhan, macnaheedu ma aha in la iska helayo adeegyada liiska ku jira oo dhan. Waxa keliya oo la helayo waa adeegyada lagama maarmaanka ah ee lagu caawinayo natiijooyinka daryeelka muddada dheer ee caafimaadka iyo badqabidda. Adiga iyo kooxda daryeelka ayaa isticmaalaya habraaca RAD si aad u wada sameysaan qorshe qiime jaban.

Inclusa waxa ay u baahan karaan adeegyo aan liiska ku jirin. Taakuleynta kale ama adeegyada waa in loo cuskado shuruudo. Adiga iyo kooxda daryeelka ayaa go’aansan doona haddii loo baahan yahay adeegyo nooc kale oo u fiican natiijooyinka muddada dheer.

Kooxda daryeelka waa in ay oggolaadaan adeegyada oo dhan ka hor intaan lagu bilaabin. Fadlan ogsoonow:

- Dadka qaarkood waa in ay iska bixiyaan lacagta qeyb ka mid ah si ay xaq ugu yeeshaan barnaamijka Family Care
- Waxaa jira sharciyo ah Family Care oo lagu oggolaado adeegyada guryaha iyo xarumaha dadka xanuunsan joogaan. *Inclusa* waxa keliya oo ay mararka qaar oggolaanayaan adeegyada guryaha.
- Keliya qaar ka mid ah adeegyada ku jira qorshaha manaafacaadka ayaa xaq loogu yeelanayaa in si shakhsi ah loogu hago Family Care. Fadlan weydiiso kooxda daryeelka haddii aad rabto faahfaahin badan.

Family Care Liiskiisa qorshaha manaafacaadka

Adeegyada soo socda waa kuwa la heli karo marka ay dhacdo:

- In loogu baahdo taakuleynta natiijooyinka muddada dheer.
- In ay marka hore soo oggolaadaan kooxda daryeelka.
- In lagu sheegay qorshaha daryeelka.

	Heerka Daryeelka Xarumaha Dadka Xanuunsan	Heerka Daryeelka Guryaha Dagaanka ah
ADEEGYADA CAAFIMAADKA MEDICAID EE DADWEYNAHA DHEXDOODA		
Isticmaalidda Aalkolada iyo Daroogada (AODA) adeeg ah maalin kasta (meel kasta marka laga reebo isbitaal ama adeeg dhakhtar)	✓	✓
Isticmaalidda Aalkolada iyo Daroogada (AODA) adeeggooda (marka laga reebo bukaanjiif ama adeeg dhakhtar)	✓	✓
Adeegyo ah maamulidda kiiska/daryeelka	✓	✓
Barnaamij caawimaad ah bulshada dhexdeeda (marka laga reebo adeeg dhakhtar)	✓	✓
Qalab daawo muddo la haysto iyo sahayda daawada (marka laga reebo qalabka maqalka, addin macmal ah, iyo sahayda qorshaha qoyska)	✓	✓
Hawlaha caafimaadka guriga	✓	✓
Adeegyada dabiibka maalinlaha ah ee caafimaadka dhimirka (meel kasta)	✓	✓
Adeegyada caafimaadka dhimirka (marka laga reebo bukaanjiifka ama adeeg dhakhtar)	✓	✓
Xarumaha dadka xanuunsan (sida daaweynta neefsashada, xarum meel ah ama daryeel gaar ahaaneed)	✓	✓
Dabiibka waxqabsiga jirka (meel kasta marka laga reebo bukaanjiif isbitaal)	✓	✓
Daryeelka shakhsiga ah	✓	✓
Dabiibka jimisiga jirka (meel kasta marka laga reebo bukaanjiif isbitaal)	✓	✓

	Heerka Daryeelka Xarumaha Dadka Xanuunsan	Heerka Daryeelka Guryaha Dagaanka ah
Adeegyada dhawaaqa luuqadda (meel kasta marka laga reebo bukaanjiif isbitaal)	✓	✓
Gaadiidka ballamaha caafimaadka (marka laga reebo aambalaasta)	✓	✓
ADEEGYADA QORSHAHA MEDICAID EE XARUMAHA		
Xarumaha dadka xanuunsan, sida meel daryeel meel gaar ah oo ay joogaan dadka maskaxda naafada ka ah iyo meelaha bukaanka dhimirka. (Adeegyada xarumaha bukaanka dhimirka waxaa laga bixinayaa dadka ka yar 21 sano ama kuwa gaaray ama ka weyn 65 sano.)	✓	
ADEEGYADA TAAKULEYNTA EE GURYAHA IYO BULSHADA DHEXDEEDA		
Waxyaabaha nolosha caawiya	✓	
Xarumaha maalintii ee madadaalada maalintii	✓	
Qalab casri ah/caawinta hadalka	✓	
Tala-bixinta caafimaadka iyo adeegyada dabiibka ee shaqaalaha adeegga	✓	
Tababarka iyo waxbarashada dadweynaha	✓	
Tala-bixinta iyo adeegyada dabiibka ah	✓	
Tababarka habka nolol-maalmeedka	✓	
Adeegyada maalin kasta	✓	
Adeegayada maamulka miisaaniyadda	✓	
Cunto guriga la isugu keeno	✓	
Guriga oo wax laga beddelo	✓	
Caawimaadda guri-helidda	✓	
Habka jawaabidda shakhsiga ah ee xaaladaha degdegga ah	✓	
Adeegyada ka horreeya xirfad-yeelashada	✓	

	Heerka Daryeelka Xarumaha Dadka Xanuunsan	Heerka Daryeelka Guryaha Dagaanka ah
Adeegyada guurid ah meelo kale	✓	
Xarun daryeel: 1 ilaa 2 sariirood guryaha dadka waaweyn	✓	
Xarun daryeel: 3 ilaa 4 sariirood guryaha dadka waaweyn	✓	
Xarun daryeel: goob deegaan bulshada dhexdeeda ah	✓	
Xarun daryeel: daryeelka guri deegaan ah	✓	
Nasinta shaqaalaha	✓	
Adeegyada daryeelka shakhsiga ah ee la hagayo	✓	
Xarun kalkaaliso joogto	✓	
Qalab daaweyn gaar ah iyo alaab sahay ah	✓	
Caawiyaha taakuleynta	✓	
Caawinta shaqada—adeegyo ah shaqada hal qof iyo mid koox ahaaneed	✓	
Taageeridda daryeelka guriga	✓	
Adeegyada tababaridda ee shaqaalaha lacag la'aanta	✓	
Gaadiid (gaadiid gaar ah)—bulshada iyo gaadiidka kale	✓	
Taageeridda xiyo qorsheynta xirfad-barashada mustaqbalka	✓	

Waa maxay adeegyada aan la hayn?

Adeegyada soo socda kuma jiraan barnaamijka Family Care ee qorshaha manaafacaadka daryeelka muddada dheer, laakiin waxaa lagu helaa kaarka Wisconsin Medicaid

ForwardHealth:

- Isticmaalidda Aalkolada iyo Daroogada adeegooda (marka laga reebo adeeg dhakhtar ama goob bukaanjiif)
- Baarista maqalka, sida qiimeynta habka maqalka dhegaha iyo baxnaaninta dhega la'aanta.
- Dhakhtarka duugduugidda
- Xaaladaha degdegga ah ee dhimirka
- Dhakhtarka ilkaha
- Daryeelka imarjansada (sida aambalaasta dhulka ama hawada)
- Ookiyaale
- Adeegyada qorshaha qoyska
- Qalabka maqalka iyo batariga qalabka maqalka
- Goobaha sakaraadka (daryeelidda dadka aan wax daawo ah loo hayn)
- Isbitaal: bukaanjiif iyo bukaansocod, sida daryeelka qeybta imarjansada (marka laga reeb bukaansocodka dabiibka jimicsiga jirka, dabiibka waxqabsiga jirka, iyo xirfadlaha dhawaaqa hadalka, adeegyada caafimaadka dhimirka oo aan dhakhtar ahayn, iyo isticmaalidda aalkolada iyo daroogada aan ahayn goob dhakhtar)
- Adeegyada xarumaha bukaanka dhimirka (waxaa laga bixinayaa dadka ka yar 21 sano ama kuwa gaaray ama ka weyn 65 sano)
- Adeegyo laga helo dhakhtar-xigeen madaxbannaan
- Sheybaar iyo Raajo
- Daawooyinka/kiniinka dabiibidda
- Adeegyada caafimaadka dhimirka (marka laga reebo adeeg dhakhtar ama goob bukaanjiif)
- Dhakhtarka ookiyaalaha
- Adeegyada kilinigga iyo dhakhtarka (marka laga reebo bukaansocodka dabiibka jimicsiga jirka, dabiibka waxqabsiga jirka, iyo xirfadlaha dhawaaqa hadalka, adeegyada caafimaadka dhimirka oo aan dhakhtar ahayn, iyo isticmaalidda aalkolada iyo daroogada aan ahayn goob dhakhtar)
- Dhakhtarka cagaha (daryeelka cagaha)
- Isku-duwidda daryeelka xaamilada
- Addin macmal ah
- Dhakhtarka dhimirka

- Adeegyada iskuulka
- Gaadiidka aambalaasta

Barnaamijka Family Care ma bixinayo adeegyada kor ku qoran, laakiin waxaa bixiya oo lagu heli karaa barnaamijka Medicaid. Kooxda daryeelka ayaa si dhow kuula shaqeyn doona si ay kuugu caawiyaan adeegyadaas markaad u baahato. Haddii aad haysato kaarka Medicare, Veterans (VA) ama ceymis kale oo aan ahayn Medicaid, ceymisyadaas ayaa kaa bixin kara adeegyada kor ku qoran. Waxaa jiri kara lacagta qeyb dadka looga qaado adeegyadaas.

Liiska kor ku qoran waxa kale oo la socda waxyaabaha iyo adeegyada soo socda in aan la iska bixineyn:

- Adeegyada kooxda daryeelka aysan oggolaan karin oo aan ku jirin qorshaha daryeelka
- Adeegyo aan muhiim u ahayn taakuleynta natiijooyinka muddada dheer.
- Kharashka nolosha caadiga ah, sida kirada ama rahmaadda guryaha, cuntada, korontada, madadaalada, dharka, alaabada fadhiga, alaabada guriga, iyo ceymiska
- Alaabada shakhsiga ah ee qolka xarumaha nolosha la isku caawiyo ama guryaha dadka xanuunsan, sida taleefanka ama taleefashinka
- Guryo kuleej oo kale lagu dhex nool yahay
- Kharashka masuuliyadda dad kale

Cutubka 5-aad. Fahmidda dadka bixinaya adeegyada iyo isku-duwidada manaafacaadka

Anigu miyaan iska bixinayaa wax adeegyo ah?

Uma baahnid in aad iska bixiso adeegyada ku qoran qorshaha daryeelka ee lagu taageeryao natiijooyinka muddada dheer. Haddii aad codsato adeegyo aan ku jirin qorshaha daryeelka, adiga ayaa masuul ka ah in aad iska bixiso.

Waxaad masuul ka tahay lacagaha qeybta lagaa rabo ee adeegyada caadiga ah ee barnaamijka Medicaid. Waa lacagaha daawada, ballamaha, iyo isbitaal markaad aaddo. Lacagaha lagaa rabo waa wax yar oo go'an (\$5 oo kale) oo aad ku bixineyso adeeg kasta oo ah daryeel caafimaad. Waxa kale oo ay dadku masuul ka yihiin lacagta hawgabka ciidanka Veterans (VA) ama kuwa ceymiska kale ee aan ahayn Medicaid.

Waxaa jira laba nooc oo ah kharashyo la bixinayo bil kasta.

- Kharashka qeybtaada
- Nolosha xarun dad badan

Kharashka qeybtaada iyo nolosha xarun dad badan waa waxyaabo kala duwan, laakiin waxaa laga yaabaa in la iska rabo labadaba.

Kharashka qeybtaada

Dadka qaarkood waa in ay iska bixiyaan lacagta qeyb ka mid ah si ay xaq ugu yeeshaan barnaamijka Family Care. Lacagta bil kasta la bixiyo waa **kharashka qeybtaada**. Kharashka qeybtaada waxaa lagu saleeyaa waxyaabo ay ka mid yihiin dakhliga, kharashka guriga, iyo lacagta caafimaadka. Qeybtaad bixineyso lacagaha qaarkood ayaa yareyn karta qeybtaada. Kooxda daryeelka ayaa sharxeysa noocyada lacagaha yareyn kara kharashka qeybtaada iyo caddeymaha lacagta lagaa rabo. Waxaa lagu weydiin doonaa caddeymaha lacagta si loo ogaado haddii lacagta qeybtaada lagaa yareyn doono.

Haddii ay jirto kharashka aad bixineyso, waxaa lagu soo dirayaa biilka lagaa rabo **Inclusa** bil kasta. In kasta oo boostada loogu soo dirayo **Inclusa**, xafiiska la socda dakhliga dadka ayaa go'aaminaya lacagta khasabka ah ee bil kasta lagaa rabo.

Lacagta qeybta la iska rabo waa wax la soo sheego sannadkiiba mar, ama mar kasta oo uu is beddelo dakhliga dadka. **Waxaa khasab ah dakhliga oo dhan iyo hantida qofka wixii iska beddela in 10 maalmood gudahood loogu soo sheego xafiiska la socda dakhliga dadka.** Hantida waxaa ka mid h, balse aysan ku ekeyn, waa gaadiid, lacag, koontooyin bangi, iyo qiimaha lacageed ee ceymiska nolosha.

Qofkii iska bixin waaya kharashka qeybtiisa bil kasta waxaa laga yaabaa in laga goosto ama laga saaro Family Care Qofkii u maleynaya in ay wax ka khaldan yihiin kharashka qeybtiisa, waxaa laga rabaa in uu soo codsado dacwad-dhageysi uu caddaalad uga helo Wisconsin Division of Hearings and Appeals (Wisconsin Qeybta Racfaanka iyo Dacwad-dhageysiga). Eeg talooyinka bogga 58-aad oo ah sida loo soo codsado dacwad-dhageysi caddaaladeed.

Haddii aad su'aalo ka qabto kharashka qeybtaada, la soo xiriir your care team.

Yareynta Kharashka Qeybtaada

Haddii aadan dhaqaale ahaan awgeed u bixin karin kharashka qeybta lagaa rabo bil kasta, waxaad xaqu yeelan kartaa in lagaa yareeyo kharashka qeybta lagaa rabo. Lacagta nolosha ee sida bixinta kirada, rahmaadda, ceymiska guriga ama kireystaha, canshuurta guriga, koronada, cuntada, dharka, saabuunaha nadaafadda, iyo kharashka baabuurka shakhsiga ah.

Kharashka qeybtaada waa in uusan dhib ku noqon noloshaada balse aad awoodi karto, oo waa in aad ku sii jirto Family Care.

Si aad u soo codsato yareynta kharashka qeybtaada, waa in aad soo buuxiso foomka “Codsiga Yareynta Kharashka la iska Rabo.” Eeg lifaaqa 3 oo ah koobbiga codsiga, ama codsiga kala soo bax internetka www.dhs.wisconsin.gov/library/f-01827.htm.

Codsiga waxaa kuu weheliya, waa in aad soo gudbiso caddeynta dakhligaaga bil kasta, kharashaadka bil kasta, iyo kharashka qeybta lagaa rabo in aad u dirto *Inclusa* bil kasta. Codsiga waxaa lagugu sheegayaa caddeynta nooca la rabo iyo tusaaleyaal ah noocyada waraaqaha lagaa rabo oo dhan.

Haddii aad rabto in lagaa caawiyo buuxinta codsiga, waxaa caawimaad kuugu hayaa, si lacag la'aan ah, ombudsman (wakiilka dadweynaha). Sida aad u la xiriireyso Family Care ombudsman (wakiilkooda dadweynaha) iyo barnaamijka ka eego bogga 61-aad.

Nolosha xarun dad badan

Adiga ayaa masuul ka ah bixinta kharash nolosha xarunta dadka badan (kirada iyo cuntada) haddii aad ku nooshahay guri caadi ah, guri xarun dad badan, ama guryaha dabaqyada ee daryeelka dadka.

Inclusa waxa ay bixinyaan waa qeyta daryeelka iyo ka-warhaynta ee adeegyada lagu qabanayo. Waxaan kuu sheegeynaa kharashka lagaa rabo ee nolosha xarunta, oo waxaa bil kasta lagu soo dirayaa biilka lagaa rabo.

Haddii aad su'aalo ka qabto nolosha xarunta dadka badan, ama aadan lacagta iska bixin karin, la soo xiriir Member Liabilities Specialist at 1-877-622-6700 toll-free. Kooxda daryeelka waxa ay kugu caawin karaan helidda xarun ku fiican baahidaa shakhsiga ah oo uu qiimaheedu jaban yahay.

Sidee baan u bixinayaa lacagta?

Kharashka qeybtaada iyo nolosha xarun dad badan waxaad ku soo diri kartaa jeeg ahaan ama money order. Ku soo dir jeegagga:

Payments should be sent to the address referenced on your monthly statement.

Ama qofkii raba toos ayaa looga goosan karaa koontadiisa bangiga. Wixii faahfaahin ah kala hadal kooxda daryeelka.

Ka warran haddii la iga rabo lacagta adeeg la iii qabtay?

Uma baahnid in aad bixiso adeegyada ay laguugu soo oggolaaday in ay qey ka yihiin qorshaha daryeelka kuu qoran. Haddii si khalad ah lacag lagaa rabo lagu soo dirsato, ha bixin. Waa in aad la soo xiriirto kooxda daryeelka si ay xal kuugu helaan.

Miyuu barnaamijka Family Care bixinayaa adeegyada guriga ama xarumaha dadka xanuunsan?

