

# TSAB NTAUV CEEB TOOM TXOG KOV KEV COJ UA TXOG KEV CEEV NTIAG TUG – FORWARDHEALTH KOV KHOOS KAS

(NOTICE OF PRIVACY PRACTICES – FORWARDHEALTH PROGRAMS)

TSAB NTAUV FAJ SEEB NO PIAV QHIA TXOG KEV SIV THIAB QHIA TAWM KOJ KOV NTAUB NTAUV TEEV KAB MOB KEV NKEEG THIAB KOJ MUAB CUAG TAU KOV NTAUB NTAUV NO LI CAS. THOV UA TIB ZOO TSHUAJ XYUAS NWS.

TSAB NTAUV CEEB TOOM NO TSIS CUAM TSHUAM RAU KOJ KOV TXIAJ NTSIG KEV PAB LOS SIS KEV MUAJ CAI TSIM NYOG.

Tsab ntauv ceeb toom no raug muab xa mus rau kov neeg tso npe ntawm ForwardHealth kov khoos kas hauv qab no: Medicaid (MA, Medical Assistance, T-19); BadgerCare Plus; Family Care; Medical Assistance Purchase Plan (Txoj Phiaj Xwm Kev Yuav Kev Pab Fab Kev Kho Mob, MAPP); Program for all Inclusive Care for the Elderly (Lub Khoos Kas rau Kev Saib Xyuas Tsis Cais Leej Twg rau Neeg Laus txhua leej, PACE); Partnership; Community Options Program-Waiver (Kev Zam-Lub Khoos Kas Kov Kev Xaiv Hauv Zej Zog); Community Integration Program II (Lub Khoos Kas Kev Sib Koom Ua Ke Hauv Zej Zog II); Community Integration Program 1A (Lub Khoos Kas Kev Sib Koom Ua Ke Hauv Zej Zog 1A); Community Integration Program 1B (Lub Khoos Kas Kev Sib Koom Ua Ke Hauv Zej Zog 1B); thiab IRIS (Include, Respect, I Self-Direct) (IRIS (Kev Tsis Cais Leej Twg, Sib Hwm, Kuv Teev Tseg Rau Tus Kheej).

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**Hmong** – Yog tias koj xav tau kev pab txhais lus los sis pab kom nkag siab kov ntauv no, thov hu rau 1-800-362-3002

**Laotian** – ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປພາສາ ຫຼື ເຂົ້າໃຈເອກະສານນີ້, ກະລຸນາໂທຫາເບີ 1-800-362-3002

## LUB LUAG HAUJ LWM TXOG KEV CEEV NTIAG TUG

Wisconsin's Department of Health Services (Lub Chaw Hauj Lwm Saib Xyuas Kov Kev Pab Cuam Kev Noj Qab Haus Huv, DHS) ForwardHealth lub khoos kas cog lus rau kev pov thaiv kev ceev ntiag tug txog koj kov ntaub ntauv qhia paub fab kev kho mob. Koj li kev ceev ntiag tug twb tau txais kev pov thaiv hauv Wisconsin txoj cai lij choj lawm. Tsis tas li ntawd, tam sim no tsoom fwv teb chaws txoj cai lij choj xav kom muaj cov phiaj xwm kev noj qab haus huv, xws li Medicaid, los pov thaiv koj kov ntaub ntauv qhia paub fab kev kho mob thiab los qhia rau koj paub tias koj kov ntaub ntauv qhia paub fab kev kho mob yuav raug muab siv thiab muab tshaj tawm mus rau lwm tus li cas. Tsab ntauv ceeb toom no qhia rau koj txog yam uas ForwardHealth yuav ua nrog koj kov ntaub ntauv qhia paub fab kev kho mob thiab yam uas koj cov cai kev ceev ntiag tug twg nyob hauv kev saib xyuas ntawm txoj cai lij choj. Kov ntaub ntauv qhia paub fab kev kho mob uas tau piov qhia hauv tsab ntauv ceeb toom no yuav muaj cov ntaub ntauv qhia paub hais txog koj uas tshwm nyob hauv kev tso npe, kov ntauv thov nyiaj rov qab, los sis lwm cov ntaub ntauv teev tseg uas muab siv los txiav txim siab hais txog koj kov kev pab cuam saib xyuas kho mob.

Yog koj nyob hauv HMO los sis lwm txoj phiaj xwm saib xyuas kho mob uas muaj kev tswj hwm, tej zaum koj kuj yuav tau tsab ntauv ceeb toom txog kev ceev ntiag tug los ntawm lawv uas piov qhia txog lawv cov cai hais txog kev ceev ntiag tug.

