

**Wisconsin
BadgerCare Plus
Phau Ntawv Qhia Txog HMO Program**



BADGERCARE+

Core Plan

Pab Kho Mob Rau Cov Tsis Muaj Me Nyuam Tos Lawv Pab
Health Care for Adults with No Dependent Children
1-800-291-2002

Department of Health Services
Division of Health Care Access and Accountability

[English]

For help to translate or understand this document, please call 1-800-291-2002.

[Español]

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

[Hmong]

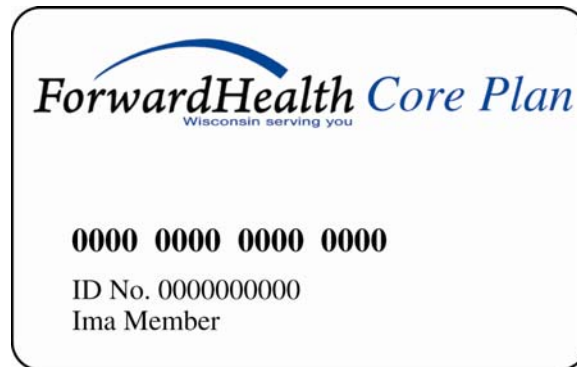
Yog xav tau kev pab txhais cov ntaub ntawv no kom koj to taub, hu rau 1-800-291-2002.

[Hearing Impaired]

For help to understand this document, please call TDD/TTY 1-800-291-2002.

Daim Identification Card rau daim Core Plan thiab BadgerCare Plus HMO Program

Txhua tus neeg uas muaj npe zwm rau hauv BadgerCare Plus Core Plan yuav tau txais ib daim ForwardHealth card. Muab koj daim ForwardHealth card rau koj tus kws kho mob txhua zaus koj mus ntsib nws.



Ua Npe Zwm rau hauv ib lub HMO

Ib qho ntawm ntau cov kev pab hauv BadgerCare Plus Core Plan yog ua npe zwm rau hauv Wisconsin BadgerCare Plus ib lub koom haum kho mob HMO (Health Maintenance Organization).

Feem ntau cov tswv cuab uas tau txais kev pab los ntawm daim Core Plan yuav tsum ua npe zwm rau ib lub HMO. Nyob rau cheeb tsam uas nws muaj txog 2 lub HMOs los yog ntau dua ntawd, koj yuav xaiv seb koj xav nyob rau lub twg.

Yuav kom paub seb koj puas yuav tsum tau xaiv ib lub HMO, hu rau **HMO Tus Kws Teev Npe (Enrollment Specialist)** ntawm **1-800-291-2002**.

Cov Kev Pab Ntawm ib lub HMO

Ib lub HMO yog ib pab kws kho mob, tsev kuaj mob thiab tsev kho mob ua hauj lwm ua ke los pab tswj thiab kho koj tej mob. Koj yuav tau xaiv ib tus kws kho mob thawj tus uas txhua zaus koj xub ntsib nws ua ntej (primary care provider) los yog qhov chaw kuaj mob uas koj xub ntsib ua ntej txhua zaus (primary care clinic).

BadgerCare Plus HMOs muab kev kho mob zoo heev los pab koj tiv thaiv tej kab mob thiab pab tswj tej mob ntev ntev tsis txawj zoo ib yam li ntshav qab zib los yog hnoos hawb pob tej ntawd (diabetes or asthma).

BadgerCare Plus Core Plan Cov Kev Kho Mob uas Koj lub HMO Kam Them

Daim Core Plan cov kev pab uas koj lub HMO yuav them rau kuj muaj li cov teev nram qab no, yog cov no yeej yog kev mob nkeeg tiag uas yuav tsum tau kho. Lwm cov kev pab ib yam li tshuaj noj (cov generic prescription drugs thiab ib co brand name drugs), cov kev pab zuaj ib ce (chiropractic services), thiab cov kev pab npaj lub neej kom muaj me nyuam li yus siab nyiam uas tau txais los ntawm cov chaw pab npaj lub neej (family planning clinics) yog Wisconsin BadgerCare Plus ua tus them, tsis yog koj lub HMO them.

