

## **A'loc Naaic nyei Waac-Naaic (FAQ) Gorngv taux meih zipv tengx goux wangc siangx neyi jauv yiem Medi-Cal jangv jienv mingh**

### **1. Yie corc duqv Medi-Cal tengx jienv nyei fai?**

Aeqc. Meih corc zipv jienv Medi-Cal nyei. Jiex gorn yiem **Zih Hlaax 2024**, meih oix duqv zipv tengx goux wangc siangx nyei jauv gauh camv yiem meih nyei Medi-Cal beu-sengh. Meih haih duqv zipv naaiv deix tengx nyei jauv da'faanh meih puix duqv zipv Medi-Cal.

### **2. Weic haaix diuc yie duqv zipv Medi-Cal tengx nyei jauv gauh camv?**

Jiex gorn yiem **Ih Hlaax 1, 2024**, yietc diuh siang-doz-leiz yiem California oix bun mienh hnyangx-jeiv yiem 26 mingh taux 49 hnyangx dongh puix duqv zipv Medi-Cal wuov deix haih duqv zipv full Medi-Cal. Maiv hngangv lox wuov, maiv guen taux bieqc deic-bung nyei sou-gorn. Naaiv diuh siang-doz-leiz nyei eix-leiz se bun yietc zungv California baeqc fingx dongh puix duqv zipv Medi-Cal wuov deix puix duqv zipv full Medi-Cal.

### **3. Yie qiemx zuqc liuc leiz haaix nyungc fai?**

Maiv zuqc. Se gorngv meih puix duqv zipv nor, meih ziang naaic duqv zipv full Medi-Cal yiem **Zih Hlaax 1, 2024**. Meih maiv qiemx zuqc liuc leiz haaix nyungc bun meih haih duqv gauh camv tengx nyei jauv. Se gorngv meih duqv zipv sou-daapc yangh juix fiensex daaih bun meih borqv Medi-Cal nyei sou-gorn nor, meih oix zuqc dau ziangx caux fungx nzuonx yiem juix fiensex, douc waac finx, ganh mingh taux gorn, a'fai ornx laaih. Meih haih heuc mingh meih nyei nquenc zangc lorz tengx.

### **4. Yie haih duqv haaix nyungc saaiv longc yiem zipv full Medi-Cal?**

Meih haih duqv:

#### **Goux simv baengc nyei saaiv longc**

Naaiv deix se liemh jienv tengx taux zorc pou-tong baengc, nyaah, m'zing, m'normh, baengc-nzauh, caux zaah baengc nitv taux buov in a'fai longc ndie-waaic. Yietc zungv liuc leiz simv baengc nyei caux zaah baengc nyei saaiv longc se baeqc duqv maiv zuqc koi zinh. Oix hoqc hiuv camv, jiu tong caux meih nyei Medi-Cal Managed Care Plan tengx bieqc gorn mienh nyei saaiv longc a'fai Fee-for-Service (regular) Medi-Cal (cuotv zinh ei saaiv longc nyei ndie-sai dongh longc Medi-Cal).

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**Zorc nyaah nyei saaiv longc**

Meih haih duqv zipv zorc nyaah nyei saaiv longc yiem Medi-Cal. Meih nyei tengx weic zorc nyaah nyei jauv maiv tiuv dongh meih faaux mbuox bieqc Medi-Cal Managed Care Plan.

- Yiem **camv jiex nyei nquenc zangc**, meih duqv zipv Medi-Cal tengx zorc nyaah nyei saaiv longc yiem **Medi-Cal Fee-for-Service (regular) Program**. Meih oix zuqc mingh lorz zorc nyaah sai dongh longc Medi-Cal wuov. Oix haih lorz buatac bieqc buonc nyei zorc nyaah sai, heuc mingh Medi-Cal Dental Member Telephone Service Center yiem **1-800-322-6384** (TTY: 1-800-735-2922). Naaiv se baeqc heuc hnangv.

Meih yaac haih lorz buatac zorc nyaah sai caux gauh camv taux zorc nyaah nyei saaiv longc yiem “Smile, California” nyei waepv^saiv yiem [smilecalifornia.org](http://smilecalifornia.org).

- Se gorngv meih yiem **Los Angeles County**, meih oix duqv zipv saaiv longc yiem **Medi-Cal Dental Program** caux Fee-For-Service (regular) zorc nyaah gorn a’fai yietc norm **Medi-Cal Dental Managed Care Plan**. Oix hoqc hiuv taux hnangv haaix nor bieqc buonc yietc norm gorn, heuc mingh Health Care Options yiem **1-800-430-4263** (TTY: 1-800-430-7077). Oix ginv longc haaix norm Medi-Cal Dental Managed Care Plan nor, dau zorc nyaah beu-sengh bieqc nzemx sou dongh meih duqv zipv yiem meih nyei *My Medi-Cal Choice* Packet a’fai heuc mingh Health Care Options yiem **1-800-430-4263** (TTY: 1-800-430-7077). Se gorngv meih maiv ginv yietc norm Medi-Cal Dental Managed Care Plan, meih se yietc zaqc bieqc mbuox yiem Medi-Cal Dental Fee-for-Service (regular).
- Se gorngv meih bieqc jienv dental managed care (DMC) gorn yiem Sacramento a’fai Los Angeles nquenc nzangc, meih haih heuc mingh meih nyei gorn lorz tengx yiem tov zorc nyaah nyei saaiv longc.