ForwardHealth kov luag hauj lwm txog kev ceev kev ntiag tug suav muaj:

- Kev pov thaiv kev ceev ntiag tug txog ntawm ntaub ntauv qhia paub fab kev kho mob twg uas tau tsim los sis tau txais hais txog koj.

- Xa tsab ntawv ceeb toom no tuaj rau koj uas piav qhia txog ForwardHealth cov cai hais txog kev ceev ntiag tug txog cov ntaub ntawv qhia paub fab kev kho mob thiab qhov laj thawj fab kev cai lij choj rau cov cai ntawd.
- Kev siv los sis kev faib qhia cov ntaub ntawv fab kev kho mob nkaus xwb raws li tau piav qhia hauv tsab ntawv ceeb toom no.
- Kev xa tsab ntawv ceeb toom tshiab rau koj yog tias ForwardHealth cov cai hais txog kev ceev ntiag tug hloov pauv.

### **THAUM UAS TEJ ZAUM TISIS SIV KOJ COV NTAUB NTAWV QHIA PAUB FAB KEV KHO MOB**

ForwardHealth yuav tsis siv los sis nthuav tawm koj cov ntaub ntawv fab kev kho mob rau ib qho laj thawj twg, uas tsis yog cov uas tau piav qhia nyob hauv tsab ntawv ceeb toom no, yog tsis muaj kev daim ntawv sau muab kev tso cai. Tej zaum koj yuav thim tau kev tso cai thaum twg los tau los ntawm kev xa daim foos thov uas sau tiav tuaj mus rau qhov chaw nyob uas teev tseg nyob hauv tshooj "To Use Your Rights (Txhawm Rau Siv Koj Cov Cai)" ntawm daim ntawv no. Yog koj thim koj li kev tso cai, ForwardHealth yuav tsis muaj peev xwm siv los sis nthuav tawm ntaub ntawv qhia paub txog kev noj qab haus huv hais txog koj rau cov hom phiaj ntawd txuas mus ntxiv lawm uas tau hais tseg los ntawm koj daim ntawv sau kev tso cai. Yog tias thim qhov kev tso cai, ForwardHealth yuav tsis muaj peev xwm muab rov qab cov kev nthuav tawm yav dhau los twg uas muaj koj li kev tso cai lawm. Yog hais tias muaj xwm txheej ceev, tej zaum yuav tshaj tawm cov ntaub ntawv qhia paub yam tsis tas muaj koj li kev tso cai li, hauv fab kev kho mob, yog tias nws zoo rau koj tshaj plaws. Peb yuav qhia kiag rau koj kom sai li sai tau tom qab tshaj tawm qhov ntaub ntawv qhia paub. Koj li kev tso cai yeej tseem ceeb rau kev siv thiab cov kev nthuav tawm feem ntau ntawm cov lus cim tseg txog fab kev kho mob puas hlwb. Koj qhov kev tso cai yeej tseem ceeb rau ib qho kev nthuav tawm txog ntaub ntawv qhia paub fab kev kho mob rau thaum tau txais kev them nyiaj nqi zog lawm thiab lwm cov kev siv thiab kev nthuav tawm uas tsis tau muab piav qhia hauv Tsab Ntawv Ceeb Toom.

### **YUAV SIV THIAB YUAV NTHUAV TAWM KOJ COV NTAUB NTAWV QHIA PAUB FAB KEV KHO MOB LI CAS YOG TISIS MUAJ DAIM NTAWV MUAB KEV TSO CAI**

Koj li ntaub ntawv qhia paub fab kev kho mob yuav raug muab siv los sis muab nthuav tawm rau kev kho mob, kev them nqi, cov kev ua hauj lwm txog kev saib xyuas kho mob, los sis thaum peb yuav tsum tau ua raws li txoj cai lij choj kom ua li ntawd, yam tsis tas muaj koj daim ntawv tso cai li. Cov qauv piv txwv txog cov kev ua hauj lwm no, saib hauv qab no. Qee cov kev pab cuam uas tau txais los ntawm cov ntawv cog lus nrog lwm cov chaw hauj lwm hauv xeev los sis cov tuam txhab ntiag tug. Tej zaum qee cov los sis tag nrho ntawm koj cov ntaub ntawv qhia paub yuav raug muab nthuav tawm, yam tsis muaj daim ntawv sau muab kev tso cai, rau lwm lub chaw hauj lwm los sis tuam txhab kom lawv thiaj li ua tau txoj hauj lwm uas peb tau thov kom lawv ua. Lwm lub chaw hauj lwm los sis lub tuam txhab kuj yuav tsum tau khaws koj li ntaub ntawv tsis pub lwm tus paub thiab.