Yoolka ugu muhiimsan ee Family Care waa in ay dadka ku caawiyaan in ay si madaxbannaan u noolaan karaan intii macquul ah. Dadka oo dhan—sida kuwa naafada ah iyo waayeelka—waa in ay ku noolaan karaan guri iyagoo helaya taakuleynta ay u baahan yihiin, oo waa in ay qeyb ka noqdaan dadweynaha oo u arkaya dad waxtar leh.

Daraasado iyo warbixin ayaa lagu soo ogaaday in dadka badankooda ay nolol ahaan naftooda u rabaan guri gaar ah, ama qoys iyo asxaab. Adeegyada ugu badan ee Family Care guriga ayaa loogu qaban karaa dadka badankooda oo waaba sida ugu waxtar badan.

Qorshaha manaafacaadka Family Care waxaa ku jira daryeel ah guriga iyo adeegyada guryaha dadka xanuunsan. Hase yeeshee, marka guriga looga guurayo xarun ama guryaha dadka xanuunsan waa in ay ahaato wax aan laga maarmi karin.

Kooxda daryeelka ayaa oggolaaneysa daryeelka guriga ama guryaha dadka xanuunsan marka ay jirto mid ama wax badan oo ah:

- In uusan gurigu u fiicneyn caafimaadka iyo badqabka qofka.
- In natiijooyinka muddada dheer aysan ahayn qiima jaban oo aan guriga lagu taageeri karin qofka.
- In xarun loogu guurayo in ay tahay qiimaha ugu jaban ee lagu taageeri karo natiijooyinka muddada dheer.

Xataa haddii gurigu uu yahay waxa keliya ee la heli karo, ma dhaci karto in markii la rabo la isaga guuro xarun. Waxaa dhici karta in aysan xaruntaas wax qandaraas ah la lahayn *Inclusa* ama in aan xaruntaas lacag loo heli karin. Family Care ma go'aamin karto xarumaha lacagta ay qaataan.

Haddii uu qof ku nool yahay gurigiisa balse ay qofkaas iyo kooxda daryeelka isku raacaan in uusan meeshaas ku sii noolaan karin, si wadajir ah waa in loo go'aamiyo xarun qofku ku noolaan karo. Qofka iyo kooxda ayaa masuul helidda xarun qiima jaban oo laga heli karo meelo ay la xiriirto [Inclusa](#) oo mar hore la heshiisay. Marka uu qof guuro, kooxda ayaa lala sii shaqeyn doont inta uu qofkaasi ku jiro xarunta ama guryaha dadka xanuunsan.

Kooxda daryeelka waa in ay soo oggolaato adeegyada xarunta. Laakiin waa in uusan qofku marna isku dayin in uu isagu soo diyaarsado xarunta. Waxaa khasab ah in go'aankaas lagala shaqeeyo kooxda si loo xaqiijiyo [Inclusa](#) in ay kaa bixiyaan lacagta adeegyada.

Waxaa la iska rabaa in la bixiyo lacagaha kirada iyo cuntada ee ay xaruntu rabto. Kharashka noocaas ah waa “nolosha xarun dad badan” lacagteeda.

Sidee bay Medicare iyo manaafacaadka ceymiska kale u wada shaqeyn doonaan?

Marka dadka lagu soo qoro [Inclusa](#), waxaa dadka la weydiinayaa haddii ay haystaan ceymis kale oo aan ahayn Medicaid (Medicaid waxa kale oo la yiraahdaa Medical Assistance, MA, ama Title 19). Ceymisyada kale waa Medicare, ceymiska hawlgabka waayeelka, ceymiska muddada dheer, iyo ceymis kale oo gaar ah.

Waxa kale oo muhiim ah in la helo macluumaadka ceymisyada kale oo dhan. **Haddii uu jiro qof raba in uu isticmaalo ceymisyo kale, waxaa la diidi karaa in laga bixiyo adeegyo laga bixin lahaa.**

Ka hor intaysan Medicaid, sida Family Care, bixin lacagta adeegyada, ceymisyada kale waa in lagu dallaco marka hore. [Inclusa](#) waxa ay dadka ka filayaan waa:

- In ay soo sheegaan ceymisyada kale, sida Medicare qeybaha A iyo B.
- In ay soo gudbiyaan wixii iska beddela Medicare qeybaha A iyo B ama ceymiska kale.
- In ay soo sheegaan haddii ay lacag u soo celiyaan ceymis, haddii ay jiraan ceymisyo lacag u soo celinaya [Inclusa](#). Sida laga yeelayo bixinta lacagaha saameynta ku yeelanaya sida xaq loogu yeesho Family Care.

Haddii uusan qofku hadda haysan Medicare oo ay sababtuna tahay in uusan hei karin, kooxda daryeelka ayaa u heleysa barnaamij ku caawinaya in ay ka bixiyaan Medicare lacagtiisa bil kasta.

Haddii uusan qofku haysan Medicare, waxaa laga bixinayo waa badanaaba kharashka caafimaadka, sida dhakhtar iyo isbitaal. Qeybta kharashka aysan Medicare bixineyn waxaa la yiraahdaa lacagta Medicare qeybta dadku bixiyaan, ceymiska labaad, ama lacagta qofku iska bixiyo. Medicaid ama [Inclusa](#) ayaa bixin doona Medicare lacagteeda qeybta dadku bixiyaan, ceymiska labaad, ama lacagta qofku iska bixiyo.

Haddii uu qof helo biil uga yimaada Medicare ama dhakhtar raba Medicare lacagteeda qeybta dadku bixiyaan, ceymiska labaad, ama lacagta qofku iska bixiyo.

Waa maxay estate recovery (qaadashada guriga)? Sidee buu dadka u khuseysaa?

Haddii uu qof ku jiro Medicaid, ama aad xubin ka tahay *Inclusa*, sharciga estate recovery (qaadashada guriga) ayaa khuseeya. Medicaid sharcigooda estate recovery (qaadashada guriga) wuxuu khuseynayaa adeegyada muddada dheer badankooda haddii ay ka helaan *Inclusa* ama barnaamijyo kale.

Sharcigan estate recovery (qaadashada guriga), gobolka ayaa raba in uu ku bixiyo kharashkii adeegyada ee Medicaid ahaa ee muddada dheer. Qaadashada waa guriga uu leeyahay qofka, ama qof ay isu dhaxeen, markay dhintaan ka dib. Lacagta waxaa qaadanaya gobolka si uu ugu isticmaalo daryeelka dadka kale ee u baahan.

Qaadashada waxay u dhacdo waa in dacwad loo soo qorto guriga. Gobolku iskuma dayi karo in ay qof guri uga soo ceshtaan lacag marka ay ku nool yihiin qof ay isu dhaxeen ilmo naafo ah oo nool. Qaadashada waxa ay dhacayso waa geeri dabadeed.

Wixii macluumaad dheeraad ah oo ku saabsan estate recovery (qaadashada guriga), weydii kooxda daryeelka. Macluumaadka Barnaamijka Medicaid Estate Recovery (Qaadashada Guriga) waxaa laga heli karaa qoraalka hoose:

Taleefanka Lacag La'aanta:	800-362-3002
Taleefanka Dhagooleyaasha ee TTY:	711 ama 800-947-3529
Barta internetka:	www.dhs.wisconsin.gov/medicaid/erp.htm

Cutubka 6-aad. Xuquuqda Dadka

Waxaa khasab ah in la tixgeliyo xuquuqda qofka *Inclusa*.

- 1.) **Waxaa khasab ah in macluumaadka lagu kala helo sida uu qofku rabo.** Si qofku macluumaad nooga helo sida ugu fiican, waa in lagala soo xiriir kooxda daryeelka your care team.
- 2.) **Waxaa qofka mar kasta loo muujinayaa ixtiraam, xushmad, caddaalad.** Waxa uu qofku xaq u leeyahay:
 - In la helo daryeel hufan, iyo tixgelinta *Inclusa* shaqaalahooda iyo adeegeyaasha
 - In daryeelka lagu helo deegaan leh badqabid iyo nadaafad.
 - In aan shaqo ama adeegyo loo qaban *Inclusa*.
 - In la isu sheego oo la isku caawiyo sida shaqaalaha *Inclusa* loogala hadlayo wixii iska beddela qorshaha la filayo in loo raaco adeegyada la qabanayo.
 - In la isu sheego sida lagu helayo xuquuqaha qofku ku leeyahay *Inclusa*.
 - In aysan dhicin takoorid. *Inclusa* waxaa khasab ku ah in ay raacaan sharciyada mamnuucaya takooridda iyo in la isula dhaqmo si aan caddaalad ahayn. Qofna kuma takoori karno isirkiisa, naafannimo maskax ahaaneed ama mid jir ahaaneed, diin, jinsi, jinsiga uu isu aqoonsan yahay, dookha lammaane, caafimaad, qowmiyad, caqiigo (wuxuu rumeysan yahay), da', asalkii hore, ama sida uu ku bixinayo kharashkiisa.
 - In laga madax bannaanaado amar ah ka-saarid loo isticmaalayo khasbid, edin, wax caadi ah, ama aargoosasho. Taas macnaheedu waa in uu qofku xor ka yahay in lagu amro ama lagu khasabo in uu keligiis ahaado si uu u sameeyo habdhaqan gaar ah ama in la iska ciqaabo marka uu qof kale sidaas sax u arko.
 - In xor laga yahay tacaddi, dayac iyo dhibaateyn dhaqaale.
 - **Tacaddi** waxa uu noqon karaa wax ah jirka, shucuurta, dhaqaalaha, ama wax galmo la xiriira. Tacaddigu waxa kale oo uu noqon karaa haddii uu qof si xun loola dhaqmo, sida wax ah daawo, ama tijaabo cilmi-baaris aan la ogeyn.
 - **Dayac** waa marka shaqaalaha adeegga laga heli waayo daryeel, adeeg, ama ka-warhayn, oo ay dabadeedna qof ku dhacdo khatar. Dayaca-shakhsiga ah waa marka uu qof masuul ka yahay wixii dhib ah oo ka soo gaara dhinca daryeelka, sida cuntada, hoyga, dharka, ama daryeelka caafimaadka jirka ama dhimirka.
 - **Dhibaateynta dhaqaale** waa sida khiyaamenta dhaqaale, qalqaalin ama khasid, xatooyo, dhaqanxumada qofka miisaaniyadda, xatooyada aqoonsiga, been-abuur ah wax qoran ama saxiix, ama kaararka bangiga oo la isticmaalo iyadoon a oggolaan, sida kaarka amaahda, kaarka lacagta lagula baxo, daaqadda lacagta bangiiga a, a ATM, iyo kaarar la mid ah kuwaas.

Muxuu sameyn karaa qofka la kulma tacaddi, dayac ama dhibaateyn dhaqaale? Kooxda daryeelka ayaa qofka kala hadleysa waxyaabaha uu dareemi karo ee ah tacaddi, dayac ama dhibaateyn dhaqaale. Waxa kale oo ay qofka ku caawin karaan soo-sheegidda ama xaqiijinta adeegyada badqabidda. Mar kasta oo ay jirto xaalad degdeg ah waa in la soo garaaco 911.

Qofkii dareemaya in uu yahay ama arka qof kale oo ah dhibbane loo geystay tacaddi, dayac, ama dhibaateyn dhaqaale, waxa uu la soo xiriiri karaa Adult Protective Services (Adeegyada Difaacidda Dadka Waaweyn). Adult Protective Services (Adeegyada Difaacidda Dadka Waaweyn) waxaa lagu difacaa badqabidda waayeelka dadka waaweyn ee khatarta ku jira ee ay ku dhacdo tacaddi, dayac, ama dhibaateyn dhaqaale. Waxa kale oo ay caawinayaan qofka aan ilaalin karin naftiisa iyo badqabkiisa oo ay ugu wacan tahay xaalad caafimaad ama naafannimo.

Bogga 6-9 ayey ku qoran yihiin lambarrada taleefan loo sheegi karo dhibaata la arko ama tacaddiga laga shakiyo.

- 3.) **Waa in la hubiyo qofku inuu ku helo adeegyada wakhtiyada loogu talagalay.** Marka xubin laga yahay *Inclusa*, waxaa xaq loo leeyahay adeegyada ku qoran qorshaha daryeelka marka loo baahan yahay. Kooxda daryeelka ayaa isku duweysa adeegyada la bixinayo. Kooxda daryeelka waxa kale oo ay agaasimeysaa shaqaalaha daryeelka caafimaadka. Tusaaleyaal waxaa u ah dhakhtarka jirka, dhakhtarka ilkaha, iyo dhakhtarka cagaha. Waa in kooxda lagala xiriiro caawimaad ah doorashada shaqaalaha.

Haddii qofku *Inclusa* uga imaanayao xafiis ama hay'ad kale oo ah Medicaid, waa in la hubiyo in qofku helayo adeegyo la mid ah kuwii uu qofku horay u haystay. Ka dib marka xafiis loo yimaado, waa in la sameeyo qorshe daryeel. Adeegyada iyo shaqaalaha waxaa lagu beddeli karaa qorshaha cusub, laakiin qofku wuxuu haysan karaa shaqaalaha haddii uu qofku xafiiska kala shaqeeyo oo uu ka soo baxo shuruudaha la iska rabo.

- 4.) **Waa khasab in la ilaaliyo xuquuqda shakhsiga ah ee macluumaadka caafimaadka qof kasta.** Qofkii su'aalo ama welwel ka qaba xuquuqda shakhsiga ah ee macluumaadka caafimaadka, waa inuu la soo xiriiro your care team.
- 5.) **Waa khasab in ay dadku heli karaan feylkooda caafimaadka.** Waxaa koobbiga feylka caafimaadka la weydiisan karaa kooxda. Waxa ay dadku xaq u leeyihiin in ay weydiyaan *Inclusa* si ay wax uga beddelaan ama u saxaan feylka caafimaadka.
- 6.) **Waa khasab in ay dadku helaan macluumaadka *Inclusa*, shaqaalaha caafimaadka ee ay la xiriiraan, iyo adeegyada** Waa in lala xiriiro kooxda daryeelka haddii ay rabaan macluumaadka.
- 7.) **Waxaa khasab ah in dadka lagu caawiyo go'aanka adeegyada loo qabanayo .**
- Waxay dadku xaq u leeyihiin inay ogaadaan waxay kala dooranayaan. Taas macnaheedu waa in ay dadku xaq u leeyihiin in loo sheego waxa loo heli karo,

qiimahooda, iyo haddii ay lacagta looga bixinayo Family Care. Waxa ay dadku keensan karaan adeegyo kale oo ay u baahan yihiin.

- Waxa ay dadka u leeyihiin in loo sheego khatarha daryeelka la socda.
- Waxay dhihi karaan “maya” daryeelka ama adeegga aysan rabin.
- Waxa ay dadku xaq u leeyihiin baaris labaad oo ah dhakhtar cusub. Waa in kooxda daryeelka laga codsado baarista dhakhtar labaad.
- Waxa ay dadku xaq u leeyihiin hagidda waxa ay rabaan marka aysan sameysan karin go’aan shakhsi ah. Mararka qaarkood dadku ma sameysan karaan go’aan caafimaad oo naftooda la xiriira oo waxaa ku keeni kara shilal ama xanuun daran. Markaas waxa ay dadku xaq u leeyihiin helidda waxa ay rabaan marka ay xaaladahaas jiraan. Taas macnaheedu waa inay sameysan karaan **“dardaaran horumaris ah.”**

Waxaa jira laba nooc oo ah dardaaran horumaris ah iyo magacyo kala duwan oo ay leeyihiin. Waraaqo sharci ah oo la yiraahdo **“living will (dardaaranka nolosha)”** iyo **“power of attorney for health care (go’aanka sharciga ah ee khuseeya daryeelka caafimaadka)”** waa tusaaleyaal ka mid ah dardaaranka horumariska ah.

Qofka ayaa go’aansanaya haddii uu rabo ama uusan rabin dardaaran. Kooxda daryeelka ayaa sharxin karta sida loo sameeyo iyo sida loo isticmaalo dardaaranka horumariska ah, laakiin dadka kuma khasbi karaan in ay haystaan ama u lama dhaqmi karaan si kale haddii ay dadku haystaan ama aysan haysan dardaaranka horumariska ah.

Waxaa cabasho lagu soo dirsan karaa Wisconsin Division of Quality Assurance (Qeybta Xaqiijinta Tayada) haddii loo maleeyo *Inclusa* in aysan raacayn dardaaranka horumariska ah Si loo soo dirsado cabashada, waa in la soo garaaco 800-642-6552.

Waa in lagala xiriiro kooxda daryeelka hadii la rabo faahfaahinta dardaaranka horumariska ah. Waxa kale oo foomamka dardaaranka horumariska ah laga heli karaa barta internetka ee State of Wisconsin www.dhs.wisconsin.gov/forms/advdirectives.

- 8.) **Waxaa xaq loo leeyahay in adeegyada Family Care lagu helo goobo ay dadku qeyb uga noqon karaan dadweynaha kale ee ay la nool yihiin.** Waa xuquuq ah sharciga federaalka ee ku saabsan adeegyada lagu helo guriga iyo dadweynaha dhexdooda. Sharciga wuxuu khuseeyaa goobaha ay dadku ku nool yihiin iyo goobaha ka baxsan guryaha ee ay ku helaan adeegyada maalin kasta. *Inclusa* waa in ay xaqiijiyaan in la helayo adeegyada Family Care ee dadka ku xiraya dadweynaha iyo taakuleynta lagu gaarayo madaxbannaani. Taas macnaheedu waa in ay meelahaasi dadka ku caawinayaan:

- In lagu noolaan karo meeshii la rabo.
- In laga qeybqaato nolosha dadweynaha.
- In la helo oo si isku mid ah looga qeybqaato iyo in lala shaqeeyo dadweynaha.
- Xukumidda jadwalka.