- Cov kev mus ntsib kws kho mob (Doctor visits)
- Cov kev pab hauv tsev kho mob (Hospital services)
- Cov kev pab hauv kem kho mob ceev (Emergency room visits)
- Tsheb thauj thaum mob ceev (Emergency ambulance rides)
- Zuaj ib ce (Physical therapy)
- Pab kho ib ce kom ua tau hauj lwm (Occupational therapy)
- Pab kho kom hais tau lus (Speech therapy)
- Pab kho lub plawv kom muaj zog (Cardiac rehabilitation)
- Cuab yeej kho mob siv mus ntev (Durable medical equipment)
- Khoom siv kho mob tas pov tseg (Disposable medical supplies)

Ib co kev pab uas daim Core Plan them rau kuj muaj kev txwv thiab. Koj lub HMO tsuas them mus txog qhov tsis pub tshaj ntawd xwb. Hu rau **HMO Tus Kws Teev Npe ntawm 1-800-291-2002** kom paub ntxiv txog cov kev txwv no.

Cov tswv cuab muaj npe nyob hauv daim Core Plan kuj yuav tau them qhov pab nrog them (copayments) thiab. Qhov no yog pab them ib feem ntawm tus nqi kho mob uas koj tau txais.

Koj Yuav Xaiv koj lub HMO Li Cas ?

Lub HMO uas koj cov kws kho mob zwm rau yuav yog ib lub zoo pab tau koj! Koj cov kws kho mob yuav tsis zwm tas nrho rau ib lub HMO nkaus xwb. Koj yuav tau txiav txim seb tus kws kho mob twg yog tus tseem ceeb tshaj rau koj.

Koj cov kws kho mob kuj yuav muaj xws li:

- Tus kws kho mob thawj tus uas koj xub ntsib nws ua ntej (Primary care provider)
- Tus kws kho mob tshwj xeeb uas paub txog ib hom mob zoo (Specialty doctor)
- Tsev kho mob (Hospital)

Hu Mus Nug!



Puas xav tau kev pab? Hu rau HMO Tus kws Teev Npe ntawm 1-800-291-2002! Tus Kws Teev Npe yuav:

- Xyuas kom paub seb koj tus kws kho mob, tsev kho mob, los yog tsev kuaj mob puas zwm rau ib lub HMO, thiab yog zwm no, yog lub twg.
- Pab koj hu xov tooj mus xaiv ib lub HMO los yog pab koj ua HMO Daim Ntawv Rau Npe Xaiv (HMO Enrollment Choice form) es koj mam muab xa mus.
- Teb koj tej lus nug seb lub HMO ua hauj lwm li cas.

Yua Ua Npe Zwm rau hauv lub HMO Li Cas

- Koj yuav tau teb cov lus, kos npe rau HMO Daim Ntawv Rau Npe Xaiv (HMO Enrollment Choice) uas muab tso nrog cov ntawv no.
- Koj kuj hu xov tooj tau rau **HMO Tus Kws Teev Npe (HMO Enrollment Specialist) ntawm 1-800-291-2002** mus qhia seb koj xaiv lub HMO twg.

Tom Qab Kuv Muaj Npe Zwm rau lub HMO Lawm Yuav Muaj Dab Tsi Tshwm Sim?

Koj yuav tau txais ib cov ntawv zwm ua tswv cuab uas yuav qhia ntau yam ntxiv rau koj. Cov ntawv no yuav teev cov kws kho mob cov npe, cov tsev kho mob, thiab cov tsev kuaj

mob uas lawv zwm rau hauv koj daim phiaj kho mob (health plan). Nws tseem yuav qhia tej kev pab uas muaj nyob hauv koj lub HMO thiab. Thaum koj muaj npe zwm rau ib lub HMO lawm, hu mus rau lub HMO ntawd:

- Nug kom paub cov kev kho mob uas muaj nyob hauv koj lub HMO.
- Nug kom paub cov kws kho mob thiab cov tsev kuaj mob uas koj yuav siv tau .
- Xaiv yuav los yog pauv koj thawj tus kws kho mob uas koj xub ntsib txhua zaus.