DMC Plan	Sacramento	Los Angeles
Access Dental Plan, Inc <a href="http://www.premierlife.com">www.premierlife.com</a>	(877) 821-3234 (CSL)  (800) 735-2929 (TTY/TDD)	(888) 414-4110 (CSL)  (800) 735-2929 (TTY/TTD)
Health Net of California, Inc <a href="http://www.healthnet.com">www.healthnet.com</a>	(877) 550-3868 (TTY/TTD)	(800) 977-7307 (TTY/TTD)
Liberty Dental of California, Inc <a href="http://www.libertydentalplan.com">www.libertydentalplan.com</a>	(877) 550-3875 (CSL)  (877) 855-8039 (TTY)	(800) 703-6999 (CSL)  (877) 855-8039 (TTY)

- Se gorngv meih yiem **San Mateo County**, meih oix duqv zipv saaiv longc weic zorc nyaah yiem Health Plan San (HPSM) or FFS daaih.
  - Se gorngv meih duqv faaux mbuox bieqc liuz HPSM, meih oix duqv zipv saaiv longc weic zorc nyaah yiem HPSM daaih. Oix hoqc hiuv gauh camv taux tengx zorc nyaah nyei saaiv longc yiem Health Plan of San Mateo daaih, heuc mingh gorn yiem **1-800-750-4776** a'fai **650-616-2133** (TTY: 1-800-735-2929 or 711).
  - Se gorngv meih duqv faaux mbuox bieqc liuz Kaiser, meih oix duqv zipv saaiv longc weic zorc nyaah yiem FFS dental daaih. Oix lorz zorc nyaah sai, meih haih heuc mingh Medi-Cal Dental's Customer Service Center yiem **1-800-322-6384** (TTY: 1-800-735-2922), Leiz-baaix Yietv mingh taux Leiz-baaix Hmz, 8 norm daauh aanx mingh taux 5 norm njiec aanx.

### **Tengx baengc-nzauh nyei saaiv longc**

Se gorngv meih qiemx zuqc tengx baengc-nzauh nyei saaiv longc, jiu tong caux meih siang nyei Medi-Cal Managed Care Plan tengx bieqc gorn nyei mienh saaiv longc gorn a'fai meih nyei gorqc zeic nyei ndie-sai. Meih nziex haih duqv deix saaiv longc weic baengc-nzauh yiem meih siang nyei Medi-Cal Managed Care Plan gorn. Meih yaac nziex haih puix duqv zipv lengc jeiv nyei saaiv longc weic baengc-nzauh. Meih nyei nquenc zangc wangc siangx beu-sengh maaih tengx taux lengc jeiv nyei saaiv longc weic baengc-nzauh. Meih nyei Medi-Cal Managed Care Plan qiemx zuqc tengx meih dongh qiemx zuqc nyei goux baengc-nzauh nyei jauv caux tengx meih lorz horpc nyei ndie-sai. Naaiv County Mental Health Plan Contact List (Nquenc Zangc Baengc-Nzauh Jiu Tong nyei Mbaih Nzangh) weic lengc jeiv nyei saaiv longc weic baengc-nzauh se yiem [bit.ly/mhp-contact-list](http://bit.ly/mhp-contact-list).

### **Guangc diuv caux ndie-waac nyei saaiv longc**

Se gorngv meih qiemx zuqc saaiv longc tengx guangc diuv a'fai ganh nyungc baengc dongh longc ndie-waac benx daaih nyei nor, meih haih duqv zipv zaah tengx nyei jauv yiem Medi-Cal Managed Care Plan. Meih yaac haih heuc meih nyei nquenc zangc Drug Medi-Cal Program lorz taux dongh substance use disorder (longc ndie-waac benx daaih nyei baengc) nyei saaiv longc. A'fai heuc mingh meih nyei Medi-Cal Managed Care Plan tengx bieqc gorn mienh nyei saaiv longc yiem [bit.ly/mhp-contact-list](http://bit.ly/mhp-contact-list).