- Helidda iyo xukumidda lacagta.
- Go'aansiga qofka lala kulmayo iyo marka lala kulmayo.
- Dhowrida xuquuqda shakhsiga ah.

Haddii su'aalo laga qabo goobaha lagu helayo adeegyada la isu qabanayo, waa in lagala xiriir kooxda daryeelka.

- 9.) **Waxaa xaq loo leeyahay in la soo dirsado cabasho ama racfaan haddii aan lagu qancin daryeelka ama adeegyada.** (Cutubka 8-aad ka eego macluumaad ku saabsan sida loo soo dirsado cabasho ama racfaan.)

Cutubka 7-aad. Waajibaadka dadka

Waxyaabaha la sameynayo marka xubin laga yahay *Inclusa* liiska hoose ayey ku qoran yihiin. Haddii wax su'aalo ah laga qabo, waa in lagala xiriiro kooxda daryeelka. Mar kasta dadka waa la caawin doonaa.

- 1.) In aqoon loo yeesho qorshaha Family Care ee adeegyada iyo manaafacaadka. Waxyaabahaas waxaa ka mid ah fahmida waxa ay tahay in la sameeyo si loo helo adeegyo.
- 2.) In laga qeybqaato bilowga sameynta qorshaha daryeelka.
- 3.) In laga qeybqaato habraaca RAD si loogu helo habka ugu qiima jaban ee baahida iyo natiijooyinka taakuleynta muddad dheer. Xubnaha, qoysaska, iyo asxaabta ayaa wadaagaya waajibaadka ah isticmaalidda ugu qiima jaban ee lacagta canshuurta dadweynaha.
- 4.) In kooxda daryeelka lagala hadlo habka ay asxaabta, qoysaska, ama dadweynaha kale iyo hay'adaha samafalka u caawin karaan taakuleynta ama habka ay dadku naftooda wax ugu sameynayaan.
- 5.) In la raaco qorshaha daryeelka ee la isku raaco kooxda daryeelka.
- 6.) In masuul laga noqdo ficillada marka la diido daaweyn ama marka la raaci waayo talada kooxda daryeelka iyo shaqaalaha caafimaadka.
- 7.) In la isticmaalo shaqaale ama hay'ado qeyb ka ah *Inclusa*, haddii aan go'aan kale lala sameyn kooxda daryeelka.
- 8.) In la raaco habraacyada *Inclusa* ee lagu helayo daryeelka saacadaha aan la shaqeyn.
- 9.) In xafiiska la soo ogeysiiyo haddii loo guuro cinwaan cusub ama la iska beddelo lambarka taleefaka.
- 10.) In xafiiska la soo ogeysiiyo marka meel kale loo soo joogayo si meel gaar ah ama laga guurayo deegaanka adeegga.
- 11.) In loo keeno *Inclusa* macluumaadka saxda ah ee baahiyada daryeelka caafimaadka, maaliyadda, iyo wixii la doorbidayo iyo in sida ugu dhakhso badan loo soo sheego wixii iska beddela xaalka guud. Waxaa waxyaabaha ka mid ah foomka "macluumaadka la fasaxayo" marka loo baahdo macluumaad kale oo aan si fudud loo heli karin.
- 12.) In kooxda shaqaalaha daryeelka guriga iyo shaqaalaha adeegga loola dhaqmo si fiican oo leh ixtiraam iyo xushmad.

- 13.) In la aqbalo adeegyada iyadoon loo eegeyn shaqaalaha isir ahaan, midab, diin, jinsi, dookha lammaanaha, caafimaad, qowmiyad, caqiido (waxa la rumeysan yahay), ama asalkii hore.
- 14.) In lacagta bil kasta wakhtigeeda lagu bixiyo, sida wixii ah kharashka qeybta qofka ama lacagaha xarun ay dad badan ku wada nool yihiin. In kooxda daryeelka your care team sida ugu dhakhso badan loo soo ogeysiyo marka dhib lagu qabo bixinta lacagaha.
- 15.) In la isticmaalo manaafacaadyada Medicare iyo ceymiska gaarka ah, markii ay suurtagal tahay. Haddii la haysto ceymis caafimaad oo kale, u sheeg *Inclusa* iyo xafiiska la socda dakhliga dadka.
- 16.) In la ilaaliyo qalabka muddada dheer ee caafimaadka, sida kursiga naafada, iyo sariiraha isbitaalka ee ay bixiyaan *Inclusa*.
- 17.) In la soo sheego khiyaamada iyo marka si xun loo isticmaalo dhaqaalaha dhakhaatiirta ama *Inclusa* shaqaalahooda. Haddii laga shakiyo in uu qof khiyaamayo lacago ama si xun loo isticmaalayo kaalmada dowladeed, sida Family Care, waa in la soo garaaco taleefanka khiyaamada ama waa in si qoraal ah loogu soo gudbi intarnetka:

Soo-sheegidda khiyaameynta Kaalmada Dowladda

877-865-3432 (taleefanka lacag la'aanka) ama booqo

www.dhs.wisconsin.gov/fraud

- 18.) Waa inaan la sameyn wax ah khiyaameyn ama in lagu takri falo manaafacaadka. Waxaa ka mid ah:
 - Been in laga sheego heerka naafannimo.
 - Been in laga sheego dakhliga iyo heerka hantida.
 - Been in laga sheego deegaanka.
 - Sii-iibinta qalabka caafimaadka ee ay keenaan *Inclusa*.

Wax kasta oo ah khiyaameyn waxay keenayaan in a iska saaro barnaamijka Family Care ama in maxkamad la isku geyn karo.

- 19.) Taleefan kula xiriir kooxda daryeelka haddii aad qabto wax su'aalo ah.
- 20.) Noo soo sheeg sida aan wax ku wadno. Mararka qaarkood, waxaan dadka weydiineynna haddii ay ka qeybqaadanayaan wareysiyo, daraasadeyn ah qancidda, ama waxyaabaha kale ee ah dibu-eegidda tayada. Jawaabaha iyo faallooyinka ayaa xafiiska ku caawinaya in uu ogaado waxa ama meelaha ay ku fiican yihiin iyo waxa ay hagaajinn karaan. Fadlan noo sheeg haddii aad rabto in aad ogaato natiijooyinka daraasadaha. Farxad ayey noo tahay inaan dadka u sheegno jawaabaha.

Cutubka 8-aad. Cabashooyinka iyo racfaanka

Hordhac

Waxaa naga go'an in ay macaamiishu naga helaan adeeg tayo leh. Waxaa jiri kara marmar aysan dadku qanci karin. Xubin ahaan, waxaad xaq u leedahay in aad soo gudbisato cabasho ama racfaan marka ay go'aan kaa gaaraan *Inclusa* iyo in si caddaalad oo degdeg ah arrintaas loo eego.

Haddii aysan dadku ku qanacsaneyn daryeel ama adeeg loo qabto, waa in ay marka u horreysa kala hadlaan kooxda daryeelka. In lala hadlo kooxda waa sida ugu fudud uguna dhakhso badan ee lagu xallin karo wixii dhib ah oo jira. Qofkii aan rabin in uu la hadlo kooxda, waxa uu la soo xiriiri karaa mid ka mid ah shaqaalaha xuquuqda xubnaha. Shaqaalaha xuquuqda xubnaha ayaa kuu sheegi kara xuquuqdaada, oo si hoose ayaad xal u heli kartaan, iyo in ay kugu caawiyaan gudbinta cabashada ama racfaanka. Shaqaalaha xuquuqda xubnaha dadka ay kala shaqeyn doonaan inta ay socoto habraaca cabashada iyo racfaanka si loo helo xal lagu qanci karo.

Wixii ah caawimaadda habraaca cabashada iyo racfaanka, waa in lala soo xiriiri mid ka mid ah shaqaalaha ee xuquuqda xubnaha *Inclusa* :

Inclusa

Member Rights Specialist

3349 Church Street, Suite 1

Stevens Point WI 54481

Taleefanka lacag la'aanta: 877-622-6700

Taleefanka dhagoolaha ee TTY: 715-204-1799

Boostada internetka (Email): memberrelations@inclusa.org

Qofkii xal loogu waayo cabashadiisa marka uu si toos ah ula shaqeeyo kooxda daryeelka ama shaqaalaha xuquuqda macaamiisha, waa in u cabasho ama racfaan u soo dirsado *Inclusa*.

Buugyarahan ayey ku qoran tahay sida loo soo dirsado cabashada ama racfaanka, laakiin waxaa jahawareer ah wakhtiyada kala duwan ee kama-dambeysta ah. Ogsoonow: Marka ay buugyarahan ku qoran tahay “maalmo,” macnuhu waa maalin kasta oo sannadka ku jirta, xataa fasaxyada. Marka ay buugyarahan ku qoran tahay “maalmaha shaqada,” macnaheedu waa Isniin ilaa Jimce, marka laga saaro fasaxyada. Looma baahna in la ogaado ama la fahmo macluumaadka ku qoran cutubkan sababtoo ah waxaa jira dad qof kasta caawin doona.

Haddii uu jiro qof gaar ah oo qaba cabasho uusan ogeyn meel uu xal u raadsado, waa in uu weydiiyo kooxda daryeelka ama mid ka mid ah shaqaalaha xuquuqda macaamiish ee *Inclusa*. Waxa kale oo jira ombudsman (wakiilka) barnaamijyada oo dadka caawin kara gebi ahaan xubnaha Family Care ee qaba cabashada. (Macluumaadka lagula xiriirayo ombudsman (wakiilka) barnaamijyada ka eego bogga 61-aad.) Waxa kale oo ku caawin kara qof ka tirsan qoyska, saaxiib, qareen, ama qof kale. Shaqaalaha xuquuqda macaamiisha waxaa laga heli karaa macluumaad ku saabsan meelaha kale ee dadka caawin kara.

Koobbiga feylka kiiskaaga

Waxay dadku xaq u leeyihiin koobbi ah macluumaadka racfaanka ee la xiriira feylka kiiskooda. Macluumaad waxa loola jeeda wixii ah waraaqo, feylka caafimaadka, iyo waxyaabaha kale ee la xiriira cabashada ama racfaanka. Arrintan waxaa ku jirta macluumaad cusub ama dheeraad ah oo ay [Inclusa](#) soo helaan inta ay socoto cabashada ama racfaanka. Si aad loo soo codsato koobbiga feylka kiiska, waa in lala soo xiriiro 877-622-6700 or memberrelations@inclusa.org

Qofna dhib lama kulmi karo marka uu soo cabto ama uu wax ku diido kooxda daryeelka ama shaqaalaha kale. Marka la soo dirsado cabasho ama racfaan, qofna loolama dhaqmi karo hab kale.
Waxa la rabo waa in lagu qanco daryeelka.

Cabasho

Waa maxay cabashadu?

Cabasho waxay jireysaa marka aan lagu qancin [Inclusa](#), mid ka mid ah shaqaalaha, ama tayada daryeelka ama adeegyada. Tusale ahaan, qofku waxa uu cabasaho soo dirsan karaa:

- Haddi shaqaalaha adeegga shakhsiga ah ay soo daahaan badanaa.
- Haddii la dareemo in aysan kooxda daryeelka waxba dhageysan.
- Haddii dhib lagu qabo helidda ballamaha dhakhtar.
- Haddii lagu qancin waayo qalab kaadi oo uu dhakhtar soo qoray.

Yaa soo dirsan kara cabashada?

Cabasho waxaa soo diri kara dadka soo socda:

- Dacwoodaha
- Kooxda go'aanka dacwoodaha. Tusaale ahaan, masuul sharciyeysan ama qof loo wakiishay qof kale arrimihiisa caafimaadka.
- Qof ama urur loo doortay oo uu dacwooduhu u wakiishay sababo ah Medicaid.
- Qof kasta oo haysta oggolaansho qoraal ah. Tusaale ahaan, qof qoys ka tirsan, saaxiib ama shaqaale.

Waa goorma wakhtiga kama-dameysta cabshada?

Wakhti kasta ayaa la soo dirsan karaa cabashada.

Sidee baa loo soo dirsanayaa cabashada?

Marka la rabo in la soo dirsado cabasho, waa in habraaca laga bilaabo in lala soo xiriiro Inclusa Member Rights Specialist in the Member Relations Department 877-622-6700.

TALLAABADA 1-aad: Cabashada waa in loo soo dirsado *Inclusa*

Inclusa waxa ay rabaan waa in lagu qanco daryeelka iyo adeegga. Mid ka mid ah shaqaalaha xuquuqda macaamiisha ayaa dadka iyo kooxda daryeelka kala shaqeyn doona in xal loo helo cabashada. Badanaaba xafiiska ayaa si degdeg ah cabashooyinka xal ugu hela. Haddaba, haddii cabasho xal loo waayo, waa in lagu soo dirsado *Inclusa* iyada oo lagula soo xiriirayo taleefan ama waraaq.

Inclusa
Member Rights Specialist
3349 Church Street, Suite 1
Stevens Point, WI 54481

Taleefanka lacag la'aanta: 877-622-6700
Taleefanka dhagoolaha ee TTY: 711 or 715-204-1799
Cinwaanka Boostada Intarnetka (Email):
memberrelations@inclusa.org

Maxaa xigi doona?

Haddii cabasho loo soo dirsado *Inclusa*, waxaa qofka waraaq helid ah loogu dirayaa shan maalmood oo shaqo gudahood. Dabadeedna, *Inclusa* shaqaalaha aan ku jirin kooxda daryeelka ayaa gacan ka geysanaya xalka cabashada haddii ay ku wada qanci doonaan *Inclusa* labada dhinac. Haddiise ay dhacdo in xal la heli waayo ama haddii aan la rabin in lala shaqeeyo *Inclusa* shaqaale xal u raadin kara cabashada, Guddiga Cabashada iyo Racfaanka ayaa eegi doona cabashada si ay go'aan uga soo saaraan.

- Guddigan waxa uu ku kooban yahay wakiillo ka socda *Inclusa* iyo ugu yaraan hal qof oo ah “macmiil.” Qofka macmiilka ah waa qof adeeg loo sameeyo ama waxa uu wakiil ka yahay qof adeeg ka hela. Mararka qaarkood dadka kale ee aqoonta u leh mowduuca cabashada ayaa qeyb ka noqon kara guddiga.
- Dadka waxaa loo soo sheegayaa marka uu guddigu kulmayo si uu u eego cabashada.
- Kulankaasi waa wax qarsoodi ah. Waxaa la codsan karaa qof macaamiil ah in uusan guddigu ku jirin, haddii uu jiro qof raba in uusan arkin macmiil ama dhib ku qaba.
- Qofku xaq ayuu u leeyahay in uu si shakhsi ah u yimaado. Waxaa qofka soo raaci kara qof caawinaya, saaxiib, qof ka tirsan qoyskiisa, ama markhaatiyo.

- Guddigiga ayaa fursad u siinaya in uu qofku faahfaahiyo cabashada. Waxaa la keeni karaa macluumaad, caddeyn, iyo markhaatikac la tuso guddiga.
- Kooxda daryeelka ama shaqaalaha *Inclusa* ayey u badan tahay in ay kulanka yimaadaan.
- Guddigu waxa ay go'aan ku soo gaaryaan muddo ku siman 90 maalmood oo laga soo bilaabo taariikhdiisii la helay cabashada. Guddigu waxay soo dirayaan waraaqda go'aanka.

Ka warran haddii dadku ku qanci waayaan go'aanka Guddiga Cabashada iyo Racfaanka?

Haddii lagu qanci waayo go'aanka Guddiga Cabashada iyo Racfaanka, waxaa la soo codsan karaa dibu-eegid ay sameyn doonaan Wisconsin Department of Health Services (Waxda Adeegyada Dadweynaha ama DHS).

TALLAABADA 2-AAD: Codsiga dibu-eegidda DHS

Ogsoonow: Ugu horreyn waa in la soo maro habraaca cabashada ee *Inclusa* ka hor intaan la codsan dibu-eegidda DHS.

Waxaa la soo codsan karaa dibu-eegista DHS ee go'aanka Guddiga Cabashada iyo Racfaanka. DHS waa hay'ad dowladeed oo xukunta barnaamijka Family Care. DHS waxay la shaqeysaa hay'ad ka baxsan maamulka oo la yiraahdo MetaStar oo sameysa dibu-eegidda cabashooyinka. MetaStar waxay dibu-eegidda ku sameysaa xaqiiqooyinka cabashada iyo go'aanka Guddiga Cabashada iyo Racfaanka. MetaStar ayaa soo diri doonta go'aan ah kama-dambeys.

Si loo codsado dibu-eegidda DHS ee cabashada, taleefan ama boostada internetka (email) waa in lagula soo xiriiro:

DHS Family Care Grievances
 Taleefanka Lacag-la'aanta: 888-203-8338
 Boostada internetka (Email): dhsfamcare@dhs.wisconsin.gov

Waa maxay wakhtiga kama-dambeysta dibu-eegista ee DHS?

Guddiga Cabashada iyo Racfaanka ee Inclusa waxaa laga rabaa in ay go'aanka cabashada ku soo diraan 90 maalmood gudahood laga soo bilaabo taariikhdiisii ay soo gaartay cabashada. Tusaale ahaan, haddii ay *Inclusa* soo gaarto cabasho 1-da Meey, waa in ay go'aankooda soo diraan ilaa 30-ka Julaaq.

- Haddii ay Guddiga Cabashada iyo Racfaanka ku soo diraan go'aanka ilaa iyo 90 maalmood gudahood, waxa ay dadku haystaan 45 maalmood si ay u soo codsadaan dibu-eegidda DHS.