Koj yuav tsum mus ntsib cov kws kho mob thiab lwm cov uas zwm rau koj lub HMO nkaus xwb tshwj tias ntshe koj tau ib daim ntawv tso cai xa tawm mus rau lwm qhov los ntawm koj lub HMO los yog koj muaj ib tus mob ceev heev no xwb.

Yog koj tsis txaus siab rau cov kev pab, cov kws kho mob, cov tsev kho mob, los yog cov tsev kuaj mob uas koj lub HMO muab rau koj, hu rau **HMO Tus Kws Teev Npe ntawm 1-800-291-2002**. Tus Kws Teev Npe yuav pab koj xyuas seb yuav ua li cas rau kauj ruam tom ntej.

Yuav Ua Li Cas Yog Kuv Tsis Nco Xaiv ib lub HMO Lawm?



Yog koj tsis xaiv kom tau ib lub HMO, luag yuav xaiv ib lub rau koj. Koj yuav tau txais ib tsab ntawv tuaj qhia koj tias lub HMO twg muab xaiv rau koj lawm. Hu rau **Tus Kws Teev Npe ntawm 1-800-291-2002** yog koj xav xaiv ib lub HMO txawv lub uas luag tau xaiv rau koj.

Yuav Ua Li Cas yog kuv tsis txaus siab rau kuv lub HMO?

Yog koj tsis txaus siab rau lub HMO uas koj zwm rau, koj yuav pauv koj lub HMO tau tsis pub dhau 90 hnuv txij hnuv koj muaj npe zwm los mus. Qho nov hu ua “qheb ua npe” (“open enrollment.”)

Thaum koj lub sij hawm qheb ua npe tas lawm, koj yuav pauv tsis tau koj lub HMO kom txog rau lwm zaus koj rov qab ua npe dua tshiab rau koj daim Core Plan. Qhov nov hu ua lub caij “kaw” (“lock-in”) lawm.

Tus Kws Teev Npe yuav pab koj:

- Txiaiv txim seb koj puas yuav tsum tau pauv koj lub HMO.
- Hu xov tooj mus pauv koj lub HMO.
- Ncua kev zwm npe rau koj los yog hais kom tso cai rau koj tsis zwm npe rau ib lub HMO li yog hais tias koj nyob rau qhov uas tsis tas yuav ua npe zwm.

Koj Muaj Cai!

Ua ib tug tswv cuab rau ib lub HMO hauv Wisconsin, koj muaj ib cov cai tseem ceeb:

- Koj muaj cai paub txog koj lub HMO thiab seb nws ua hauj lwm li cas.
- Koj muaj cai nug thiab ua ntawv tsis txaus siab.
- Koj muaj cai tau txais kev ncaj ncees.

Kev Pab rau Cov Neeg Xiam Oob Qhab

Cov neeg xiam oob qhab muaj cai tau txais kev pab. Cov kws kho mob nyob hauv koj lub HMO yuav tsum muab kev pab rau cov neeg xiam oob qhab. Txoj cai Americans with Disabilities Act (ADA) yog txoj tswj kom koj muaj cai ib yam. Qhov nov txhais tau hais tias tus kws kho mob qhov chaw ua hauj lwm los yog lub tsev kho mob yuav tsum muaj qhov rooj thiab txoj kev nkag tau mus los yooj yim.

Kev Pab rau Cov Neeg Lag Ntseg los yog Hnov Lus Tsis Zoo

Cov chaw kho mob hauv koj lub HMO yuav tsum muaj neeg txhais lus piav tes pab rau cov neeg lag ntseg los yog hnov lus tsis zoo.