### **Simv maaih sin caux nqaeqv saeng-yungz nyei saaiv longc**

Meih haih duqv zipv simv maaih sin nyei saaiv longc yiem ndie-sai dongh longc Medi-Cal wuov, maiv gunv ninh maiv yiem meih nyei Medi-Cal Managed Care Plan gorn. Meih maiv qiemx zuqc sou-fungx a'fai jaa-ndaangc bun ziangx nyei lingc (pre-approval). Maiv maaih juangc cuotv zinh. Oix hoqc hiuv camv, jiu tong caux meih nyei Medi-Cal Managed Care Plan tengx bieqc gorn mienh nyei saaiv longc a'fai Fee-for-Service (regular) Medi-Cal provider. Tengx taux nyei saaiv longc se liemh jienv:

- Buangh weic simv maaih sin nyei jauv
- Hoc hiuv caux orn hnyouv taux simv maaih sin nyei jauv yiem pou-tong nyei yuoqc buangh
- Nqaeqv saeng-yungz nyei yietv-nyeic, dapv bieqc nyei jauv-louc a'fai ja'sic
- Im m'sieqv dorn

- Im m'jangc dorn
- Nqaeqv saeng-yungz nyei ndie a'fai ja'sic
- Zorqv gu'nguaaz guangc
- Zorc baengc dongh benx cuotv yiem jiex daaih wuov baan nqaeqv saeng-yungz nyei yietv-nyeic
- Zaah seix baengc nyei yietv-nyeic, aamx fangx taux baengc, caux ndie weic nqaeqv saeng-yungz nyei yietv-nyeic

### **Ndie-poux nyei saaiv longc**

Medi-Cal Rx tengx taux ndie-sai bun sou maaiz nyei ndie dongh meih nyei ndie-sai bun sou meih mingh maaiz yiem ndie-poux. Meih nyei Medi-Cal Managed Care Plan caux Fee-for-Service (regular) Medi-Cal tengx taux duqv ndie dongh meih nyei ndie-sai haih bun meih yiem ndie-sai nyei gong-dorngx a'fai ndie-biauv.

Oix hoqc hiuv camv taux Medi-Cal Rx beu-sengh weic ndie-sai bun sou maaiz nyei ndie caux ndie-poux dongh lonc Medi-Cal wuov nor, mingh doqc yiem [medi-calrx.dhcs.ca.gov](http://medi-calrx.dhcs.ca.gov). A'fai heuc mingh Medi-Cal Rx Tengx Mienh Gorn yiem 1-800-977-2273 (TTY: State Relay yiem 711). Mbenc ziangx meih nyei Medi-Cal Benefits Identification Card (BIC) soux hoc dongh meih heuc mingh nyei ziangh hoc.

Se gorngv meih maaih waac-naaic jiex liuz meih faaux mbuox bieqc Medi-Cal Managed Care Plan nor, heuc mingh lorz dongh tengx bieqc gorn mienh nyei saaiv longc nyei phone number.

### **Cie weic bieqc cuotv**

Se gorngv meih maiv maaih jauv haih bun meih mingh taux zipv dongh Medi-Cal tengx nyei saaiv longc a'fai mingh zorqv ndie yiem ndie-poux, meih nziex haih baeqc duqv zipv tengx yiem Non-Medical Transportation services (maiv zeix guen taux baengc nyei cie weic bieqc cuotv nyei saaiv longc). Meih nziex haih baeqc duqv bieqc cie-dorn, cie-cingv, cie-ndaauv, a'fai domh zuangx a'fai gorqc zeic nyei cie. Meih maiv qiexm zuqc ndie-sai bun nyei sou weic zipv Non-Medical Transportation nyei saaiv longc.

Se gorngv meih maiv haih bieqc cie-dorn, cie-ndaauv, cie-cingv, a'fai domh zuangx a'fai gorqv zeic cie mingh meih nyei yuoqc buangh weic laaix meih nyei baengc nor, meih nziex haih puix duqv baeqc zipv Non-Emergency Medical Transportation (maiv zeix jiepv sih nyei cie weic bieqc cuotv). Naaiv se yangh cic njoux cie, bieqc duqc eiv-fongv cie-waenh, a'fai cie-waenh dongh maaih jienv coux. Naaiv se bun mienh dongh maiv haih bieqc domh zuangx a'fai gorqc zeic nyei cie weic bieqc cuotv.

Meih qiexm zuqc sou yiem ndie-sai dongh maaih iv congh sou cingx haih tov duqv Non-Emergency Medical Transportation. Meih nyei goux pou-tong baengc nyei ndie-sai, zorc nyaah sai, zorc zaux sai, zorc baengx-nzauh sai a'fai zorc dongh longc ndie-waic benx daaih nyei baengc sai haih bun sou meih zipv duqv Non-Emergency Medical Transportation. Non-Emergency Medical Transportation se mbenc daaih tengx taux mingh yuoqc buangh dongh meih nyei wangc siangx beu-sengh gem nyei yaac caux ndie-poux saaiv longc.