Tusaale ahaan, *Inclusa* waxay haystaan ilaa 30-ka Julaaq si ay u soo diraan go'aanka. Waa in go'aanka la helo 1-da Juun. Haddii lagu qanci waayo go'aanka. Waxaa la haystaa ilaa iyo 16-ka Julaaq si DHS looga soo codsado dibu-eegidda go'aanka *Inclusa*.

- Haddii ay Guddiga Cabashada iyo Racfaanka ku soo diri **waayaan** go'aanka ilaa iyo 90 maalmood gudahood, waxay dadku haystaan 45 maalmood si ay u soo codsadaan dibu-eegidda DHS.

Tusaale ahaan, *Inclusa* waxay haystaan ilaa 30-ka Juliaay si ay u soo diraan go'aanka. Marka la gaaro 30 Juliaay, oo aysan *Inclusa* soo diri weydo go'aanka. Laga bilaabo 31-ka Juliaay, waxa uu qofku haystaa ilaa 14-ka Sebtembar si uu u soo codsado dibu-eegidda DHS ee cabsahada.

Maxaa xigi doona?

DHS waxay la shaqeysaa hay'ad ka baxsan maamulka oo la yiraahdo MetaStar oo sameysa dibu-eegidda cabashooyinka. Haddii la soo codsado dibu-eegidda DHS, MetaStar ayaa qofka la soo xiriiri doonta.

- MetaStar waxay soo qoreysaa waraaq ay qofka ku ogeysiineyso in ay heleen codsigii DHS ee dibu-eegidda cabashada.
- Haddii ay MetaStar u sheegto DHS in ay *Inclusa* raaci weyday shuruuda la rabo, DHS ayaa amreysa in ka qaadeyso tallaaboootin ay dhibaata xal ugu heleyso.
- MetaStar ayaa 30 cisho ku dhammeyn doonta dibu-eegidda cabashada laga soo bilaabo taariikhda ay codsiga heleen.
- MetaStar waxa ay *Inclusa* iyo qofka u direysaa go'aanka kama-dambeysta ah toddoba maalmood gudahood marka ay dhammeyso dibu-eegisteeda.

Ka warran haddii lagu qanci waayo dibu-eegidda DHS?

Go'aanka MetaStar waa kama-dambeys. Cabashada looma codsan karo dacwad-dhageysi ah heer goboleed.

Racfaan

Waa maxay racfaan?

Racfaan waa codsi ah dibu-eegidda go'aan ay gaareen *Inclusa* Tusaale ahaan, dadku waxa ay soo dirsanayaan racfaan haddii kooxda daryeelka u diiddo adeeg ama taakuleyn uu codsaday. Tusaleyaal kale waa go'aamada lagu yareynayo ama lagu joojinayo ama la isugu diidayo bixinta lacagaha adeegga.

Yaa soo dirsan kara racfaanka?

Cabasho waxaa soo diri kara dadka soo socda

- Dacwoodaha
- Kooxda go'aanka dacwoodaha. Tusaale ahaan, masuul sharciyeysan ama qof loo wakiishay qof kale arrimihiisa caafimaadka.
- Qof ama urur loo doortay oo uu dacwooduhu u wakiishay sababo ah Medicaid.
- Qof kasta oo haysta oggolaansho qoraal ah. Tusaale ahaan, qof qoys ka tirsan, saaxiib ama shaqaale.

Arrimo nooc ee ah ayaa racfaan laga qaadan karaa?

Waxay dadku xaq u leeyihiin inay ku soo dirsadaan racfaanka xaaladaha:

1.) In ay iska soo dirsadaan racfaanka *Inclusa*:

- Inay qorsheystaan joojinta, hakinta, ama yareynta adeeg loo oggolaaday oo hadda loo qabto.
- Inay go'aansadaan diidid ah adeeg lagu helayo qorshaha* barnaamijka Family Care.
- In la go'aansado in la bixin waayo adeeg lagu helo qorshaha barnaamijka.*

Haddii la sameeyo mid ka mid ah ficillada kor ku qoran, waxaa dadka loo soo dirayaa “**Notice of Adverse Benefit Determination**” (Ogeysiiska Go'aanka Diidmada Manaafacaadka) Ogeysiiska waxaa ku jira taariikhda la qorsheynayo joojinta, hakinta, ama yareynta adeegyada. Si aad u aragto sida uu u egyahay Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Diidmada Manaafacaadka), eeg lifaaqyada buugyarahan [\[insert appx #\]](#).

*Ogsoonow: *Family Care* waxaa laga helayaa adeegyada ku qoran jaantuska qorshaha manaafacaadka. Qofkii codsada adeeg aan qorneyn, *Inclusa* ma u qaban karto ama kama bixineyso adeegga noocaas ah. Waa la tixgelinayaa codsiga dadka, laakiin haddii la soo diido waxaa go'aanka laga qaadan karaa racfaan. Waxaa dadka loo soo dirayaa waraaq ogeysiis ah marka uusan adeeg ugu jirin qorshaha manaafacaadka.

2.) Waxaa la soo dirsan karaa racfaanka *Inclusa*:

- Haddii ay wax iska beddelaan xaalka waxqabsiga.
- Haddii aan la rabin qorshaha daryeelka sababtoo ah:
 - Taakuleynta ayaan ku fiicneyn meel la rabo in lagu noolaado.
 - In aan la haysan daryeel fiican, daaweyn, ama taageerid kale oo loo baahan yahay oo ku qoran natiijooyinka.

- In la iska rabo aqbalaad ah daryeelka, daaweynta, ama waxyaabo caawimaad ah oo aan la rabin ama sharcigoodu adag yahay.
- **Inclusa** in ay kuu sameyn waayaan:
 - In la sameeyo ama lagu qabto adeegyada wakhtigooda saxda ah
 - In racfaan kasta xal loogu helo wakhtiga sharciga ah.
 - In la bixiyo adeegyada ka baxsan goobaha iyo dhakhaatiirta lala xiriiro ee caafimaadka haddii ay dadku ku nool yihiin meelaha miyiga ah ee fogfog.
- **Inclusa** ayaa kuu sheegeysa DHS in ay barnaamijka kaa bixiso.
- **Inclusa** ayaa kaa bixineysa kharashka aan adiga si shakhsi ah lagaaga rabin.

Markay xaaladahaas jiraan **Inclusa** waxay kuu soo dirayaan waraaq ah xuquuqaha racfaanka. Markay waraaqda racfaanka qofka soo gaarto, waa khasab in si fiican loo akhristo. Waraaqda waxaa ku qornaan kara kama-dambeysta racfaann la sugayo. Qofkii su'aalo ka qaba waraaqda ama ogeysiiska, waa in uu mar kasta la soo xiriiro shaqaalaha xuquuqda macaamiisha si ay u caawiyaan.

Sidee baa loo soo dirsadaa racfaanka?

Marka la rabo in la soo dirsado racfaan, waa in habraaca laga bilaabo in lala soo xiriiro Member Rights Specialist – Member Relations Department 877-622-6700.

Helidda Adeegyada Markuu Socdo Racfaan ka dhan ah **Inclusa**

Haddii qof ay u socdaan manaafacaadkiisa uu soo codsado racfaan ka hor intaan wax laga beddelin, adeegyadii hore ayaa u sii soconaya ilaa ay go'aan soo saaraan Guddiga Cabashada iyo Racfaanka ee **Inclusa**.

Haddii uu qofkaasi rabo in uu sii helo manaafacaadkiisa inta uu u socdo racfaanka **Inclusa**, waxaa khasab ah:

- In racfaanka lagu soo diro boosto, fakis, ama boostada internetka **ka hor ama maalinta ugu dambeysa** taariikhda **Inclusa** qorsheyaashu la joojinayo, hakinta, ama yareynta adeegyada.
- In la soo codsado adeegyada in ay sii socdaan inta uu socdo racfaanka **Inclusa**.

Haddii **Inclusa** Guddiga Cabashada iyo Racfaanka go'aamiyaan in go'aanka **Inclusa** uu ahaa mid sax ah, waxaa loo baahanayaa in dib loo soo bixiyo manaafacaadkii dheeraadka ahaa ee la qaatay intii u dhaxeysay markii la soo codsaday racfaanka iyo markii ay Guddiga Cabashada iyo Racfaanka gaareen go'aanka. Si kasta ha ahaatee, haddii ay jirto culeys dhaqaale, la iskama rabo in la soo bixiyo lacagtaas.

Qofkii raba in lagu caawiyo soo dirista racfaan, waxa uu la hadli karaa mid ka mid ah shaqaalaha xuquuqda dadka ee **Inclusa**. Qof dadka caawiya ayaa dadka caawin kara. Qofka dadka caawiya waxa uu noqon karaa qof ka tirsan qoska dacwoodaha, saaxiib, qareen ombudsman (wakiilka dadweynaha), ama qof kasta oo dadka caawin kara. Waxa kale oo jira ombudsman (wakiilka dadweynaha) barnaamijyada oo dadka caawin kara gebi ahaan xubnaha Family Care ee qaba cabashada. (Sida aad ula xiriireyso ombudsman (wakiilka dadweynaha) iyo barnaamijyada ka eego bogga 61-aad.)

Racfaanka waa in loo soo dirsado **Inclusa**

Si racfaanka loogu dirsado **Inclusa** waa in:

- **Taleefan la soo diro **Inclusa**.** Haddii habraaca racfaanka lagu bilaabo taleefan, waxaa la is weydiin doonaa in la soo diro codsi qoran. Qofkii raba shaqaalaha xuquuqda dada ayaa ku caawinaya qorista racfaanka.
- **Waa in foomka codsiga lagu soo diro boostada ama fakis ahaan ama waa in lagu soo lifaaqo boostada intarnetka.** Koobbi ah foomka codsiga ka eego lifaaqa 5. Waxa kale oo foomka laga heli karaa intarnetka www.dhs.wisconsin.gov/familycare/mcoappeal.htm.
- **Codsiga waa in hab waraaq sax ah ama waraaq caadi ah** oo waa in lagu soo diro fakis ahaan ama cinwaanka hoose ee boostada.
- **Waxaa codsiga lagu soo diri karaa cinwaanka boostada intarnetka** ee hoose.

Si habraaca racfaanka loogu bilaabo taleefan ahaan, ama fakis:

Member Relations
Attn: Member Rights Specialist
Toll Free 1-877-622-6700

TTY: 1-715-204-1799

Haddii habraaca racfaanka lagu bilaabo taleefan, waxaa la is weydiin doonaa in la soo diro codsi qoran.

Si loo bilaabo habraaca racfaanka oo ah qoraal, boosto, ama si loogu helo boostada intarnetka, hab waraaq sax ah, ama qoraal caadi ah:

Inclusa – Member Relations
Attn: Member Rights Specialist
3349 Church Street, Suite 1
Stevens Point, WI 54481

E-mail: MemberRelations@inclusa.org

Waxa kale oo foomka lagala soo bixi karaa intarnetka www.dhs.wisconsin.gov/familycare/mcoappeal.htm. Koobbi ah foomka codsiga ka eego lifaaqa 5.

Waa goorma kama-dambeysta codsiga racfaanka *Inclusa*?

Racfaanka *Inclusa* waa in loogu soo diro boostada ama fakis ahaan ama boostada internetka **muddo ku siman 60 maalmood oo isku xigxiga laga soo bilaabo taariikhda Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelka Manaafacaadka)**. Tusaale ahaan, haddii qof loo diro ogeysiis ku taariikheysan 1-da Ogoosto, racfaanka waa in lagu soo diro boostada, fakis, ama boostada internetka inta aan la dhaafin 30-ka Sebtembar.

Haddii *Inclusa* aad joojineyso, hakineyso, ama yareyneysa adeegyada, waxaa la soo codsan karaa in la soo wado adeegyada inta uu socdo racfaanka haddii codsiga lagu soo diro boostada, fakis, ama boostada internetka **muddo ku siman** taariikhaha *Inclusa* qorshahooda la beddelayo adeegyada.

Maxaa xigi doona?

Haddii racfaan loo soo dirsado *Inclusa*, waxaa qofka waraaq helid ah loogu dirayaa shan maalmood oo shaqo gudahood. Shaqaalaha ayaa markii laga rabo gacan ka geysan doona xal in loo helo dhibka jira si loogu wada qanco *Inclusa* labada dhinac. Haddii la waayo wax xal noqon kara ama ay dadku rabaan in ay la shaqeeyaan *Inclusa* xafiiska si wax looga qabto dhibka jira, Guddiga Racfaanka iyo Cabashada ayaa dadka la kulmaya si ay ula eegaan racfaanka

- Dadka waxaa loo soo sheegayaa marka uu guddigu kulmayo si uu u eego racfaanka.
- Guddigan waxa uu ku kooban yahay wakiillo ka socda *Inclusa* iyo ugu yaraan hal qof oo ah “macmiil.” Macmiilku waa qofka loo adeegayo ama waa qof kale oo metalaya qofka loo adeegayo. Mararka qaarkood dad kale oo aqoon u leh mowduuca racfaanka ayaa qeyb ka noqon kara guddiga.
- Kulankaasi waa wax qarsoodi ah. Waxaa la codsan karaa qof macaamiil ah in uusan guddigu ku jirin haddii uu jiro qof raba in uusan arkin macmiil ama dhib ku qaba.
- Waxaad xaq u leedahay in aad adigu timaaddo. Waxaa ku soo raaci kara qof ku caawiya, saaxiib, qof ka tirsan qoyskaaga, ama markhaatiyo.
- Kooxda daryeelka ama shaqaalaha *Inclusa* ayey u badan tahay in ay kulanka yimaadaan.
- Guddigu waxa uu dadka siiyaa fursad ay ku sharxaan sababta uu u jiro dhibka ah dhinaca go'aanka kooxda daryeelka. Qofka ama wakiil ayaa soo bandhigi kara macluumaadka, caddeynta, iyo wixii maragfur ah. Waxaa la keensan karaa markhaatiyo ama waxaa guddiga loo faahfaahin karaa dhibka jira ee uu qofku ogyahay dhinaciisa.
- Ka dib markay guddigu dhageystaan racfaanka, *Inclusa* ayaa soo direysa go'aan muddo ku siman 30 maalmood ka dib taariikhda la helo racfaan. *Inclusa* waxa ay qaadan karaan ilaa iyo 44 maalmood si loo soo saaro go'aanka:
 - Marka guddiga in la siiyo macluumaad iyo wakhti dheeraad ah.
 - Waxaa loo baahan yahay wakhti badan oo macluumaad lagu helo. Haddii loo baahdo wakhti dheeraad ah, waxaa dadka loo soo dirayaa waraaq loogu sheegayo sababta looga soo daahayo.

Dardargelinta racfaanka

Inclusa 30 maalmood ayey ku soo gaarayaan go'aanka racfaanka. Waxaa la soo codsan kartaa in racfaanka degdeg laga dhigo. Waxaa la yiraahdaa "racfaanka degdegga." Haddii la soo codsado racfaan degdeg ah, waxaa lagu go'aansanayaa haddii ay jiraan dhib ah dhinaca awoodda ama caafimaadka qofka. Marka racfaanka laga dhigayo degdeg sida ugu dhakhso badan ayaa loogu soo sheegayaa dadka.

Racfaanka degdegta ah, waxaa go'aanka racfaanka lagu soo dirayaa muddo ku siman 72 saac codsiga ka dib. Hase ahaatee, **Inclusa** waxay gaarsiin karaan ilaa iyo 14 maalmood haddii loo baahdo macluumaad dheeraad ah oo muhiim ah iyo haddii ay dibudhaca dan ugu jirto qofka loo adeegayo. Qofkii haya macluumaad dheerad ah oo uu rabo in loo tixgeliyo, waxa uu u baahan doonaa inn uu si dhakhso ah u soo dirsado.

Si loo helo racfaanka degdegga ah, waa in lala soo xiriiro, :

Inclusa – Member Relations
Attn: Member Rights Specialist
3349 Church Street, Suite 1
Stevens Point, WI 54481
E-mail: MemberRelations@inclusa.org

Or call:

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

Ka warran haddii dadku ku qanci waayaan go'aanka Guddiga Cabashada iyo Racfaanka?

Haddii lagu qanci waayo go'aanka, waxaa la soo codsan karaa dacwad-dhageysiga Division of Hearings and Appeals (Xafiiska Dacwad-dhageysiga iyo Racfaanka). Waa in sidaas lagu sameeyo muddo ku siman 90 maalmood laga soo bilaabo taariikhdiisii go'aanka Guddiga Cabashada iyo Racfaanka. Waxa kale oo la soo codsan karaa dacwad-dhageysi haddii **Inclusa** ay ku soo diri weydo go'aan qoran muddo ah 30 maalmood.

Fadlan ogsoonow: Lama soo codsan karo dacwad-dhageysiga gobolka ilaa la helo go'aanka qoran ee Guddiga Cabashada iyo Racfaanka ama haddii guddigu go'aanka ku soo diri waayo wakhti sax ah.

Dacwad-dhageysiga Gobolka

Haddii aad soo codsato dacwad-dhageysiga gobolka, waxaa dacwad-dhageysiga si madaxbannaan kuugu sameyn doona garsooraha cacwadaha gobolka. Garsooraha dacwadaha gobolka ma ah qof la shaqeeya *Inclusa*.

Waxaa macluumaad dheeraad ah oo ku saabsan dacwad-dhageysiga laga heli karaa intarneka <https://doa.wi.gov/Pages/LicensesHearings/DHAAdministrativeHearingProcess.aspx>.

Sidee loo codsan karaa dacwad-dhageysiga gobolka?