Kev Pab rau Cov Neeg Hais Lwm Hom Lus

Cov chaw kho mob hauv koj lub HMO yuav tsum muaj neeg txhais lus pab rau cov hais lwm hom lus.

Kev Pab rau Cov Neeg Dig Muag los yog Tsis Pom Kev Zoo

Yog koj dig muag los yog tsis pom kev zoo, koj hais kom muab daim qauv qhia txog kev ua tswv cuab hauv lub HMO thiab lwm yam ntaub ntawv sau ua Braille, kaw ua lus los yog ua CD rau koj.

Koj Muaj Cov Luag Hauj Lwm

Yuav kom tau txais kev kho mob zoo, koj muaj cov luag hauj lwm:

- Qhia rau cov kws kho mob thiab cov neeg tu mob seb koj tus mob nyob li cas.
- Thaum muaj mob lawm yuav tsum mus cuag kws kho mob.

- Noj koj cov tshuaj thiab ua raws nraim li koj tus kws kho mob qhia.
- Ua raws nraim li cov txheej txheem hauv HMO hais txog kev kho mob nkeeg.
- Yuav tsum mus cuag kws kho mob raws li sij hawm tau teem tseg.
- Muaj lus nug koj tus kws kho mob, lub HMO, los yog tus neeg ua hauj lwm xyuas kev kho mob (care coordinator).
- Hais qhia rau koj lub HMO seb koj xav li cas xwv lawv thiaj paub pab koj kom koj tau txais kev kho mob zoo tshaj rau koj.

Yog Koj Muaj Teeb Meem los yog Muaj Lus Nug

Yog koj muaj lus nug los yog muaj teeb meem txog koj tus kws kho mob, qhov chaw kho mob, los yog lub HMO, peb xav kom koj paub seb yuav ua li cas.

Nws kuj muaj neeg yuav pab koj nrhiav kom tau kev kho mob kom haum raws li koj xav tau. Nws kuj muaj ntau txoj kev pab daws tej teeb meem thiab teb cov lus nug. Piv txwv cov teeb meem thiab cov lus nug muaj li nram qab no:

- Luag tsis kam muab kev pab rau koj.
- Koj teem tsis tau caij mus ntsib lawv.
- Koj mus cuag tsis tau tus kws kho mob los yog tus kws kho tshwj xeeb raws li koj xaiv.
- Koj nrhiav tsis tau ib tug neeg uas hais tau koj hom lus pab koj.
- Koj tsis txaus siab rau koj tus kws kho mob tus yam ntxwv.
- Koj tsis tau txais kev pab thaum koj hu mus rau lub HMO tus xov tooj 800.
- Luag tsis kam muab cov cuab yeej kho mob los yog cov kev pab kho mob kom pab tau koj tus mob.
- Koj tau txais ib daim nqi uas yog koj lub HMO ua tus them.

Yog muaj tej lus nug los yog teeb meem zoo li no raug koj, koj yuav tau pab kho kom zoo tshaj qub ntxiv.

Yuav Hu Leej Twg kom tau Kev Pab

- Hu mus rau koj lub HMO mus nrog tus Member Advocate tham.
- Hu mus rau tus BadgerCare Plus Ombudsman ntawm 1-800-760-0001.
- Hu mus rau HMO Tus Kws Teev Npe ntawm 1-800-291-2002.

Xaiv Koj Lub
BadgerCare Plus HMO
Choosing Your
BadgerCare Plus HMO

NWS YOG LUB SIJ HAWM XAIV KOJ LUB BADGERCARE PLUS HMO

Feem coob ntawm cov tswv cuab muaj npe zwm rau Wisconsin BadgerCare Plus Core Plan txais lawv cov kev kho mob los ntawm cov HMOs (Health Maintenance Organizations). Phab ntawv no yuav pab qhia koj xaiv ib lub HMO.