Se gorngv meih nyei yuoqc buangh se Medi-Cal gem nyei mv baac meih nyei beu-sengh maiv gem nor, meih nyei beu-sengh haih gem taux weic baengc nyei cie weic bieqc cuotv mv baac haih tengx meih dunx cie weic bieqc cuotv caux Medi-Cal. Se gorngv meih zipv Medi-Cal yiem norm Medi-Cal Managed Care Plan daaih nor, heuc mingh tengx bieqc gorn mienh nyei saaiv longc lorz cie bieqc. Se gorngv meih zipv Medi-Cal yiem Fee-for-Service (regular) Medi-Cal daaih nor, meih haih jiu tong caux DHCS lorz tengx. Medi-Cal Members (zipv Medi-Cal nyei mienh) a'fai tengx ninh mbuo nyei mienh haih fungx i^maeoh mingh DHCSNMT@dhcs.ca.gov tov tengx se gorngv ninh mbuo nyei ndie-sai maiv haih tengx liuc leiz dunx Non-Emergency Transportation.

### **Home and community-based services (HCBS)**

Naaiv liemh jienv:

- In-Home Supportive Services (IHSS) zuov caux liuc leiz mbenc nyei goux bun meih haih duqv yiem meih ganh nyei biau
- Home and Community-Based Alternatives Waiver saaiv longc se maaih fungx daaih biau nyei ndie-sai muic, zorc biau horpc puix, caux tengx goux taux gorqc zeic nyei saaiv longc
- Community-Based Adult Services yiem yietc norm gorn
- Ganh nyungc tengx nyei jauv

Oix hoqc hiuv camv bieqc doqc yiem [bit.ly/IHSSProgram](http://bit.ly/IHSSProgram).

### **5. Hnangv haaix nor se gorngv yie zipv jienv Medi-Cal dongh tengx taux maaih sin nyei jauv?**

Se gorngv meih zipv jienv Medi-Cal dongh tengx taux maaih sin nyei jauv nor, meih duqv zipv nzengc yietc zungv weic baengc longc jienv nyei saaiv longc dongh Medi-Cal tengx nyei. Oix hoqc hiuv camv taux full Medi-Cal nor, bieqc mingh doqc yiem [bit.ly/medi-cal-ehb-benefits](http://bit.ly/medi-cal-ehb-benefits).

### **6. Yie oix zuqc juangc jienv cuotv zinh fai?**

Maiv zuqc. Maiv maaih juangc jienv cuotv zinh weic goux baengc nyei jauv. Medi-Cal Managed Care Plan gem nzengc yietc zungv zorc baengc zinh dongh weic baengc longc jienv nyei jauv.

### **7. Yie maaih Share of Cost (SOC) nyei fai?**

Maaih deix mienh zipv jienv Medi-Cal maaih share of cost (SOC) nyei. SOC se zinh dauh soux mouc dongh meih horpc zuqc cuotv ndaangc meih nyei Medi-Cal beu-sengh jiex gorn naaic norm hlaax. Se gorngv meih zipv jienv Medi-Cal liemh jienv SOC caux doix-diuc meih nyei SOC soux mouc yiem naaic yietc norm hlaax nor, Medi-Cal cuotv nzengc meih nyei zaeqv-zinh weic goux wangc siangx nyei jauv yiem naaic norm hlaax. Yietc hlaax nyieqc meih qiemx zuqc cuotv SOC yietc nzunc hnangv dongh meih qiemx zuqc longc Medi-Cal nyei ziangh hoc.

### **8. Yie hnangv haaix nor longc yie nyei full Medi-Cal?**

Se gorngv meih maiv maaih SOC, meih qiemx zuqc faaux mbuox bieqc norm Medi-Cal Managed Care Plan yiem meih duqv zipv jienv full Medi-Cal. Meih haih mingh buangh ndie-sai dongh zoux gong caux gorn yiem gorn nyei dorngx dauh. Meih haih duqv zipv

zaah baengc, mingh buangh lengc jeiv nyei ndie-sai, duqv zipv goux taux baengc-ngaaz beiv hnavg nziaamv-gaam baengc, a'fai maaih zuqc paaiz nyei jauv. Meih nyei Medi-Cal Managed Care Plan se gem taux weic baengc longc jienv nyei saaiv longc dongh Medi-Cal gem taux nyei.

Se gorngv meih yiem norm nquenc zangc dongh bun Medi-Cal yiem yietc norm County Organized Health System (COHS) a'fai yietc norm Single Plan nor, meih haih faaux mbuox bieqc yiem naaic COHS Plan, Single Plan, a'fai Kaiser Permanente. Meih maiv zuqc liuc leiz haaix nyungc. Se gorngv meih nyei nquenc zangc maaih gauh camv yietc norm Medi-Cal Managed Care Plan nor, meih haih duqv zipv waac-fienx weic hiuv duqv ginv bieqc haaix norm gorn.

Oix lorz mangc gaax meih yiem COHS a'fai Single Plan nyei nquenc zangc, bieqc mingh doqc yiem [bit.ly/county-info](http://bit.ly/county-info).

Se gorngv meih duqv zipv jienv SOC caux yiem jienv Long-term Care Facility, meih haih faaux mbuox bieqc Medi-Cal Managed Plan.