Si loo soo codsado dacwad-dhageysiga, waa in:

- **Foomka codsiga loo soo diro Division of Hearings and Appeals (Xafiiska Dacwad-dhageysiga iyo Racfaanka).** Waxaa foomka loogu soo codsado karaa intarnetka www.dhs.wisconsin.gov/library/f-00236.htm. Waxa kale oo koobiiga laga heli karaa *Inclusa* shaqaalahooda xuquuqda dadka ama hay'adaha dadka u hadla ee ku qoran buugyarahan (eeg bogga 61). Tusaalaha foomka ka eego lifaaqa 6.
- **Waraaq in la soo diro.** Waa in lagu qoro magaca qofka, sida loola soo xiriirayo, iyo saxiix. Waa in la soo faahfaahiyo racfaanka.

Waa in aan saxiixa laga soo hilmaamin foomka ama waraaqda codsiga iyo koobbiga racfaanka ee go'aanka racfaanka *Inclusa* marka la soo codsanayo dacwad-dhageysiga gobolka. Haddii ay *Inclusa* soo saari weydo go'aanka racfaanka, waa in la soo raaciyo waraaqdii *Inclusa* ee caddeynta helidda racfaanka. Waa inaan la soo dirin waraaqda balse la soo diro koobbigeeda. Qofkii raba shaqaalaha xuquuqda dadka ayaa ku caawinaya qorista racfaanka.

Sida loo codsan karo dacwad-dhageysiga gobolka

Foomka codsiga aad soo buuxiso ama waraaqda dacwad-dhageysiga ku soo dir:

Wisconsin Division of Hearings and Appeals
Family Care Request for Fair Hearing
P.O. Box 7875
Madison, WI 53707-7875
Boostada intarnetka: dhamail@wisconsin.gov
Fakis: 608-264-9885

Waa goorma kama-dambeysta codsiga dacwad-dhageysiga gobolka?

- Codsiga dacwad-dhageysiga waa in lagu soo diro boostada ama fakis ahaan muddo ku siman 90 maalmood taariikhdiisii go'aanka *Inclusa*'s Guddiga Cabashada iyo Racfaanka.

Tusaale ahaan, haddii *Inclusa* go'aan looga helo boostada 1-da Ogoosto, codsiga dacwad-dhageysiga waa in lagu soo diro boostada ama fakis ahaan intaan la gaarin 30-ka Oktoobar.

- Waxa kale la soo codsan karaa dacwad-dhageysiga gobolka marka ay *Inclusa* go'aanka ku soo diri waayaan 30 maalmood gudahood laga soo bilaabo taariikhda ay heleen racfaanka. Markay taasi jirto, waxaa la haystaa 90 maalmood laga soo bilaabo ttaariikhda go'aanka *Inclusa* iyo wakhtiga uu dhacayo codsiga dacwad-dhageysiga.

Tusaale ahaan, haddii ay go'aanka ay soo dirayaan *Inclusa* iska haystaan ilaa 1-da Sebtembar oo ay go'aanka soo diri waayaan, laga ilaabo 2-da Sebtembar waxa ay dadku haystaan ilaa 1-da Diseembar si loo codsado dacwad-dhageysiga.

Joogteynta Adeegyada Inta Lagu Jiro Racfaanka Yareyntiisa, Hakintiisa, ama Joojinta Adeegga

Haddii adeegga la sii wado inta uu socdo racfaanka *Inclusa*, waxaa la sii wadan karaa adeegyada ilaa uu soo baxo go'aanka garsooraha dacwadaha gobolka ee loo xilsaaro dacwad-dhageysiga.

Haddii uu qofkaasi rabo in uu sii helo manaafacaadkiisa inta uu u socdo racfaanka, waxaa khasab ah:

- In racfaanka lagu soo diro boosto, fakis, ama boostada intarnetka **ka hor ama maalinta ugu dambeysa** taariikhda *Inclusa* la joojinayo, la hakinayo, ama la yareynayo qorshaha adeegyada.
- In la soo codsado adeegyada in ay sii socdaan inta uu socdo dacwad-dhageysiga gobolka.

Haddii garsooraha dacwada go'aansado in go'aanka *Inclusa* uu sax ahaa, **waxaa la iska rabaa in dib loo bixiyo manaafacaadkii socday ee dheeraadka ah wakhtigii codsiga racfaanka iyo wakhtigii uu soo baxay go'aanka garsooraha.** Hase ahaatee, haddii ay qofka ku keeneyso culeys dhaqaale, waxaa laga cafin karaan in la soo bixiyo lacagta.

Maxaa xigi doona?

- Ka dib marka la soo diro codsiga dacwad-dhageysiga gobolka, Division of Hearings and Appeals (Xafiiska Dacwad-dhageysiga iyo Racfaanka) ayaa soo diraya waraaq ah taariikhda, wakhtiga iyo goobta dacwad-dhageysiga.
- Dacwad-dhageysiga waxaa lagu qaban doonaa taleefan ahaan ama waxaa lagu qaban karaa xafiis ku yaalla degmada.
- Dacwad-dhageysiga waxaa qabanaya garsooraha go'aaminaya.
- Waxaa xaq loogu leeyahay in laga qeybqaato dacwad-dhageysiga. Waxaa ku soo raaci kara qof ku caawiya, saaxiib, qof ka tirsan qoyskaaga, ama markhaatiyo.

- Kooxda daryeelka ama shaqaalaha *Inclusa* ayaa soo bandhigaya dhinacooda iyagoo sharxaya go'aankooda.
- Qofka waxaa la siinayaa fursad uu ku sharxo sababta uu u jiro dhibka ah dhinaca go'aanka kooxda daryeelka. Qofka ama wakiilkiisa ayaa so bandhigaya macluumaad, keeni kara markhaatiyo, ama sharxi kara dhibka jira si garsooruhu u fahmo waxyaabaha dhibka ah ee uu qofku ka tabanayo.
- Garsooraha waa in uu go'aan ku soo saaro 90 maalmood gudahood laga soo bilaabo ilaa taariikhdiis codsiga dacwad-dhageysiga.

Waxa kele oo go'aanka laga qaadan karaa racfaan ku saabsan sida dhaqaale ahaan xaq loogu yeeshay Family Care.

- Ugu yaraan sannadkiiba mar, qof ah shaqaalaha xafiiska la socda dakhliga dadka ayaa eegi doona macluumaadka si loo xaqiijiyo sida dhaqaale ahaan xaq loogu yeesho barnaamijka Family Care. Haddii qofku lacagta ka bixiyo qeyb, xafiiska la socda dakhliga ayaa xaqiijinaya lacagta laga rabo in uu qofku bixiyo.
- Haddii uu xafiiska la dakhliga go'aansado in uusan qof xaq u lahayn barnaamijka Family Care ama ay beddelaan lacagta qeybta laga rabo, xafiiska ayaa soo diraya waraaqda macluumaadka sida xaq loogu yeelan karo barnaamijka Family Care. Waraaqda waxaa bogga hore ku qoran "Warbixinta manaafacaadka". Bogga ugu dambeeya waa macluumaadka xuquuqda ay dadku ku soo codsan karaan dacwad-dhageysi.

Marka racfaanka loo soo dirsanayo Division of Hearings and Appeals (Xafiiska Dacwad-dhageysiga iyo Racfaanka) waa sida keliya ee looga dacwoon karo go'aanka **xaqu-yeelashada dhaqaale** ee Family Care. Waxaa ka mid ah go'aamada lacagta qeybta qofkalaga rabo.

Maxaa la sameyn karaa hadii lagu qanci waayo go'aanka garsooruhu soo saaro?

Haddii lagu qanci waayo go'aanka ka yimaada garsooraha, waxaa la sameyn karaa laba waxyaabood.

- 1.) In la soo codsado dacwad-dhageysi labaad. Haddii la rabo Division of Hearings and Appeals (Xafiiska Dacwad-dhageysiga iyo Racfaanka) ayaa dib ugu noqonaya go'aanka, laakiin waa in lagu soo codsado 20 maalmood laga soo bilaabo taariikhdiis go'aanka garsooraha. Garsooraha waxa keliya ee uu sameyn karo waa dacwad-dhageysi labaad oo ah marka ay jiraan labada wax ee socda:
 - In qofku soo bandhigo khalad weyn oo ah sida dhabta ee sharciga loo fuliyey.
 - In la haysto macluumaad cusub oo ah in qofku haleeli waayey oo uusan waxba ku soo bandhigin dawcad-dhageysigii koowaad.
- 2.) In kiiska lala aado maxkamadda wareegta. Haddii la rabo in la aado maxkamadda wareegta, waxaa khasab ah in dacwo lagu soo dirsado 30 maalmood gudahood laga soo bilaabo taariikhdiis uu soo baxay go'aanka garsooraha.

Yaa dadka ku caawin kara cabashooyinka ama racfaanka?

Waxaad lala xiriiri karaa mid ka mid ah shaqaalaha xuquuqda dadka *Inclusa* mar kasta oo loo baahdo caawimaadda cabashada ama racfaanka ama marka su'aal laga qabo xuquuqda. Dad qof kasta caawinaya ayaa diyaar u ah in ay ka jawaabaan su'aalo kasta oo ku saabsan habraacyada cabashada iyo racfaanka. Qofka dadka caawinaya waxa kale oo uu dadka u sheegayaa xuquuqda *Inclusa* si loo taakuleeyo baahida iyo natiijooyinka. Qofka asaga ayaa caawiye isu noqon kara ama waxaa u noqon kara dadka qoyska, asxaabta, qareen, ama qof kasta oo uu qofku rabo.

Hoos ka akhriso goobaha laga heli karo caawimaadda. Shaqaalaha xuquuqda macaamiisha waxaa laga heli karaa macluumaad ku saabsan meelaha kale ee dadka caawin kara.

Barnaamijyada Ombudsman (Wakiilka Dadweynaha)

Waxa kale oo jira ombudsman (wakiilka dadweynaha) ee barnaamijyo goboleed oo dadka si bilaash ah ugu caawin kara gebi ahaan Family Care markay qabaan cabasho iyo racfaan. Waxay su'aal kasta uga jawaabayaan wakhti ku fiican. Barnaamijyada ombudsmen (wakiillada dadweynaha) waxay sameymayaan waa waanwaan xal u ah arrinta dacwad-dhageysiga. Xafiisyada soo socda ayaa u dooda macaamiisha Family Care:

Xubnaha da'doodu tahay 60 iyo ka weyn:

Wisconsin Board on Aging and Long Term Care
1402 Pankratz Street, Suite 111
Madison, WI 53704-4001
Taleefan Bilaash ah: 800-815-0015
Dhagooleyaasha TYY: 711
Fakis: 608-246-7001
Boostada intarnetka: boaltc@wisconsin.gov
<http://longtermcare.wi.gov>

Xubnaha da'doodu tahay 18 illaa 59:

Disability Rights Wisconsin
1502 West Broadway, Suite 201
Madison, WI 53713
Taleefanka Bilaashka ah: 800-928-8778
Dhagooleyaasha TTY: 711
Fakis: 833-635-1968
Boostada intarnetka: info@drwi.org
www.disabilityrightswi.org

Cutubka 9-aad. Joojinta in adeeg laga helo *Inclusa*

Qofkii raba ayaa iska joojin kara adeegga *Inclusa* mar kasta iyo wakhti kasta oo aan la rabin in adeeg laga helo. Qofna looma sheegi karo ama looma diidi karo ka bixidda Family Care sabab kasta oo uu yahay xaalka qofka. Hase ahaatee, waxaa jira xaalado yar oo lagu joojin karo in adeeg laga helo xafiis xataa qofka oo raba xafiiskaas. Tusaale ahaan, in la iska joojiyo xafiis adeeg laga helo ka dib marka xaq loo yeelan waayo Medicaid.

Waxaa la sii wadan karaa daryeelka *Inclusa* ilaa uu dhammaado inta adeegga laga heli karo. Waxaa adeeg lagu joojin karaa markaan xaq loo lahayn, ama marka la go'aansado adeegyada daryeelka muddada dheer ee ka baxsan barnaamijka Family Care. Waxaa ka mid ah go'aan looga baxayo barnaamij kale oo ah daryeel muddo dheer oo ay hay'ad daryeel maamusho, haddii ay jiraan.

1.) Waxaa adeegga la joojin karaa Family Care.

Si la isaga joojiyo adeegga, waa in lala soo xiriiro xafiiska ADRC ee deegaanka qofka u dhow (bogga 9-12 ka eego macluumaadkooda). Xafiiska ADRC waxa uu ka shaqeeyaa joojinta oo dadka ayey weydiyaan haddii ay galayaan barnaamij kale oo ah daryeelka la maamulo ama barnaamijka Medicaid sida barnaamij ay dadku hagayaan daryeelkooda IRIS (Include, Respect, I Self-Direct). Xafiiska ADRC waxa uu dadka ku caawinayaa in uu adeegga beddesho barnaamijka cusub ama xafiis kale.

2.) Qofka waxaa laga bixnayaa Family Care marka uusan xaq u lahayn.

Inclusa waa in uu macluumaadka hoose u soo sheego xafiiska la socda dakhliga dadka. Shaqaalaha la socda dakhliga dadka ayaa eegaya macluumaadka si ay u go'aamiyaan haddii qofku xaq u leeyahay Family Care. Haddii la soo go'aamiyo in uusan qof wax xaq u lahayn, waxaa la joojinayaa in qofku ku sii jiro Family Care. **Sababaha aan xaq loogu yeelan karin waa:**

- Marka ay wax iska beddelaan xaaladaha dhaqaale, taas oo sababi karta in aan xaq loo yeelan barnaamijka Family Care
- Marka ay soo go'aamiyaan inaan xaq loo lahayn Wisconsin Adult Long Term Care Functional Screen (Baarista Taakuleynta Dadka Waaweyn ee Daryeelka Muddada Dheer ee Wisconsin)
- Marka la bixin waayo kharashka qeybtaada
- Marka si ulakac ah loo sheegto macluumaad khaldan oo waxyeelleynaya sida xaq loogu yeesho barnaamijka.
- Marka uu qofku ku jiro xabsi.
- Marka qofku jiro 21 ilaa 64 oo la seexiyo maankoobiyo ama isbitaalka dhimirka
- Marka si aan soo noqoshu lahayn looga guuro *Inclusa* xafiiskooda adeegga deegaanka Haddii la guuro ama la aado safar dheer, waa in loo sheego kooxda daryeelka.

3.) **Inclusa** ayaa dadka ka joojin kara in lagu sii jiro Family Care iyagoo oggolaansho ka helaya DHS.

Inclusa waxay dadka weydiin karaan DHS in qo laga saarayo barnaamijka sababtoo ah:

- Marka qofku iska joojiyo adeegyada in ka badan 30 maalmood iyada oo aan la ogeyn sababta.
- Marka qofku diido inuu aqbalo qorshaha daryeelka iyo in aan la xaqiijin karin caafimaadka iyo badqabidda qofka.
- Marka si joogto ah qofku u dhaqmo hab carqalad ah ama aan badqabid u ahayn shaqaalaha, ama dadka kale.

DHS ayaa eegeysa codsiga ah in qof laga bixiyo oo waxay go'aansaneysa haddii qofka lagaa bixinayo barnaamijka.

Qofku inuu ku jiro barnaamijka *lagama* bixin karin marka uu xumaado caafimaadka ama marka uu u baahdo adeegyo badan.

Waxa uu qofku xaq u leeyahay racfaan marka laga saaro barnaamihka Family Care ama waxaa laga joojinayaa daryeelkii **Inclusa.** Waxaa qofka waraaq u soo diraya xafiiska la socda dakhliga dadka oo waxay ugu sheegeysaa in laga joojinayo manaafacaadkii. Waraaqdaas waxaa bogga hore ku qoran “Warbixinta manaafacaadka”. Waraaqda waxaa ku qoran sida ay dadku u soo dirsan karaan racfaanka (Faahfaahin dheeraad ah ka eego cutubka 8-aad.)

LIFAAQYO

1. Qeexidaha erayada muhiimka ah

Tacaddi – Dhibaato ah jirka, maskaxda ama wax galmo la xiriira. Tacaddiga waxaa ka mid ah dayac, dhibaateyn dhaqaale, daawo aan raalli ahayn oo la isa siiyo, iyo xirxirid ama celcelin aan sabab loo haysan.

Garsooraha Dacwooyinka Dowladda – Masuul dhageysta oo xal u raadiya dacwad-dhageysi u dhaxeeya qof loo adeegayo iyo hay'ad maamusha daryeelka dadka.

Dardaaranka Caafimaadka – Qoraal sharci ah oo qof u sameysto sida loo daryeelayo caafimaadka. Dardaaranka caafimaadka waa wax lagu xaqiijinayo in ay shaqaalaha caafimaadka fuliyaan waxay dadku rabaan marka uusan qofku hadli karin.

Caawiye – Qof dadka ku caawiya maamulidda daryeelka si loo hirgeliyo natiijooyinka baahida ay dadku qabaan. Caawiyaha waxa uu dadka kala shaqeeyaa maamulidda daryeelka si hab xeer jajab ah xal loogu helo khilaafaadka iyo in ay dadka metalaan marka ay rabaan in ay qortaan racfaan ama cabasho.

Aging and Disability Resource Centers (Xarumaha Taakuleynta Waayeelka iyo Naafada ama [ADRC]) waxaa laga helaa macluumaad sax ah oo ku saabsan wax kasta oo ah nolosha oo la xiriira gaboobidda ama sida loola noolaado naafannimo. Xafiiska ADRC waxa ay masuul ka yihiin hawlaha kala ah diiwaangelinta iyo ka saaridda barnaamijka Family Care.

Racfaan – Codsi ah maamulidda daryeelka si dib loogu eego go'aan ah diidid, yareyn, ama hakinta adeegga. Tusaale ahaan, haddii ay kooxda daryeelka diidaan in ay dadka u qabtaan adeeg ama ay joojiyaan, waxaa la soo dirsanayaa racfaan.