Tsis yog tas nrho cov HMOs nyob hauv no yuav muaj chaw txaus txais yuav koj. Koj tsuas xaiv tau cov HMOs uas muaj npe teev rau ntawm Daim Ntawv Rau Npe Xaiv (HMO Enrollment Choice form) xwb. Lub HMOs uas muaj tus cim sau tias “full” (“puv”) no tsis muaj chaw txaus txais neeg tshiab ntxiv lawm.

Koj yuav tau hu rau Wisconsin BadgerCare Plus HMO Tus Kws Teev Npe ntawm **1-800-291-2002** txij 7:00 a.m. mus txog 6:00 p.m., Monday txog Friday los teb koj tej lus nug hais txog kev ua npe zwm rau HMO. Tus Kws Teev Npe yuav muaj neeg txhais lus pab rau cov tsis paub lus zoo thiab.

Tus Kws Teev Npe yuav qhia tau rau koj seb koj tus kws kho mob puas txais yuav cov BadgerCare Plus HMOs lub twg. Tus Kws Teev Npe tseem yuav pab muab koj npe tso rau hauv lub HMO uas koj xaiv uas yog tham hauv lub xov tooj, los yog pab koj ua daim ntawv (form) kom tiav.

Ua tsaug koj tau xaiv koj lub Wisconsin BadgerCare Plus HMO!



Yuav Hu Rau Leej Twg:

Yuav xav ua npe zwm rau ib lub HMO los yog muaj lus nug txog kev ua npe zwm, hu rau **HMO Tus Kws Teev Npe ntawm 1-800-291-2002** txij 7:00 a.m. mus txog 6:00 p.m., Monday txog Friday.

Muaj Lus Nug Txog Cov Kev Pab Kho Mob:

Yog koj muaj lus nug txog cov kev pab kho mob uas muaj nyob hauv ib lub HMO los yog muaj lus nug dab tsi txog ib lub HMO, hu rau HMO qhov chaw pab cov tswv cuab. Mus saib ntawm Cheeb Tsam Lub HMO Muab Kev Pab (HMO Service Area Section) kom paub cov counties uas cov HMOs no muab kev pab.

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|  <p>Children's Community Health Plan™ <i>A member of Children's Hospital and Health System.</i></p> | <p><u>Children's Community Health Plan</u> 1-800-482-8010 1-877-733-6456 TDD</p> |
| <p>Compcare</p> | <p><u>Compcare</u> 1-888-203-7771 or (715) 552-4310 1-800-947-3529 TDD</p> |
|  <p>Dean Health Plan</p> | <p><u>Dean Health Plan</u> 1-800-279-1301 1-877-733-6456 TDD</p> |
|  <p>GROUPHEALTH™ COOPERATIVE of Eau Claire</p> | <p><u>Group Health Cooperative of Eau Claire</u> 1-888-203-7770 or (715) 552-4300 1-800-947-3529 TDD</p> |

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|  <p>Group Health Cooperative HMO</p> | <p><u>Group Health Cooperative of Wisconsin – South Central</u> (608) 828-4853 (608) 828-4815 TDD</p> |
|  <p>Gundersen LutheranSM HEALTH PLAN</p> | <p><u>Gundersen Lutheran Health Plan</u> 1-866-537-1477 or (608) 775-0150 1-800-947-3529 TDD</p> |
| <p>Health Tradition Health Plan</p> | <p><u>Health Tradition Health Plan</u> 1-800-545-8499 1-888-459-3020 TDD</p> |
|  <p>iCare INDEPENDENT CARE HEALTH PLAN</p> | <p><u>Independent Care Health Plan</u> 1-800-777-4376 or (414) 223-4847 1-800-947-3529 TDD</p> |
|  <p>MHS Managed Health Services</p> | <p><u>Managed Health Services</u> 1-888-713-6180 1-800-446-6136 TDD</p> |
|  <p>MERCYCARE INSURANCE COMPANY P.O. BOX 2770, JANESVILLE, WI 53547-2770</p> | <p><u>MercyCare Insurance Company</u> 1-800-895-2421 1-800-947-3529 TDD</p> |
|  <p>MOLINA[®] HEALTHCARE</p> | <p><u>Molina Healthcare</u> 1-888-999-2404 (414) 847-1789 TDD</p> |