## 9. Medi-Cal Managed Care Plan naaic se haaix nyungc?

Medi-Cal Managed Care Plan se wangc siangx beu-sengh dongh tengx taux:

- Zoux gong caux ndie-sai, domh ndie-biauv, caux ganh norm liuc leiz goux wangc siangx nyei mienh yiem meih nyei dorngx dauh dongh haih bun meih duqv zipv wangc siangx nyei saaiv longc
- Bun meih duqv zipv dongh meih qiemx zuqc nyei weic baengc longc jienv nyei Medi-Cal saaiv longc
- Zoux gong caux meih caux meih nyei ndie-sai juangc jienv caux liuc leiz taux meih nyei goux

Dongh meih zipv jienv Medi-Cal Managed Care Plan nor, meih nziex corc haih duqv zipv deix saaiv longc yiem Fee-for-Service (regular) Medi-Cal div dorng yiem meih nyei Medi-Cal Managed Care Plan. Yiem camv jiex nyei nquenc zangc, tengx nyei jauv se liemh jienv:

- Deix baav tengx yiem biauv caux horngc zangc gorn nyei saaiv longc
- Camv jiex Medi-Cal ndie-poux saaiv longc
- Zorc Substance use disorder (SUD) (longc ndie-waac benx daaih nyei baengc) nyei saaiv longc
- Zorc nyaah nyei saaiv longc

Se gorngv meih duqv zipv jienv In-Home Supportive Services (IHSS), meih haih duqv zipv naaic deix saaiv longc yiem Fee-For-Service (regular) Medi-Cal ei jienv ih zanc meih duqv zipv nyei.

Oix hoqc hiuv camv taux maaih tengx nyei jauv yiem Medi-Cal Managed Care Plans, bieqc mingh doqc yiem [healthcareoptions.dhcs.ca.gov](http://healthcareoptions.dhcs.ca.gov).



## 10. Yie hhangv haaix nor ginv yietc norm Medi-Cal Managed Care Plan?

Meih haih duqv ginv haaix norm Medi-Cal Managed Care Plan se ei meih yiem haaix norm nquenc zangc.

Oix lorz mangc gaax meih yiem COHS a'fai Single Plan nyei nquenc zangc, bieqc mingh doqc yiem [bit.ly/county-info](http://bit.ly/county-info).

Se gorngv meih yiem nquenc zangc dongh **maiv maaih** yietc norm County Organized Health System (COHS) a'fai yietc norm Single Plan, Health Care Options oix fungx yietc daapc *My Medi-Cal Choice* packet bun meih. Naaiv se mbaih nzangh Medi-Cal Managed Care Plans yiem meih nyei nquenc zangc. Ninh mbuox meih hhangv haaix nor faaux mbuox bieqc.

Se gorngv meih buangh jienv ndie-sai a'fai ndie-biauv nor, naaic gaax ninh mbuo zoux gong caux Medi-Cal Managed Care Plan yiem meih nyei nquenc zangc nyei fai. Se gorngv meih maiv oix tiuv ndie-sai a'fai ndie-biauv nor, meih haih ginv Medi-Cal Managed Care Plan dongh meih nyei ndie-sai a'fai ndie-biauv zipv nyei wuov norm.

Se gorngv meih nyei ndie-sai a'fai ndie-biauv **maiv** zoux gong caux Medi-Cal Managed Care Plan yiem meih nyei nquenc zangc nor, meih nziex haih nzipc jienv zipv meih nyei fee-for-Service (regular) Medi-Cal. Mienh dongh maaih baengc hniev beiv hhangv HIV/AIDS, maaih gu'nguaaz duqv buo hlaax nyieqc, doc hieh baengc, nzaaux nziaamv, caux gauh camv nziex haih puix duqv nzipc jienv zipv Fee-for-Service (regular) Medi-Cal. Se gorngv meih haix naaiv gorngv daaih zuqc meih nor, dau ziangx caux fungx nzuonx "Medical Exemption Request" (Weic Baengc Tov Iv Congh Maiv Zuqc Zoux Ei Pou-Tong) bieqc nzemx sou dongh gan jienv *My Medi-Cal Choice* packet daaih wuov.

Se gorngv meih maiv ginv yietc norm Medi-Cal Managed Care Plan nor, Medi-Cal ganh ginv yietc norm Medi-Cal Managed Care Plan yiem meih nyei nquenc zangc bun meih. Meih maaih leiz tov tiuv meih nyei Medi-Cal Managed Care Plan yiem haaix zanc yaac duqv nyei. Heuc mingh Health Care Options yiem **1-800-430-4263** (TTY: 1-800-430-7077) a'fai bieqc mingh doqc yiem [healthcareoptions.dhcs.ca.gov](http://healthcareoptions.dhcs.ca.gov).