Tsis yog txhua hom ntawm kev siv thiab kev nthuav tawm yuav teev tseg rau hauv tsab ntawv ceeb toom no. Hauv qab no yog qee cov hau kev uas keev pom uas muab cov ntaub ntawv fab kev kho mob siv los sis nthuav tawm yam tsis muaj daim ntawv sau muab kev tso cai rau kev kho mob, kev them nqi, thiab cov kev ua hauj lwm txog kev saib xyuas kho mob.

**Lwm Cov Hau Kev Xaiv Txog Kev Kho Mob** – Tej zaum cov ntaub ntawv qhia paub fab kev kho mob yuav muab siv los sis muab nthuav tawm kom lav tias yeej tau txais kev kho mob uas tsim nyog lawm. Piv txwv li, koj cov ntaub ntawv qhia paub fab kev kho mob yuav raug muab rau tus kws muag tshuaj thaum koj xav mus ntxiv tshuaj raws daim ntawv sau yuav tshuaj.

**Kev Them Nyiaj**– Tej zaum koj li ntaub ntawv qhia paub fab kev kho mob yuav raug muab siv los sis muab nthuav tawm mus rau lwm tus kom ua ntawv sau nqi thiab sau cov nqi rau kev kho mob thiab cov kev pab cuam uas koj tau txais ntawd. Tej zaum cov ntaub ntawv qhia paub fab kev kho mob kuj yuav raug muab qhia nrog rau lwm cov khoos kas ntawm tsoom fvw xws li Workers' compensation (kev them nqi zog rau neeg ua hauj lwm), Medicare, los sis chaw tuav pov hwm ntiag tug los tswj hwm koj cov txiaj ntsig thiab kev them nqi. Piv

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txwv li, koj tus kws kho mob xa daim foos ntawv thov nyiaj rov qab rau kev them nqi. Daim foos thov nyiaj rov qab no yuav muaj cov ntaub ntawv qhia paub uas txheeb qhia txog koj, koj li kev kuaj mob, thiab kev kho mob.

**Cov Kev Ua Hauj Lwm Txog Kev Saib Xyuas Kho Mob** – Tej zaum cov ntaub ntawv qhia paub fab kev kho mob yuav raug muab siv los sis muab nthuav tawm txhawm rau ua nqis tes ua cov dej num uas cuam tshuam rau qhov txiaj ntsig los sis kev pab cuam tsim nyog los khiav hauj lwm rau lub khoos kas. Tej zaum cov dej num no yuav suav nrog cov kev ua hauj lwm kev txhim kho qhov zoo tsim nyog thiab tus nqi xws li kev ua los sis kev npaj rau kev tshuaj xyuas fab kev kho mob, cov kev kawm tshawb fawb txog kev txhim kho qhov zoo tsim nyog, cov kev pab cuam kuaj xyuas nyiaj txiaj ntxiv, cov khoos kas kuaj kev dag ntxias thiab kev tsim txom, kev tswj hwm, los sis kev tuav tswj nthuav dav.

**Kev Sib Qhia Txog Cov Ntaub Ntawv Qhia Paub Txog Kev Noj Qab Haus Huv** – Tej zaum peb yuav ua kom koj li ntaub ntawv qhia paub txog kev noj qab haus huv uas muaj kev pov thaiv siv tau hauv hom es lev thos niv los ntawm kev pab cuam sib qhia ntaub ntawv qhia paub mus rau lwm cov kws muab kev saib xyuas kho mob, cov phiaj xwm tuav pov hwm kev noj qab haus huv thiab cov tsev hauj lwm lov nyiaj txog kev saib xyuas kho mob uas thov txog koj li ntaub ntawv qhia paub. Kev koom nrog hauv cov kev pab cuam sib qhia ntaub ntawv qhia paub kuj tseem yuav qhia rau peb pom txog lawv li ntaub qhia paub hais txog koj thiab.

**Lwm txoj hau kev uas tej zaum yuav siv los sis nthuav tawm koj li ntaub ntawv qhia paub fab kev kho mob yam tsis muaj kev tso cai suav nrog:**

**Kev Noj Qab Haus Huv Rau Pej Xeem** – Tej zaum yuav tshaj qhia tau txog ntaub ntawv qhia paub mus rau lub chaw muaj cai txog kev noj qab haus huv rau pej xeem los sis lwm lub chaw hauj lwm muaj cai ntawm tsoom fwv uas tsim nyog los ntawm txoj cai lij choj los sau los sis tau txais ntaub ntawv qhia paub los pab tiv thaiv los sis tswj tus kab mob, kev raug mob, kev xiam oob qhab, kev chwv raug kab mob sib kis, thiab kev tsim txom tus me nyuam los sis kev ua phem hauv tsev neeg. Cov chaw hauj lwm muaj cai yuav suav nrog cov chaw hauj lwm ntawm tsoom fwv hauv cheeb tsam zej zog, xeev los sis tsoom fwv teb chaws. Piv txwv li, koj cov ntaub ntawv qhia paub fab kev kho mob yuav muab qhia tawm yog tias koj chwv raug rau tus kab mob sib kis tau los sis hom yuav muaj kev pheej hmoo txog kev chwv los sis kis tus kab mob tau.