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|  <p>Network Health Plan AFFINITY HEALTH SYSTEM</p> | <p><u>Network Health Plan</u> 1-888-713-6180 1-800-446-6136 TDD</p> |
|  <p>Physicians Plus INSURANCE CORPORATION</p> | <p><u>Physicians Plus Insurance Corporation</u> 1-800-545-5015 or (608) 282-8900 (608) 260-7998 TDD</p> |
|  <p>Security Health Plan</p> | <p><u>Security Health Plan</u> 1-800-791-3044 1-877-727-2232 TDD</p> |
|  <p>UnitedHealthcare® Community Plan</p> | <p><u>UnitedHealthcare Community Plan</u> 1-800-504-9660D 1-800-947-6644 TD</p> |
|  <p>Unity Health Insurance A UW Health Affiliated Company</p> | <p><u>Unity Health Plan</u> 1-800-362-3310 (608) 643-1421 TDD</p> |

| | Marathon | Marquette | Menominee | Milwaukee | Monroe | Oconto | Oneida | Outagamie | Ozaukee | Pepin | Pierce | Polk | Portage | Price | Racine | Richland | Rock | Rusk | St. Croix | Sauk | Sawyer | Shawano | Sheboygan | Taylor | Trempealeau | Vernon | Vilas | Walworth | Washburn | Washington | Waukesha | Waupaca | Waushara | Winnebago | Wood | | | |
|---|----------|-----------|-----------|-----------|--------|--------|--------|-----------|---------|-------|--------|------|---------|-------|--------|----------|------|------|-----------|------|--------|---------|-----------|--------|-------------|--------|-------|----------|----------|------------|----------|---------|----------|-----------|------|---|---|--|
| Children's Community Health Plan | | | | A | | | | | A | | | | | | A | | | | | | | | | | | | | A | | A | A | | | | | | | |
| CompCare | | | | | P | | | | | P | P | | | | | P | | A | P | | | A | | | | P | A | | | A | | | | | | | | |
| Dean Health Plan | | | | | | | | | | | | | | | | | A | | | | A | | | | | | | | | | | | | | | | | |
| Group Health Cooperative of Eau Claire | | | | | P | | | | | P | P | | | P | | | | | A | P | | | | A | P | P | | | | A | | | | | | | | |
| Group Health Cooperative of South Central Wisconsin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gundersen Lutheran Health Plan | | | | | A | | | | | | | | | | | P | | | | | | | | | | | A | A | | | | | | | | | | |
| Health Tradition Health Plan | | | | | P | | | | | | | | | | | | | | | | | | | | | P | P | | | | | | | | | | | |
| Managed Health Services | A | P | A | A | | A | A | A | | | | | A | | | | A | | | | | | A | A | A | | | A | A | P | | | A | A | A | A | | |
| MercyCare Insurance Company | | | | | | | | | | | | | | | | | A | | | | | | | | | | | | A | | | | | | | | | |
| Molina Healthcare | A | P | A | | A | A | A | A | A | | | | A | | A | | | | | | | | A | A | | | | A | A | | A | A | A | A | A | A | | |
| Network Health Plan | A | P | A | A | | A | A | A | | | | | A | | | | A | | | | | | | | | | | A | A | P | | | A | A | A | A | | |
| Physicians Plus Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security Health Plan | A | | | | | | A | | | | | | | A | A | | | | | A | | | A | P | | | A | | P | | | A | | | | A | | |
| UnitedHealthcare Community Plan | A | P | A | A | A | | A | A | A | | A | A | A | A | A | | P | | | A | | | P | A | A | A | | | A | A | A | A | A | A | A | A | A | |
| Unity Health Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

A = HMO muaj kev pab nyob thoob plaws lub county
P = HMO tsuas muaj kev pab rau qee thaj chaw hauv lub county xwb