Se gorngv meih tiuv meih nyei Medi-Cal Managed Care Plan nor, meih oix zuqc faaux mbuox bieqc ganh norm Medi-Cal Managed Care Plan yiem dongh wuov norm nquenc zangc. Meih maiv haih daaux nqaangc mingh bieqc Fee-For-Service (regular) Medi-Cal se gorngv meih faaux mbuox bieqc yiem yietc norm Medi-Cal Managed Care Plan gauh lauh jiex 90 hnoi.

## 11. Health Care Options naaic haaix nyungc?

Health Care Options se yietc norm Medi-Cal saaiv longc dongh tengx bieqc gorn mienh hoqc hiuv taux Medi-Cal Managed Care Plans nyei jauv-louc. Health Care Options haih tengx bieqc gorn nyei mienh ginv dongh horpc wuov norm Medi-Cal.

Health Care Options nyei waepv<sup>^</sup>sav se [healthcareoptions.dhcs.ca.gov](http://healthcareoptions.dhcs.ca.gov). Oix hoqc hiuv gauh camv, heuc mingh Health Care Options yiem 1-800-430-4263 (TTY: 1-800-430-7077).

Health Care Options maaih waac-fienx bun taux non-COHS caux Single Plan nyei nquenc zangc. Se gorngv meih yiem yietc norm COHS nquenc zangc a'fai yietc norm Single Plan nquenc zangc, jiu tong caux meih nyei nquenc zangc weic tengx zuangx mienh nyei saaiv longc gorn bun meih hoqc hiuv gauh camv.

## **12. Haaix dauh benx yie nyei zorc pou-tong baengc nyei ndie-sai se gorngv yie bieqc jienv Medi-Cal Managed Care Plan?**

Meih bieqc liuz Medi-Cal Managed Care Plan nor, meih oix zuqc ginv yietc dauh zorc pou-tong baengc nyei ndie-sai dongh zoux gong caux Medi-Cal Managed Care Plan wuov. Se gorngv meih maiv ginv ndie-sai yiem **30 hnoi ga'nyuoz** yiem hnoi-nyieqc meih faaux mbuox bieqc meih liuz Medi-Cal Managed Care Plan nor, Medi-Cal Managed Care Plan oix ginv dauh bun meih.

Se gorngv meih **maiv oix tiuv** meih nyei ndie-sai:

- Naaic gaax meih nyei ndie-sai ninh zoux gong caux yietc norm Medi-Cal Managed Care Plan yiem meih nyei nquenc zangc nyei fai.
- Ginv yietc norm Medi-Cal Managed Care Plan dongh meih nyei ndie-sai zoux gong caux wuov.

Se gorngv meih oix lorz **siang**-ndie-sai:

- Doqc mangc mbaih nzangh taux ndie-sai dongh Medi-Cal Managed Care Plan oix zuqc ginv yiem. A'fai heuc ninh mbuo juix kuaaiv ndie-sai nyei mbaih nzangh daaih bun meih.
- Tov ninh mbuo tengx tiuv meih nyei ndie-sai mingh yietc dauh dongh zoux gong caux Medi-Cal Managed Care Plan network. Meih haih tov tiuv ndie-sai haaix zanc yaac duqv nyei.
- Oix duqv tengx lorz ndie-sai a'fai tiuv ndie-sai nor, heuc mingh meih nyei Medi-Cal Managed Care Plan's tengx bieqc gorn mienh nyei saaiv longc phone number jiex liuz meih bieqc gorn.

## **13. Yie maiv tiuv yie nyei Medi-Cal ndie-sai duqv nyei fai se gorngv ninh maiv zoux gong caux yietc norm Medi-Cal Managed Care Plan?**

Linh goux se maaih eix-leiz gorngv meih nziex haih nzipc jienv buangh meih nyei ndie-sai a'fai lioux-sai camv taux 12 hlaax, a'fai gauh camv yiem kang baav sic, jiex liuz meih faaux mbuox bieqc yiem yietc norm Medi-Cal Managed Care Plan. Naaiv liemh jienv meih nyei Medi-Cal ndie-sai, lengc jeiv ndie-sai, caux lioux-sai. Meih haih linh buangh nyei lioux-sai se liemh jienv lioux sin sai, lioux gong sai, lioux tauv qiex sai, lioux gorngv waac sai, caux juoqv setv wangc siangx sai. Meih ginv nyei ndie-sai oix zuqc zunv cov zoux gong caux Medi-Cal Managed Care Plan.

Se gorngv meih oix maaih linh goux nor, heuc meih nyei Medi-Cal Managed Care Plan's tengx bieqc gorn mienh nyei saaiv longc phone number jiex liuz meih faaux mbuox bieqc gorn. Se gorngv meih maaih waac-naaic gauh camv taux linh goux nor, bieqc mingh doqc yiem [bit.ly/DHCSCOC](http://bit.ly/DHCSCOC).