Hanti – Hanti waxaa ka mid ah, balse aysan ku ekeyn waa, gaari, lacag, koontooyinka lacagaha la-bixid iyo keydsasho, caddeynta lacag-dhigashada, maalgashiga suuqyada lacagaha, iyo qiimaha lacagta ee ceymisayada.

Wakiilka Sharciyeysan ee Medicaid – Qof ama urur loo magacaabo in ay dadka ku caawiyaan helidda iyo haysashada Medicaid iyada oo la isticmaalayo foomka F-10126A (www.dhs.wisconsin.gov/library/F-10126.htm) ama F-10126B (www.dhs.wisconsin.gov/forms/f10126b.pdf).

Qorshaha Manaafacaadka – Adeegyada loo hayo dadka ku jira barnaamijka Family Care. Waxaa qorshaha ka mid ah, balse aysan ku ekeyn waa, daryeelka shakhsiga ah, caafimaadqabka guriga, gaadiidka, sahayda daawada, iyo daryeelka kalkaaliyaha.

Qorshaha Daryeelka – Qorshe socda oo dhigaya waxa dadka loo qaban doono ee ah natiijooyinka muddada dheer, baahiyada, waxa la doorbidayo, iyo waxyaabaha fiican. Qorshaha waxa uu qeexayaa adeegyada ay dadku ka helayaan qoyska iyo asxaabta, oo waxa kale oo lagu qeexayaa adeegyada sharciga ah ee ah daryeelka dadka ee la maamulayo.

Kooxda Daryeelka – Qof kasta oo ku jira Family Care waxaa la shaqeynaya koox daryeel, oo waxaa ka mid ah dadka loo adeegayo, ugu yaraan hal xirfadle oo ah adeege dadweyne iyo hal kalkaaliso oo diiwaangashan. Qofka iyo kooxda daryeelka ayaa qiimeynaha baahida, qeexaya natiijooyinka, oo sidaa ayey ku sameynayaan qorshaha daryeelka. Adeegaha dadweynaha iyo kalkaalsiada ayaa isku duwaya, oo isla markaana la soconaya adeegyada.

Kala-doorasho – Barnaamijka Family Care wuxuu taageerayaa in ay dadku kala doortaan adeegyada loo qabanayo. Kala-doorashada macnaheedu waa in ay dadku sheegtaan sida iyo goorta adeegga loo qabanayo.

Lacagta Dadku Bixiyo – Lacag go'an (\$5 oo kale) oo aad ay dadku ku bixiyaan adeeg kasta oo ah daryeel caafimaad.

Qeybta Kharashka – Lacag yar oo bil kasta dadka laga sugi karo si ay xaq ugu sii yeeshaan barnaamijka Family Care.

Qiima-jabnaan – Qiimaha jaban macnaheedu waa taakuleynta natiijooyinka muddada dheer in noqdaan qiimaha ugu jaban ee macquul ah.

Department of Health Services (Waxda Adeegyada Caafimaad ama DHS) – Xafiiska State of Wisconsin ee maamula barnaamijyada Medicaid Wisconsin, sida Family Care.

Dibu-eegista DHS – Go'aan ku saabsan cabashada dadku ka qabo Department of Health Services (Waxda Adeegyada Caafimaadka ama DHS). DHS waxa ay la shaqeysaa MetaStar si ay dib ugu eegaan iyo si ay go'aan kama-dambeys ah uga soo gaaraab cabasho.

Ka-saaxird/Ka-saaridda – Habraac lagu joojinayo in ay dadku kuu jiraan barnaamijka Family Care.

Division of Hearings and Appeals (Xafiiska Dacwad-dhageysiga iyo Racfaanka) – Xafiiska State of Wisconsin ee masulka ka ah dacwad-dhageysiga dadka.

Diiwaangelin/Diiwaangelinta – Diiwaangelintu barnaamijka Family Care khasab ma aha. Si la isugu diiwaangeliyo, dadku waa in la xiriiraan aging and disability resource center (xarunta taakuleynta waayeelka iyo naafada ama ADRC).

Estate Recovery (Guri La-wareegid) – Habraac ah in State of Wisconsin uu dib u soo cesahnayo kharashkii adeegyada Medicaid ee markii dadka la siinayey daryeelka Medicaid oo ahaa muddo dheer. Gobolka wuxuu lacag kala soo noqonayaa qof gurigiis ka dib markay dhintaan qofkaas iyo qofkii ay isu dhaxeen.

Racfaanka Dhakhsaha Badan – Habraac la isticmaalo marka la rabo in la dedejinayo racfaan qof keensaday. Qofkii raba ayaa soo codsan kara in degdeg looga soo jawaabo racfaan la xiriira maamulidda daryeelka marka ay jirto dhib ka imaanaya habka caadiga ah ama in ay qofka nolosha ku adkaaneyso.

Family Care – waa barnaamijka muddada dheer socda ee Medicaid oo waxa uu dadka waaweyn ku caawiyo waa naafannimada jirka, maskaxda, ama midda caqli ahaaneed. Dadka barnaamijkan ku jira waxay helayaan adeegyo ku caawinaya nolosha guryahooda mar kasta oo ay u suuroobeyso.

Xaqu-yeelashada Dhaqaalaha – Xaqu-yeelashada dhaqaalaha macnaheedu waa in xaq loo yeesho barnaamijka Medicaid. Xafiis ogaada dakhliga dadka ayaa eegaya dakhliga iyo hantida qofka si loo go'aamiyo in uu qofku xaq u leeyahay Medicaid. Waxaa khasab ah in xaq looyessho Medicaid si la isugu qoro Family Care.

Xaqu-yeelashada Daryeelka – Barnaamijka Wisconsin Long Term Care Functional Screen (Baarista Xaqu-yeelashada Daryeelka Muddada Dheer Socda ee Wisconsin) waxaa lagu go'aamiyaa in ay dadku xaq u leeyihiin daryeelka Family Care. Baarista Functional Screen waa helidda macluumaadka xaaladda caafimaadka iyo baahida dadka si looga caawiyo waxyaabo ay ka mid yihiin qubeyska, labbiska, iyo isticmaalidda musqusha.

Cabasho – Ficil dacwo ah oo la sameeyo marka lagu qanci waayo daryeelka, adeegyada, ama waxyaabo kale oo guud ahaaneed. Sababaha cabashada waxaa ka mid ah tayada nolosha, xiriirka u dhaxeeya dadka iyo kooxaha daryeelka, iyo xuquuqaha dadka.

Masuul – Maxkamad ayaa magacaabi karta qof masuul u ah qof kale marka uusan naftiisa u gaari karin go'aan nolosha la xiriira.

Xafiiska La Socda Dakhliga – Shaqaale jooga xafiiska la socda dakhliga ayaa go'aaminaya xaqu-yeelashada daryeelka ee Medicaid, Family Care, iyo manaafacaadyo kale.

Masuulka Go'aanka Sharciga – Qof sharci u haysta in uu go'aan u gaaro qof ku jira barnaamijka taakuleynta. Go'aanka sharciga ah wuxuu noqon karaa mid ah masuuliyad qof ama mid guri (ama labadaba), qof ilaaliye ah, ama qof ah wakiil sharci u haysta metelaadda caafimaadka ama dhaqaalaha qof kale.

Heerka Daryeelka – Waa ilaa iyo heerka ay noqoneyso sida caawimaad loogu sameynayo nolosha dadka. Waxaa khasab ah in ay jirto heer daryeel oo ah “guryaha dadka xanuunsan” ama heer ah “dadka guryahooda” si xaq loogu yeesho Family Care.

Long-Term Care (Daryeelka Muddada Dheer) – Taakuleynta iyo adeegyada dadku ugu baahan yahay sababo la xiriira naafannimo, gaboobid, ama in ay qabaan xanuun wate ah oo ka hortaagan in ay qabsadaan waxyaabo ay noloshooda awgeed ugu baahan yihiin. Waxyaabahaas waxaa ka mid ah sida qubyska, labbiska, karinta cuntada, iyo aadista shaqada. Daryeelka muddada dheer socda waxaa lagu heli karaa guryaha, bulshada dhexdeeda, ama guryaha dadka xanuunsan ama guryaha nolosha la isku caawiyo.

Natiijooyinka Muddada Dheer – Xaalad, ama shuruud ay isla meel dhigaan qofka loo adeegayo iyo kooxda daryeelka si qofka loo gaarsiiyo isku-filnaansho shakhsi ah.

Xafiiska Maamulidda Daryeelka – Xafiis la shaqeeya barnaamijka Family Care.

Medicaid – Barnaamij ah daryeel socda muddo dheer oo ay la socdaan Wisconsin Department of Health Services (Waaxda Adeegyada Caafimaadka ama DHS). Medicaid oo sidoo kale la yiraahdo “Medical Assistance,” “MA,” iyo “Title 19.” Waxaa khasab ah in ay dadku ka soo baxaan shuruudaha lagu helo Medicaid si loogu qoro barnaamijka Family Care .

Medicare – Barnaamijka ceymiska caafimaadka dowladda dhexe ee dadka gaaray ama weyn 65, dadka qaar ka yar 65 laakiin qaba naafannimo, iyo dadka ay kelyahoodu fariisteen (ama aysan kelyuhu u shaqeyn oo u baahan dhiig-sifeys ama kelli qof kale) Medicare wa ceymiska bixiya kharashka isbitaalka la seexo, dhakhtarka, daawada, iyo adeegyo kale.

Macmiil – Qof shuruud ahaan xaq u yeesha daryeel iyo dhaqaale oo gala barnaamijka taakuleynta ah ee Family Care.

Shaqaalaha Xuquuqda Macaamiisha – Dad ka shaqeeya xafiis maamula daryeelka oo dadka ku caawiya xuquuqdooda iyo waajibaadkooda. Shaqaalaha Xuquuqda Macaamiisha waxa dadka ka caawiyaan arrimaha daryeelka iyo adeegyada iyo qorista cabaso ama racfaan.

MetaStar – Xafiis la shaqeeya Wisconsin Department of Health Services (Waaxda Adeegyada Caafimaadka ama DHS) si ay cabashooyinka u eegto oo uga soo saarto go'aan kama-dambeys ah.

Caawiyeyaasha Qoyska – Dadka la jooga la taakuleeyo oo ka caawiya nolosha.

Daryeelka Guryaha ee Dadka Xanuunsan – Dad loogu adeego guryahooda daryeelka muddada dheer laakiin aan xaq u lahayn adeegyada guryaha dadka xanuunsan. Adeegyo yar ama xadeysan oo ah Family Care ayaa lagu heli karaa heerkar.

Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelaadda Manaafacaadka) – Waraaq qoran oo ka timaadda xafiiska maamula daryeelka oo sharxeysa adeegga wax laga beddelayo iyo sababaha wax loo beddelayo. Xafiiska maamulidda daryeelka waxaa khasab ku ah in ay dadka u diraan Ogeysiiska Go'aanka Beddelaadda Manaafacaadka marka ay u diidayaan codsi ah bixinta kharashka adeegga, marka ay diidayaan in ay kharash bixiyaan, ama ay joojinayaan, hakinayaan, ama yareynayaan adeeg.

Ogeysiinta Xuquuqaha Racfaanka – Waraaq sharxeysa waxyaabaha la kala dooran karo marka la dirsanayo racfaanka. Xafiiska maamulidda daryeelka waxaa khasab ku ah inay wakhti fiican dadka u diraan waraaqda xuquuqda racfaanka haddii aysan adeeg u hayn ama aysan wakhtiga racfaanka uga soo jawaabi karin.

Daryeelka Heerka Guryaha Dadka Xanuunsan – Dadka heerkar xaq u yeesha macnaheedu waa in ay jirto baahi ay dadku xaq ugu yeelan karaan adeegyada guryaha dadka xanuunsan. Adeegyo aad u badan oo ah Family Care ayaa lagu heli karaa daryeelka heerkar ah.

Ombudsman (wakiilka dadweynaha) – Qof baaraya cabashada dadka oo ku caawinaya xalka arrimaha daryeelka iyo adeegyada.

Natijiyooyinka Nolosha Mustaqbalka – Yoolalka ay dadku u qortaan noloshooda.

Wakiil u Sharciyeysan Daryeelka Caafimaadka – Waraaq sharci ah oo dadku uu isticmaalayaan in ay qof u oggolaadaan go'aaminta arrimaha daryeelka caafimaadka marka aysan dadku naftooda isu hadli karin.

Oggolaansho Koowaad (Yeelid Koowaad) – Kooxda daryeelka waxaa khasab ku ah in ay oggolaadaan adeegyada ka hor intaan dadka loo adeegin (marka laga reebo xaaladaha degdegga ah) Haddii daddka loo qabto adeeg ama ay u tagaan dhakhtar ka baxsan kuwii lagu ogaa, xafiiska maamulidda daryeelka waa ay diidi karaan.

Shaqaalaha Adeegga – Shaqaalaha caafimaadka ee ay heshiis la gashan xafiiska maamulidda daryeelka si ay dadka ugu adeegaan. Shaqaalahaas waa dhakhtar cusub, daryeelka shakhsiga ah, daryeelka guriga, xafiisyada daryeelka guriga, goobaha dadka nolosha ku caawiya, iyo guryaha dadka xanuunsan. Kooxda daryeelka waa inn ay oggolaato adeegyada ka hor inta aysan dadku kala dooran meelaha ay adeegyada ka rabaan.

Adeegyada Guryaha – Meelaha daryeelka guryaha waxaa ka mid ah guryaha dadka waaweyn, guryo bulshada dhexdeeda ku yaalla, guryo loo joogo daryeelka, iyo guryaha dadka xanuunsan.

Resource Allocation Decision (Go’aanka Qoondeynta Fiican ama RAD)

Habraacooda – Waa hab ay raacaan kooxda daryeelka si ay dadka ugu helaan siyaabo qiimo jaban oo noqonaya taakuleyn loogu baahan yahay natiijooyinka muddada dheer.

Kharashka Xarumaha Deegaanka – Qeybta kharashka ee marka lagu nool yahay goob daryeel ee ah kharashaadka kirada iyo cuntada. Dadka ayaa masuul ka ah bixinta kharashka xarumaha deegaanka.

Taakuleynta La-hagayo – Hab ay dadku ku maamulaan, ku iibsadaan, kuna hagaan adeegyada daryeelka muddada dheer. Marka la haysto taakuleynta la-hagayo waa wax lagu xukumi karo, masuul laga noqon karo, oo ah adeegyada miisaaniyadda, iyo in lagu xukumo shaqaalaha, sida masuuliyadda dadka shaqada qabanaya, tababariddooda, maareyntooda, iyo in shaqada laga eryo shaqaalaha.

Goobta Adeegga – Deegaanka laga rabo in ay dadku ku nool yihiin si ay isugu qoraan oo ay ugu jiraan adeegga *Inclusa*.

Dacwad-dhageysiga Gobolka – Dacwad-dhageysi uu qabto garsooraha dacwadaha dowladda ee u shaqeeya State of Wisconsin Division of Hearing and Appeals (Xafiiska Dacwad-dhageysiga iyo Racfaanka).

2. Qeexidda adeegyada qorshaha manaafacaadka Family Care

Qeexidda Adeegga Taakuleynta Guriga ama Bulshada Dhexdeeda Qeexido buuxa oo la heli karo marka la soo codsado Adeegyadaas looma hayo dadka ku jira heerka daryeelka guryaha la isugu qabto.
Kaalmada nolosha waa qalab ama waxyaabo dadka u suurtageliya in ay kordhiyaan waxa ay naftooda u qabsan karaan ee maalin kasta ama sida ay u xukumi karaan wax ugu yaalla goobta ay ku nool yihiin (sida wiishka dhismaha, meel nalka laga daarto iwm.). Kaalmada nolosha waa adeegyo dadka ku caawiya helidda iyo ka qeybqaadashada daryeel ay ku haystaan dadweynaha dhexdooda. Waxaa ka mid ah baabuur gaar ahaaneed (sida gaari wiish leh, mid gacmaha lagu wadan karo), oo waxa kale oo ka mid noqon kara in marka hore la soo iibsado eyga indhoolaha oo ay soo tababartay shirkad sumcad leh, wixii tababar dheeraad ah oo ay isla shirkaddu sameyso si ay dadka isticmaalaya iyo eyga indhoolaha isu fahmaan, iyo wixii kale oo ah kharash muhiima oo lagu sii tababarayo eyga. (Marka ay dadka loogu keeno eyga indhoolaha oo laga bixiyo, dadku waxay ogyihiin in ay iyagu leeyihiin eyga oo ay masuul ka yihiin iyaga oo loo qabsan karo wixii dhib ah oo ay u geystaan eyga u adeegaya).
Xarumaha madadaalada waayeelka waa adeegyo qeyb ka ah adeeg maalinle ah oo loo aado xarun ay waayeelku ku kulmaan oo aan deegaan ahayn oo ay bulsho ahaan u joogaan iyagoo ku helaya adeegyada nolosha ee lagu caawiyo, maareyn, iyo/ama ilaalin kale. Adeegyada waxaa ka mid ah daryeel shakhsiyeed, cunto fudud, daryeel caafimaad, iyo gaadiid xarunta lagu keeno laguna celiyo.
Qalabka caawinta/dadka lagula xiriir waa aalad, wax qalab ah, ama wax kale oo lagu kordhinayo, lagu sii wadan karo, ama lagu hagaajinayo daryeelka ay dadku ku haystaan guriga, goob shaqo, iyo dadweynaha dhexdooda. Adeegyadaas waxaa ku jira qalab ama adeegyo dadka ku caawiya maqalka, hadalka, aragga, sida qalab dadka lagula hadlo, qalabka maqalka, qalabka codka, turjubaan, iyo qalabka casri ah (xalleefyo, qalab gacanta lagu qaato, barnaamijyo kambuyuutar ku shaqeeya).
Adeegyada maamulidda daryeelka (ama wax loo yiraahdo maamulidda kiiska ama isku-duwidda adeegga) oo kooxda daryeelka ayaa dadka u keenta. Dadka in loo adeegayo ayey u heellan tahay kooxda daryeelka. Kooxdu waxa ay ka kooban yihiin, ugu yaraan, kalkaaliso diiwaangashan, adeege bulsho, iyo xirfadleyaal kale, oo ah hadba sida ay dadku ugu baahdaan, iyo qoyska ama taakuleynta guriga ee uu qofku codsaday. Adeegyadu waa qiimeyn, qorsheynta daryeelka, oggolaanshaha adeegga, iyo la-socoshada caafimaadka iyo fayaqabidda dadka.
Adeegyada tala-bixinta dabiibka iyo caafimaadka caawimaad aan laga helin shaqaalaha daryeelka iyo taakuleynta shaqaalaha ee la bixiyo marka la qabanayo daaweynta ama qorshaha taakuleynta. Adeegyadu waa qiimeyn, sameynta qorsheyaasha daaweynta guriga, qorsheyaasha taakuleynta, qorsheyaasha waxqabadka, tababaridda iyo caawimaadda farsamada ee qorsheyaasha. Adeegyada waxa kale oo ku jira tababaridda shaqaalaha daryeelka iyo shaqaalaha u shaqeeya dadka xaaladda adag (wax mar kasta ah).

Waxbarista iyo tababaridda macaamiisha waa adeegyo loo naqshadeeyey in lagu caawiyo qof naafo ah oo yeelanaya xirfado ah isu-hadlidda naftooda, go'aanka taakuleynta, helidda xuquuq madani ah, iyo barashada xirfado loogu baahan yihiin in ay xukumaan oo ay masuul ka noqdaan adeegyada kale ee ah taakuleynta. Adeegyada waxaa ku jira waxbarista iyo tababaridda macaamiisha, shaqaalaha daryeelka, iyo dadka u sameeya go'aamada sharciga ah. Kharashaadka waa lacagta diiwaangelinta, buugaagta iyo waxyaabaha kale ee waxbarashada, iyo gaadiidka xiisadaha tababarla, shirarka, iyo waxyaabo kale oo la mid ah.

Adeegyada tala-bixinta iyo dabiibka waa adeegyo ah daaweynta shakhsiga, dhexgelidda dadka, jirka, caafimaadka, hab-dhaqanka, dareenka, maskaxda, dhimirka, ama cillado ah aalkolo ama daroogo. Adeegyada waa caawimaad wax loogu qabto waayeelka iyo naafada, caawimaad ah xiriirka dadka, dabiib ah madadaalo, dabiib farshaxaneed, tala-bixin ah nafaqada cuntada, tala-bixinta daawada, tala-bixinta culeyska, iyo tala-bixinta tacsida.

Tababaridda xirfadaha nolol-maalmeedka dadka ayaa lagu baraa taakuleynta guriga iyo xirfadaha waxqabashada nolol-maalmeedka, sida xirfadaa lagu kordhinayo isku-filnaanshaha iyo in laga qeyb qaato nolosha dadweynaha. Tusaaleyaashu waa barashada maamulidda lacagta, wadashada daryeelka guriga, karinta cuntada, tababaridda dhaqdhaqaaqa, sida la isu daryeelo, iyo xirfado muhiim u ah helidda arrimaha dadweynaha.

Adeegyo maalinle ah waa qeyb ka ah hawlaha caadi ahaan u jadwaleysan goobaha aan lagu noolayn (xarun maalmeed) si loo hagaajiyo dhexgelidda bulshada iyo sameynta xirfado lagu qabto hawlaha nolosha maalin kasta iyo in dadweynaha lala noolaado.

Adeegyada maamulidda dhaqaalaha waxaa dadka iyo qoysaska lagu caawiyo in ay maareeyaan lacagta ama dhaqaalaha shakhsiga ee dadka. Adeegga waxaa ku jira dad ama xafiis bixiya lacagta adeegga ka dib marka ay dadku oggolaadaan bixinta adeegyada ku jira qorshaha taakuleynta ay dadku naftooda hagaan. Maamulidda miisaaniyadda waa in dadka lagu caawiyo miisaaniyad shakhsi u ah oo lagu bixinayo guriga iyo kharashaadka kale ee nolosha la xiriira.

Cuntada guryaha la isugu keeno (oo mararka qaarkood la yiraahdo "meals on wheels") waa kharashka la xiriira in la soo iibsado oo la qorsheysto cuntada, sahayda, qalabka, shaqaalaha, iyo gaadiidka lagu geynayo mid ama laba cunto maalin walba marka aan caawimaad la'aan la karsan karin ama la heleyn cunto nafaqo leh.

Beddelaadda guriga waa qeyb adeegga ka mid ah iyo waxyaabo lagu caawinayo baahi, si loo sameeyo, iyo si loo beddelo ama loo hagaajiyo goobta ay dadku ku nool yihiin si ay u helaan badqabid la helayo ama la kordhinayo. Beddelaadda guriga waxay ku jira qalab iyo adeegyo, sida dariiqa curyaanka, wiishka jaranjarada, wiishka kursiga curyaanka, beddelka jikada/musqusha, wax/badqabid si gaar ah lagu helo iyo hadalka, iftiinka, ama dhaqaaqa in adeeg lagu helo, iyo qalab korontada ku shaqeeya si ay u badato isku-filnaanshaha iyo awoodda lagu gaari karo hab isku-filnaansho ah.

Tala-bixinta guriyeynta waa adeeg dadka ku caawiya helidda guri ku yaalla dadweynaha dhexdooda, oo ay lahaanshaha ama kirada guriga ay gaar ka tahay qabashada adeegga. Tala-bixinta guriyeynta waa in la ogaado lahaanshaha guri iyo kala-doorashada kirada, in la ogaado ilaha dhaqaalaha, in la ogaado meelaha la doorbido iyo nooca guriga, in la ogaado helidda iyo beddelaadda, iyo in la soo raadiyo guri diyaar ah.

Qalabka xaaladaha degdegga caafimaadka ah waa adeeg lagu helo qalab xiriir toos ah (taleefan ama qalab koronto ku shaqeeya) oo isku xiraya dadka bulshada ku dhex nool iyo shaqaalaha caafimaadka si ay ku helaan caawimaad degdeg ah marka ay jirto xaalad degdeg ah oo la xiriira jirka, dareenka ama deegaanka.

Adeegyo ka horreeya shaqa-helidda waa barashada aqoon shaqo oo ay dadku ku bartaan si guud, wax aan ahayn aqoon iyo xirfado shaqo si ay ku heli karaan shaqo lacag lagu helo oo ah goob lagu dhexgeli karo bulshada. Adeegyadaas waxaa lagu sameeyaa oo lagu bartaa xirfado guud, sida in awood loo yeesho sida fiican ee loo hadlo maamuleyaasha, shaqaalaha, iyo macaamiisha, habdhaqanka goobaha shaqada iyo labbiska la oggol yahay, in awood loo yeesho raacidda amarrada, in awood loo yeesho qabashada shaqada, xirfadaha xal loogu helo xirfadaha dhibaataada, badqabidda goobaha shaqada iyo tababarid ah dhaqdhaqaaqa goobaha shaqada. Adeegyo ka horreeya shaqa-helidda waa wax lagu abuurayo hab lagu dhexgalayo shaqo ah dadweynaha oo dadku waxay qaataan mushaar ah mid hoose ama mid dhexe, laakiin waa in aysan ka yareyn mushaarka caadiga ah iyo heerka manaafacaadka lagu bixiyey shaqada ay qabtaan dadka aan naafada ahayn.

Adeegyada guuridda waa adeegyada iyo waxyaabaha ay dadku u baahan yihiin si ay ugu guuraan xarun ama guri qoys iyaga oo bulshada dhexdeeda ku haysan doona isku-filnaansho nololeed. Adeegyada guuridda waxaa ka mid ah bixinta lacagta qofka guuraya alaabadiisa shakhsiga ah, bixinta nadaafadda guud ee guriga, bixinta lacagta curaarta, bixinta lacagta korontada iyo midda taleefanka, iibsashada alaabta guryaha ee muhiimka ah, taleefanno, maacuunta cuntada/kariska, qalabka nadaafadda aasaasiga ah, alaabada guriga, alaabada qolka jiifka iyo musqusha, iyo qalabka jikada.

Daryeelka guryaha: 1 ama 2 qol ah guryaha dadka waaweyn waa meel ay shaqaaluhu ugu adeegaan daryeelka qofka, daaweynta, taakuleynta, ama adeegyada ka badan xarumaha labada qof. Adeegyadu waxay taakuleyn u yihiin daryeelka guriga, daryeelka shakhsiga ah, iyo maamulid. Adeegyada waxaa ku jira hawlo ah gaadiid iyo madadaalo/bulshada lagu dhex galo, habdhaqan bulsho, iyo tababarka xirfadaha nolosha.

Daryeelka guryaha: 3 ilaa 4 qol ah guryaha dadka waaweyn waa meel 3 ilaa 4 qof oo waaweyn aan shaqo ku lahayn shatiga goobta deggenaanshaha iyo ee lagu helo daryeelka, daaweyn, ama adeegyada ka badan heerka guryaha dadka badan, iyo ilaa toddoba saac oo ah daryeel kalkaaliso qof kasta iyo toddobaad kasta. Adeegyadu waxay taakuleyn u yihiin daryeelka guriga, daryeelka shakhsiga ah, iyo maamulid. Adeegyada waxaa ku jira hawlo ah gaadiid iyo madadaalo/bulshada lagu dhex galo, habdhaqan bulsho, iyo tababarka xirfadaha nolosha.

Daryeelka guryaha: Xarun guryo ku dhex yaalla dadweynaha waa goob ah guri oo kale oo ay ku nool yihiin shan ama in ka badan oo ah dad waaweyn oo aan qaraabo la ahayn shaqaalaha ama maamulaha balse ay dadku ku nool yihiin, kuna helaan daryeel, daaweyn, taakuleyn, maamulid, tababarid, gaadiid, iyo ilaa iyo saddex saac toddobaad kasta oo ah daryeel kalkaaliso qof kasta.

Daryeelka guryaha: Dhismeyaasha daryeelka guryaha waa guri oo kale, goob ah dadweynaha dhexdooda oo ay shan ama dad ka badan oo ay ku dhex nool yihiin qololkooda oo kala fogfog oo aan isku mid ahayn. Adeegyada waxaa ka mid ah taakuleyn (dhaqista dharka, nadiifinta guriga), daryeelka shakhsiga ah, adeegyada kalkaalisada (dhayid, qaadasho ah daawo), iyo caawimaad ah xaaladaha degdegga ah.

Daryeelka nasashada shaqaalaha waa adeegyo la qabto xilli kooban si loo beddelo qoyska qofka ama shaqaalaha daryeelka koowaad si ay u helaan nasasho iyo dalxiis. Daryeelka nasashada waa wax loo sameeyo dadka qoyska, xarun lagu nool yahay, isbitaal, ama guryaha dadka xanuunsan.

Adeegyada shakhsiga ah ee ay dadku hagaan waa adeegyo lagu caawiyo dadka hawlhooda nolol maalmeedka iyo hawlaha shaqada guriga ee ay dadku u baahan yihiin si ay dadweynaha ugu dhex jiraan. Waxyaabaha nolol maaleedka maalin kasta waa caawimaad ah qubeysa, labbiska, daawo la isa siiyo, daryeelka ilkaha iyo jirka, kariska cuntada, bixinta kharashka, dhaqaaqidda, isticmaalidda musqusha, beddelasho ah fadhi ama jiif, iyo isticmaalka gaadiidka. Dadka ayaa kala dooranaya qofka iyo xafiiska u qabanaya adeegaya, oo waa in uu dhakhtar soo amro iyo in la raaco qorshaha dadka oo ah daryeelka iyaga loo sameeyo.

Kalkaalisada daawada waa xirfadda adeegyada muhiimadda u ah daawada oo ay qaban karaan kalkaalisoo ah dhakhtar-xigeen, kalkaalisoo diiwaangashan, ama kalkaalisoo hoose oo ka hoos shaqeyneysa kalkaalisoo diiwaangashan. Kalkaalisada daawada waa wax ay ka warhayaan oo ay qoraan calaamadaha iyo falcelinta, habraacyada kalkaalin guud iyo siyaabo kale, oo waxaa ka mid ah qiimeyn joogto ah oo ah xaalka caafimaadka iyo in si joogto ah loola socdo xaaladaha caafimaadka ah ee adag ama nugul.

Qalabka iyo alaabada gaarka ah ee caafimaadka waa waxyaabaha muhiimka ah ee caafimaadka dadka, maamulidda caafimaadka ama jirka, hagaajinta daryeelka, ama isku-filnaanshaha. Waxyaabaha la oggolaan karo waxaa ka mid noqon kara kastuumada kaadida celisa, dhayidda nabarrada, qalabka ilkaha, qalab ah cunto-quudin joogto ah (tuubbada cuntada), daawooyinka la iska soo iibsado, daawooyinka la isugu qoro oogada/kareem, Fitamiin D, fitamiinka guud ama kaalsiyam, iyo sahayda faleebbaha.

Caawiyaha dadka waa qof ay dadku doortaan si uu ugu caawiyo qorsheynta, helidda, iyo taakuleynta agaasimidda dadku hago.

Adeegyada taakuleynta shaqooyinka (adeegyo taakuleyn u ah shaqada qof iyo koox yar) oo lagu caawiyo dadka, naafannimo ay qabaan naafada, taakuleyn joogto ah oo ah baahi lagu helayo iyo shaqo tartan loogu galo goob dadweynaha la dhex joogayo. Natiijada shaqada ee sida joogto ah lagu bixinayo mushaar ah mid hoose ama mid ka sarreysa heerka hoose waa wax ku xiran shaqada guud, shaqo lagu helayo yoolal shakhsiyadeed ama mid xirfadeed.

- Adeegyada shaqada shakhsiga waa mid qofeed oo noqon karta farsamo/arrin ah shaqo-helid ama qiimeyn, qorsheynta shaqada qofka loogu talagalay, shaqa-raadin meeleyn ah, horumarinta shaqada, in lala kulmo goobo laga shaqeyn karo, shaqo falanqeyn, shaqo barid iyo tababatid, gaadiidka, adeegyada horumarinta shaqada, ama adeeg lagu helo in qofku iskiis u shaqeysto.
- Adeegyada shaqo kooxeed yar waa adeegyo iyo tababar lagu helo meherad, warshad, ama goob dadweyne oo ay joogaan kooxo ah laba ilaa siddeed shaqaale oo naafo ah. Tusaaleyaasha waxaa ka mid ah shaqaalaha iyo kooxaha kale ee la xiriira meherad shaqaaleyneysa koox yar oo ah shaqaale naafo ah oo lagu shaqaaleynayo dadweynaha dhexdooda. Adeegyadu waa kuwa qofeed oo noqon karta farsamo/arrin ah shaqo-helid ama qiimeyn, qorsheynta shaqada qofka loogu talagalay, shaqa-raadin meeleyn ah, horumarinta shaqada, in lala kulmo goobo laga shaqeyn karo, shaqo falanqeyn, shaqo barid iyo tababatid, gaadiidka, adeegyada horumarinta shaqada, ama adeeg lagu helo in qofku iskiis u shaqeysto.

Taakuleynta daryeelka guriga waa adeegyada sida tooska ah ugu caawiya dadka noloshooda maalin kasta iyo baahida shakhsiga ah ee lagu xaqiijinayo daryeelka guryaha iyo dadweynaha dhexdooda. Adeegyada waxaa ka mid ah labbiska, qubeyska, maamulidda daawada,, wax-cunidda, isticmaalidda musqusha, qurxinta jirka, dhaqaaqidada jirka, bixinta lacagaha, gaadiidka, iyo hawlaha guriga.

Adeegyada tababarka shaqaalaha aan mushaarka qaadan waa wax lagu caawioo daryeelka bilaashka ah, tababarid, wehelka, maamulka,, ama taakuleynta dadka kale. Tababarka waxaa ku jira barista ku saabsan qorshaha daawada iyo adeegyada kale ee ku jira qorshaha daryeelka dadka, isticmaalidda qalabka lagu qoray qorshaha adeegga, hadba sidii loogu baahdo, si loo ambaqaado badqabidda dadka oo dhex jooga bulshada.

Gaadiidka (gaadiid gaar ahaaneed): Bulshada iyo gaadiidka kale

- Adeegyada gaadiidka bulshada waxa ay dadka ku caawinayaan helidda adeegyo dadweyne, hawl, iyo macluumaadyo. Adeegyada waxaa ku jiri kara tigidyo ama kaarka baska magaalada, iyo gaadiidka dadka iyo dadka ugu shaqeeynaya meelahaas. Waxaa ka baxsan gaadiidka (aambalaasta).
- Adeegyada gaadiidka kale waa wax ay dadku hagayaan si ay ugu helaan wax aan degdeg ahayn, adeegyada caafimaadka ee lagu bixinayo Medicaid. Adeegyada waxaa ku jiri kara tigidyo ama kaarka baska magaalada, iyo gaadiidka dadka iyo dadka ugu shaqeeynaya meelahaas. Waxaa ka baxsan gaadiidka aan caafimaadka ahayn, oo lagu helayo gaadiidka dadweynaha-kor eeg. Waxaa ka baxsan gaadiidka (aambalaasta).