#### 14. Haaix dauh maiv zuqc faaux mbuox bieqc yietc norm Medi-Cal Managed Care Plan?

Se gorngv meih yiem yietc norm non-COHS a'fai Non-Single Plan nyei nquenc zangc nor, meih nziex maiv zuqc faaux mbuox bieqc yietc norm Medi-Cal Managed Care Plan se gorngv meih:

- Yietc dauh American Indian/Alaska Native
- Yietc dauh mienh dongh duqv zipv tengx daaih yiem Foster Care, dongh Adoption Assistance Program, a'fai Child Protective Services
- Yiem yietc norm California Veteran's nyei biau
- Duqv zipv iv congh meih maiv zuqc zoux ei pou-tong oix zuqc faaux mbuox bieqc yietc norm Medi-Cal Managed Care Plan; a'fai
- Mingh tov duqv sou iv congh meih maiv zuqc zoux ei pou-tong oix zuqc faaux mbuox bieqc yietc norm Medi-Cal Managed Care Plan

Yietc dauh mienh dongh duqv zipv tengx daaih yiem, dongh Adoption Assistance Program, a'fai Child Protective Services, caux yiem yietc norm Single Plan nyei nquenc zangc, meih maaih dorngx ginv faaux mbuox bieqc yiem yietc norm Medi-Cal health plan a'fai FFS Medi-Cal.

Oix hoqc hiuv camv taux iv congh maiv zuqc zoux ei pou-tong oix zuqc faaux mbuox bieqc yietc norm Medi-Cal Managed Care Plan, heuc mingh Health Care Options yiem 1-800-430-4263 (TTY: 1-800-430-7077).

Oix lorz mangc gaax meih yiem yietc norm COHS, Single Plan a'fai non-COHS, non-Single Plan nyei nquenc zangc, bieqc mingh doqc yiem [bit.ly/county-info](http://bit.ly/county-info).

#### 15. Yie haih weic baengc nyei jauv duqv iv congh maiv zuqc zoux ei pou-tong oix zuqc faaux mbuox bieqc yietc norm Medi-Cal Managed Care Plan?

Se gorngv meih maaih baengc hniv caux meih nyei Medi-Cal nyei ndie-sai se benx yietc dauh Fee-for-Service (regular) Medi-Cal ndie-sai dongh maiv bieqc yiem yietc norm Medi-Cal Managed Care Plan network yiem meih nyei nquenc zangc, meih nziex haih weic baengc duqv zipv iv congh maiv zuqc zoux ei pou-tong yaac maiv zuqc tiuv meih nyei ndie-sai **camv taux 12 hlaax**.

Se gorngv meih yiem yietc norm nquenc zangc dongh **maiv** maaih yietc norm County Organized Health System (COHS) a'fai yietc norm Single Plan County caux oix tov minc zinh nyei weic baengc iv congh maiv zuqc zoux ei pou-tong, longc naaiv "Medical Exemption Request" bieqc nzemx sou. Naaiv haih lorz buatc yiem dongh *My Medi-Cal Choice* Packet meih duqv zipv wuov. Se gorngv meih corc oix yiem jienv Fee-for-Service (regular) Medi-Cal nor, tov weic baengc iv congh maiv zuqc zoux ei pou-tong siepv-siepv oc. Yiem camv jhex nyei sic nor, meih maiv haih puix duqv zipv iv congh maiv zuqc zoux ei pou-tong oix zuqc faaux mbuox bieqc liuc leiz goux mangc nyei gorn jhex liuz meih bieqc yiem yietc norm Medi-Cal Managed Care Plan duqv **90 hnoi**. Meih nyei ndie-sai, ndie-biau gong-mienh, a'fai bouc sengh mienh haih tengx meih dau naaic bieqc nzemx sou. Meih nyei ndie-sai yaac qiemx zuqc dau kang naaiv bieqc nzemx sou. Dau ziangx liuz fungx bieqc nzemx sou mingh bun Health Care Options.

Maaih i diuh jauv bun meih haih tov weic baengc iv congh maiv zuqc zoux ei pou-tong:

- Heuc mingh Health Care Options yiem 1-800-430-4263 (TTY: 1-800-430-7077)
- Bieqc Health Care Options nyei waepv^saiv yiem [healthcareoptions.dhcs.ca.gov](http://healthcareoptions.dhcs.ca.gov).

Se gorngv meih nyei iv congh maiv zuqc zoux ei pou-tong duqv zunv cov mi'aqc nor, meih haih yiem jienv Fee-for-Service (regular) Medi-Cal caux maiv zuqc tiuv ndie-sai taux meih nyei iv congh sou dorngv dueiv.