Qorsheynta iyo taakuleynta xirfadaha shaqada mustaqbalka ah waa mid shakhsiga ku saleysan, koox-ahaan qorsheynta iyo adeegga taakuleynta shaqada oo lagu helayo caawimaadda dadku ku helayo, kuna ambaqaadayo, ama ku horumarinayo shaqo ama isu-shaqeyn. Adeeggu wuxuu noqon karaa horumarinta qorshe shaqo, manaafacaad lagu bilaabo shaqo falanqeynteeda iyo taakuleynteeda, isku-duwidda macluumaadka kooxaha, sahaminta shaqada iyo yool ah shaqo muujin, taakuleynta raadinta shaqada iyo la-socoshada shaqo , iyo taakuleynta muddada dheer.

3. Codsiga Yareynta Qeybta Kharashka

DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
F-01827 (09/2020)

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 resource:

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:

<https://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:	\$	
☐ 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. Tusaale Notice of Adverse Benefit Determination (Ogeysiis Go'aanka Beddelka Manaafacaadka)



3349 Church Street Suite 1, Stevens Point, WI 54481 | 877-622-6700 | www.inclusa.org

FAMILY CARE NOTICE OF ADVERSE BENEFIT DETERMINATION

Mailing Date: Insert Date Notice Mailed

Members Name
Member/Legal Decision Maker's Street Address
City, State Zip Code

Member's ID or MCI Number

Dear Members Name,

This notice 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) 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: _____

New level after reduction: _____

☐ **Suspend current service.**

Effective date of intended action: _____

Expected date service will resume: _____

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

Date of request: _____

☐ **Limit request for service or support.**

Date of request: _____

Description of requested level: _____

Authorized level of service or support: _____

☐ **Deny payment for service or support.**

Date of request: _____

Date(s) service provided: _____

Provider or supplier: _____

Payment amount being denied: \$ _____

DHS/DMS F-00232 (02/2020)

Page 1 of 4

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.
- ☐ An informal support has been identified and has agreed to provide this service or support for you.
- ☐ The service or support is being performed by a member of your household and the service or support benefits the other individuals residing in the household with you.
- ☐ Other:

Explanation of the decision:

If you disagree with this decision, the following pages describe your options.

Sincerely,

Care manager name
Care manager title
Phone number

RN Care manager name
RN Care Manager title
Phone number

Appeal Rights

1. How to appeal this decision

If you disagree with this decision, write, call, fax, or email:

Inclusa
3349 Church Street Suite 1, Stevens Point, WI 54481
Call: 877-622-6700
Fax: 715-345-5725
Email: memberrelations@inclusa.org

You can get the Appeal Request form online at www.dhs.wisconsin.gov/familycare/mcoappeal.htm, or by calling one of the independent ombudsman agencies listed at the end of this notice.

Include a copy of this notice with the completed request form or letter.

[

2. Grievance and Appeal Committee

After Inclusa receives your request, we will set up a meeting with our Grievance and Appeal Committee. The committee is made up of Inclusa 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 and testimony to this committee.

You will receive a written decision on your appeal. If you do not agree with the Grievance and Appeal Committee's decision, you can request a state fair hearing. See section 6 for more information.

3. Continuation of services

If you are getting benefits and you ask for an appeal before your benefits change, you can keep getting the same benefits until the Grievance and Appeal Committee makes a decision on your appeal.

If you want to keep your benefits during your appeal, **your request must be postmarked, faxed, or emailed on or before insert effective date of intended action.**

If the Grievance and Appeal Committee decides that Inclusa, decision was right, you may need to repay the extra benefits that you received between the time you asked for your appeal and the time that the Grievance and Appeal Committee makes a decision. However, if it would cause you a large financial burden, you might not be required to repay this cost.

4. Deadline to file your appeal with Inclusa

You should file your appeal as soon as possible.

Your appeal to Inclusa must be postmarked, faxed, or emailed no later than 60 calendar days from the mailing date on page one of this notice. **Important:** If you would like your benefits to continue during your appeal, your appeal must be postmarked, faxed, or emailed **insert effective date of intended action.**

5. Speeding up your appeal with Inclusa

You may ask Inclusa to speed up your appeal. If Inclusa decides that taking the standard amount of time could seriously harm your health or ability to perform your daily activities, we will grant you a faster appeal called an "expedited appeal." This means 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 Inclusa at 877-622-6700.

6. State fair hearing

You have the right to ask for a state fair hearing if you do not agree with the Grievance and Appeal Committee's decision on your appeal.

If you ask for a state fair hearing, you will have a hearing with an independent Administrative Law Judge (ALJ). You may bring an advocate, friend, family member, or witnesses. You may also present evidence and testimony at the hearing.

Inclusa's member rights specialist can assist you with filing a fair hearing request. To contact a member rights specialist, call 877-622-6700. You can also get the hearing form from one of the independent ombudsman agencies listed at the end of this notice or online at www.dhs.wisconsin.gov/library/f-00236.htm.

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
Wisconsin Division of Hearings and Appeals
PO Box 7875
Madison, WI 53707-7875
Fax: 608-264-9885

Important Note: You cannot request a state fair hearing until you have received the Grievance and Appeal Committee's decision on your appeal or Inclusa fails to send you a written decision within 30 calendar days of receiving your appeal.

You have 90 calendar days from the date you receive the Grievance and Appeal Committee's written decision on your appeal to request a state fair hearing. If Inclusa fails to send you a written decision within 30 calendar days of receiving your appeal, the 90 days starts the day after the 30 calendar day period ends.

7. Who can help you understand this notice and your rights?

- a. Inclusa's member rights specialist can inform you of your rights, try to informally resolve your concerns, and assist you with filing an appeal. The member rights specialist **cannot** represent you at a meeting with our Grievance and Appeal Committee or at a state fair hearing. To contact a member rights specialist, call 877-622-6700.
- b. Anyone receiving Family Care services can get free help from an **independent ombudsman**. The following agencies advocate for Family Care members:

For members age 18 to 59:

Disability Rights Wisconsin
Toll Free: 800-928-8778
TTY: 711

For members age 60 and older:

Wisconsin Board on Aging and Long Term Care
Toll Free: 800-815-0015
TTY: 711

Copy of your case file

You have the right to a free copy of the information in your case file related to this decision. Information means all documents, medical records, and other materials related to this decision. If you decide to appeal this decision, you have the right to any new or additional information Inclusa gathered during your appeal. To request a copy of your case file, contact Inclusa's Member Relations department at 877-622-6700.

5. **Inclusa** foomka codsiga racfaanka

DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
F-00237 (02/2021)

STATE OF WISCONSIN
Wis. Stats. § 46.287(2)(c)

APPEAL REQUEST – INCLUSA

Completing this form is voluntary. Personally identifiable information collected on this form is used to identify your case and process your request only.

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

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

Continuing your services during an appeal of a reduction, suspension, or termination of a service

If you are getting benefits and you ask for an appeal before your benefits change, you can keep getting the same benefits until a decision on your appeal has been made. If you want to keep your benefits during your appeal, your request must be postmarked or faxed **on or before the effective date of the intended action**. If the Grievance and Appeal Committee decides that Inclusa's decision was correct, you may need to repay the extra benefits that you got between the time you asked for your appeal and the time that the Grievance and Appeal Committee makes a decision. However, if it would cause you a large financial burden, you might not be required to repay this cost.

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

Copy of your case file

You have a right to a free copy of the information in your case file related to your appeal. Information means documents, records and other related material including any new or additional information Inclusa gathers during your appeal.

- ☐ Check this box if you would like to receive the information in your case file from Inclusa related to your appeal.

SIGNATURE – Member

Date Signed

Mail or fax this form to:

Inclusa
Attn: Member Relations
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: memberrelations@inclusa.org

To start your appeal as soon as possible, you can call Inclusa at 715-204-1805 before mailing this form. Your appeal must be postmarked or faxed no later than **60 calendar days** from the date on the Notice of Adverse Benefit Determination.

Inclusa:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call Inclusa at 715-204-1805 or toll-free at 877-622-6700, Monday through Friday, 8 a.m. to 4:30 p.m. TTY users should call 715-204-1799.

6. Foomka codsiga Dacwad-dhageysiga Gobolka

REQUEST FOR A STATE FAIR HEARING

SECTION A – REQUIRED

Completing this form is voluntary. Personally identifiable information collected on this form is used to identify the case and process your request only.

Name – Member		Phone	Medicaid ID #
Mailing Address		Program ☐ Family Care ☐ Partnership ☐ PACE	
City	Zip Code	Managed Care Organization (MCO)	
Today's Date		Effective Date of Adverse Benefit Determination	

Continuing your services: If the adverse benefit determination affects your services and your request is received before the effective date, your services in most cases will not stop or be reduced. (If the judge decides that the MCO's decision was right, you may need to repay the extra services that you got between the time you asked for a fair hearing and the time that the judge makes a decision. However, if it would cause you a large financial burden, you might not be required to repay this cost.)

Do you wish your services to be continued? ☐ Yes ☐ No

SECTION B

Complete only if fair hearing request is related to:

☐ Eligibility ☐ Cost Share

Why are you asking for a hearing? (Attach additional sheet if needed.)

SECTION C

Complete only if fair hearing request is related to one of the below. To request a fair hearing related to one of the below, you must first go through your MCO's appeals process.

- | | |
|--|--|
| ☐ Functional eligibility screen conducted by MCO | ☐ Failure to provide services/supports in a timely manner |
| ☐ Reduction, suspension or termination of service/support | ☐ Involuntary disenrollment from the MCO |
| ☐ Denial or limited authorization of a requested service | ☐ Denial of request to dispute a financial liability |
| ☐ Denial of payment for a service | ☐ Denial of request to obtain services outside the MCO's network |
| ☐ Care plan | ☐ Failure of the MCO to make an appeal decision within the required timeframe |

Why are you asking for a hearing? (Attach additional sheet if needed.)

☐ Yes	☐ No	1. Did you file an appeal with your MCO's Grievance and Appeal Committee? Date you filed the appeal:
☐ Yes	☐ No	2. Did you request the same services to continue during your appeal with the MCO?
☐ Yes	☐ No	3. Have you received a written decision from the MCO's Grievance and Appeal Committee? Attach a copy of the decision to this form or briefly describe the decision below: Summary of decision:
☐ Yes	☐ No	4. If you answered "No" to question 3, when was the MCO's Appeal and Grievance Committee decision due: (If possible, attach a copy of the MCO's letter that told you when you would receive a decision.) Note: The MCO Appeal and Grievance Committee has up to 30 days to make a decision on your appeal. You must wait to see if the MCO sends you a decision on your appeal by the date in the letter before you can request a fair hearing.

SECTION D - REQUIRED

SIGNATURE – Member

Date Signed

Mail or fax this form **AND** a copy of the MCO's appeal decision letter (or, if the MCO did not provide you with an appeal decision letter, the MCO's letter informing you of the date by which it would provide you with its decision) 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

Your managed care organization:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact your care manager or a member rights specialist.

7. Ogeysiiska arrimaha shakhsiga ah

Insurance ACE Notice of Privacy Practices

. Notice of privacy practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The privacy of your personal and health information is important. You do not need to do anything unless you have a request or complaint.

This Notice of Privacy Practices applies to all entities that are part of the Insurance ACE, an Affiliated Covered

Entity under HIPAA. The ACE is a group of legally separate covered entities that are affiliated and have designated themselves as a single covered entity for purposes of HIPAA. A complete list of the members of the ACE is available at <https://huma.na/insuranceace>

We may change our privacy practices and the terms of this notice at any time, as allowed by law, including

information we created or received before we made the changes. When we make a significant change in our privacy practices, we will change this notice and send the notice to our health plan subscribers.

What is nonpublic personal or health information? Nonpublic personal or health information includes both medical information and personal information, like your name, address, telephone number, Social Security number, account numbers, payment information, or demographic information. The term “information” in this notice includes any nonpublic personal and

health information. This includes information created or received by a healthcare provider or health plan. The information relates to

your physical or mental health or condition, providing healthcare to you, or the payment for such healthcare.

How do we collect information about you?

We collect information about you and your family when you complete applications and forms. We also collect information from your dealings with us, our affiliates, or others. For example, we may receive information about you from participants in the healthcare system, such

as your doctor or hospital, as well as from employers or plan administrators, credit bureaus, and the Medical Information Bureau.

What information do we receive about you?

The information we receive may include such items as your name, address, telephone number, date of birth, Social Security number, premium payment history, and your activity on our website. This also includes information regarding your medical benefit plan, your health benefits, and health risk assessments.

How do we protect your information?

We have a responsibility to protect the privacy of your information in all formats including electronic and oral information. We have administrative, technical, and physical safeguards in place to protect your information in various ways including:

Limiting who may see your information

- Limiting how we use or disclose your information
- Informing you of our legal duties about your information
- Training our employees about our privacy program and procedures

How do we use and disclose your information?

We use and disclose your information:

- To you or someone who has the legal right to act on your behalf
- To the Secretary of the Department of Health and Human Services

We have the right to use and disclose your information:

- To a doctor, a hospital, or other healthcare provider so you can receive medical care.
- For payment activities, including claims payment for covered services provided to you by healthcare providers and for health plan premium payments.
- For healthcare operation activities, including processing your enrollment, responding to your inquiries, coordinating your care, improving quality, and determining premiums.
- For performing underwriting activities. However, we will not use any results of genetic testing or ask questions regarding family history.
- To your plan sponsor to permit them to perform, plan administration functions such as eligibility, enrollment, and disenrollment activities. We may share summary level health information about you with your plan sponsor in certain situations. For example, to allow your plan sponsor to obtain bids from other health plans. Your detailed health information will not be shared with your plan sponsor. We will ask your permission, or your plan sponsor must certify they agree to maintain the privacy of your information.
- To contact you with information about health-related benefits and services, appointment reminders, or

treatment alternatives that may be of interest to you. If you have opted out, we will not contact you.

- To your family and friends if you are unavailable to communicate, such as in an emergency.
- To your family and friends, or any other person you identify. This applies if the information is directly relevant to their involvement with your health care or payment for that care. For example, if a family member or a caregiver calls us with prior knowledge of a claim, we may confirm if the claim has been received and paid.
- To provide payment information to the subscriber for Internal Revenue Service substantiation.
- To public health agencies, if we believe that there is a

serious health or safety threat.

- To appropriate authorities when there are issues about abuse, neglect, or domestic violence.
- In response to a court or administrative order, subpoena, discovery request, or other lawful process.
- For law enforcement purposes, to military authorities and as otherwise required by law.
- To help with disaster relief efforts.
- For compliance programs and health oversight activities.
- To fulfill our obligations under any workers' compensation law or contract.
- To avert a serious and imminent threat to your health or safety or the health or safety of others.
- For research purposes in limited circumstances and provided that they have taken appropriate measures to protect your privacy.
- For procurement, banking, or transplantation of organs, eyes, or tissue.
- To a coroner, medical examiner, or funeral director.

Will we use your information for purposes not described in this notice?

We will not use or disclose your information for any reason that is not described in this notice, without your written permission. You may cancel your permission at any time by notifying us in writing.

The following uses and disclosures will require your written permission:

- Most uses and disclosures of psychotherapy notes
- Marketing purposes
- Sale of personal and health information

What do we do with your information when you are no longer a member?

Your information may continue to be used for purposes described in this notice. This includes when you do not obtain coverage through us. After the required legal retention period, we destroy the information following strict procedures to maintain the confidentiality.

What are my rights concerning my information?

We are committed to responding to your rights request in a timely manner

- Access – You have the right to review and obtain a copy of your information that may be used to make decisions about you. You also may receive a summary of this health information. As required under applicable law, we will make this personal information available to you or to your designated representative.
- Adverse Underwriting Decision – If we decline your application for insurance, you have the right to be provided a reason for the denial.

- Alternate Communications – To avoid a life-threatening situation, you have the right to receive your information in a different manner or at a different place. We will accommodate your request if it is reasonable.
- Amendment – You have the right to request correction of any of this personal information through amendment or deletion. Within 60 business days of receipt of your written request, we will notify you of our amendment or deletion of the information in dispute, or of our refusal to make such correction after further investigation.

If we refuse to amend or delete the information in dispute, you have the right to submit to us a written statement of the reasons for your disagreement with our assessment of the information in dispute and what you consider to be the correct information. We shall make such a statement accessible to any and all parties reviewing the information in dispute.*

- Disclosure – You have the right to receive a listing of instances in which we or our business associates

have disclosed your information. This does not apply to treatment, payment, health plan operations, and certain other activities. We maintain this information

and make it available to you for six years. If you request this list more than once in a 12-month period, we may charge you a reasonable, cost-based fee.

- Notice – You have the right to request and receive a written copy of this notice any time.
- Restriction – You have the right to ask to limit how your information is used or disclosed. We are not required to agree to the limit, but if we do, we will abide by our agreement. You also have the right to agree to or terminate a previously submitted limitation.

If I believe that my privacy has been violated, what should I do?

If you believe that your privacy has been violated, you may file a complaint with us by calling us at 1-866-861- 2762 any time.

You may also submit a written complaint to the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). We will give you the appropriate OCR regional address on request. You can also email your complaint to OCRComplaint@hhs.gov. If you elect to file a complaint, your benefits will not be affected, and we will not punish or retaliate against you in any way.

We support your right to protect the privacy of your personal and health information.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices

*This right applies only to our Massachusetts residents in accordance with state regulations.

Described in this notice and give you a copy of it.

- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
- We can change the terms of this notice, and the changes will apply to all information we have about you.
- The new notice will be available upon request, in our office, and on our web site.

How do I exercise my rights or obtain a copy of this notice?

- All of your privacy rights can be exercised by obtaining the applicable forms. You may obtain any of the forms by:
- Contacting us at 1-866-861-2762
- Accessing our website at [Humana.com](https://www.humana.com) and going to the Privacy Practices link
- Send completed request form to: Humana Inc. Privacy Office 003/10911 101 E. Main Street, Louisville, KY 40202