Se gorngv meih maaih jienv nyungc baav baengc caux maiv oix tiuv meih nyei Medi-Cal ndie-sai **gauh camv 12 hlaax**, meih haih tov borqv weic baengc iv congh maiv zuqc zoux ei pou-tong sou. Se gorngv meih oix tov borqv sou, meih oix zuqc zuov taux mv lauh yaac **11 hlaax** yiem meih ih zanc duqv zipv jienv nyei iv congh maiv zuqc zoux ei pou-tong sou jiex gorn nyei hnoi-nyieqc. Health Care Options oix mbuox meih hiuv dongh taux 45 hnoi ndaangc meih nyei weic baengc iv congh maiv zuqc zoux ei pou-tong sou dorngv dueiv. Ninh mbuo oix mbuox meih hhangv haaix nor tov borqv sou.

Se gorngv meih tov borqv sou nyei maiv duqv zipv, meih nziex maiv zuqc tiuv ndie-sai se gorngv meih tov meih nyei Medi-Cal Managed Care Plan weic "continuity of care" (linh goux). Doqc gauh camv taux linh goux yiem waac-naaic 11 wuov kang. Se gorngv meih yiem yietc norm COHS nquenc zangc a'fai Single Plan nquenc zangc, meih nziex **maiv** haih tov weic baengc iv congh maiv zuqc zoux ei pou-tong sou.

Oix hoqc hiuv camv taux iv congh maiv zuqc zoux ei pou-tong caux hhangv haaix nor tov, bieqc mingh Health Care Options nyei waepv^saiv yiem [healthcareoptions.dhcs.ca.gov](http://healthcareoptions.dhcs.ca.gov).

#### **16. Se gorngv yie maaih waac-naaic taux Medi-Cal caux yie nyei bieqc deic-bung nyei sou-gorn nix?**

U.S. Department of Homeland Security caux U.S. Citizenship and Immigration Services MAIV longc wangc siangx, nyanc hopv, caux biau nyei saaiv longc benx buonc dingc taux dongh domh zuangx longc sic nyei jauv (public charge). Weic naaiv, longc Medi-Cal tengx nyei (cuotv liuz mienh gox caux baengc mienh yiem nyei ndie-biau a'fai zorc baengc-nzauh nyei ndie-biau) se MAIV laanh zuqc meih bieqc deic-bung nyei jauv. Dongh weic Hnyangx-jeiv 26 mingh taux 49 hnyangx Adult Expansion se benx saengv cuotv zinh tengx nyei gorn. Dongh meih tov saengv cuotv zinh tengx nyei jauv, meih nyei waac-fienx se kungx longc zaah mangc gaax meih puix duqv zipv Medi-Cal hhangv. Saengv nyei doz-leiz bouc sengh siqc jeiv nyei waac-fienx.

DHCS caux nquenc zangc weic tengx zuangx mienh gorn maiv haih dau waac-naaic nitv taux bieqc deic-bung a'fai domh zuangc lorz sic nyei jauv. Se gorngv meih maaih waac-naaic taux meih nyei bieqc deic-bung nyei sou-gorn caux Medi-Cal tengx nyei jauv, oix zuqc jiu tong caux hiuv duqv bieqc deic-bung nyei leiz-sai.

California Department of Social Services cingv puix duqv zoux maiv weic duqv leic zinh nyei gong-gorn daaih tengx bieqc deic-bung mienh yiem California. Naaiv deix gorn nyei mbaih nzangh se yiem [bit.ly/immigration-service-contractors](http://bit.ly/immigration-service-contractors).

Oix duqv waac-fienx caux tengx yiem bieqc deic-bung nyei jauv, bieqc mingh doqc California's Immigrant Guide yiem [immigrantguide.ca.gov](http://immigrantguide.ca.gov).

Oix hoqc hiuv taux domh zuangx lorz sic nyei jauv, bieqc mingh doqc California Health and Human Services Agency Public Charge Guide yiem [chhs.ca.gov/public-charge-guide/](http://chhs.ca.gov/public-charge-guide/).

**17. Yie mingh haaix haih hoqc hiuv gauh camv a'fai lorz tengx?**

- Heuc mingh DHCS Medi-Cal Helpline yiem **1-800-541-5555**. Naaiv se baeqc heuc hngangv.
- Heuc mingh DHCS Ombudsman Office yiem **1-888-452-8609**. Naaiv se baeqc heuc hngangv. A'fai i^maeoh ninh mbuo yiem [MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov). Ombudsman Office tengx mienh dongh duqv zipv Medi-Cal hngangv haaix nor longc ninh mbuo zipv tengx nyei jauv caux bieqc hynouv taux ninh mbuo maaiah nyei lingc caux ndaam-dorng.
- Hoqc hiuv camv taux Medi-Cal bieqc DHCS nyei waepv^saiv yiem [bit.ly/MyMedi-Cal](http://bit.ly/MyMedi-Cal).
- Hoqc hiuv camv yiem DHCS Adult Expansion nyei waepv^saiv yiem [bit.ly/AdultExpansion](http://bit.ly/AdultExpansion).
- I^maeoh mingh [AdultExpansion@dhcs.ca.gov](mailto:AdultExpansion@dhcs.ca.gov).