**Cov Dej Num Kev Saib Xyuas Kev Noj Qab Haus Huv** – Tej zaum yuav faib qhia txog ntaub ntawv qhia paub nrog lwm cov chaw hauj lwm ntawm tsoom fwv los muab kev saib xyuas txog lub lab npauv kev saib xyuas kho mob. Cov qauv piv txwv ntawm qhov no suav nrog kev tawm ntawv tso cai thiab kev tshuaj ntsuam xyuas txog cov chaw kho mob, cov kev kuaj xyuas ntxiv los sis lwm cov kev nqis tes ua ntsig txog kev saib xyuas txog lub lab npauv kev saib xyuas kho mob.

**RAU COV NTAUB NTAWV TEEV TSEG UAS YUAV NTSIG TXOG LUB HOM PHIAJ SAIB XYUAS KEV NOJ QAB HAUS HUV KEV LOJ HLOB** — Txhua qhov kev thov rau cov ntaub ntawv uas tej zaum yuav muaj feem cuam tshuam txog kev noj qab haus huv kev loj hlob, yuav tsum tau daim ntawv pov thawj kos npe tias qhov kev nthuav tawm ua stau thov tsis yog rau lub hom phiaj txwv tsis pub muaj nyob rau hauv 45 CFR 160-164. Yog tias daim ntawv pov thawj ua tsis tiav, cov ntaub ntawv yuav tsis raug tshaj tawm.

**Cov Kws Kuaj Lub Cev Tuag, Cov Kws Kuaj Phais Lub Cev Tuag, los sis Cov Thawj Coj Saib Xyuas Lub Ntees Tuag** – Tej zaum koj li ntaub ntawv qhia paub fab kev kho mob yuav muab tshaj tawm mus rau tus kws kuaj phais lub cev tuag, tus kws kuaj lub cev tuag, los sis tus thawj coj saib xyuas lub ntees tuag raws li qhov tsim nyog los ua cov luag hauj lwm uas tau kev tso cai los ntawm txoj cai lij choj. Piv txwv li, tej zaum qhov no yuav tsim nyog los txheeb qhia txog tus neeg uas tuag lawm.

**Rau Cov Kev Muab Khoom Nruab Nrog Pab Dawb** – Yog tias koj yog tus neeg muab khoom nruab nrog pab dawb, tej zaum yuav muab ntaub ntawv qhia paub mus rau lub koom haum uas nrhiav los sis cog cov khoom nruab nrog rau lub hom phiaj ntawm kev cog los sis kev muab khoom nruab nrog.

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**Worker's Compensation (Kev Them Nqi Zog Rau Neeg Ua Hauj Lwm)** – Tej zaum koj li ntaub ntawv qhia paub yuav raug muab nthuav tawm kom ua raws li worker's compensation (kev them nqi zog rau neeg ua hauj lwm) los sis cov cai lij choj uas zoo sib xws ntawd.

**Kev Tshaj Tawm Lag Luam** – Tej zaum peb yuav tiv tauj koj kom muab koj li ntaub ntawv qhia paub txog cov txiaj ntsig thiab cov kev pab cuam ntsig txog kev noj qab haus huv uas yuav muab tau txiaj ntsig zoo tshaj plaws rau koj tau. Yog peb tau txais kev them nyiaj nqi zog los ntawm tog neeg thib peb rau kev muab ntaub ntawv qhia paub rau koj hais txog lwm cov khoom lag luam los sis cov kev pab cuam (uas tsis yog cov kev ceeb toom txog kev ntxiv tshuaj los sis kev muaj siv tau txog cov tshuaj uas muaj muag tom tej khw), peb yuav thov koj li kev tso cai los qhia tawm cov ntaub ntawv qhia apub nrog tog neeg thib peb no.

**Kev Nyab Xeeb Ntawm Pej Xeem** – Tej zaum koj cov ntaub ntawv qhia paub yuav raug muab nthuav tawm los tiv thaiv los sis txo qis kev phom sij loj heev rau koj li kev noj qab haus huv los sis kev nyab xeeb, rau lwm tus neeg, los sis pej xeem thuaj pais.

**Kev Ua Hauj Lwm Ntawm Tsoom Fwv Xab Phaib** – Tej zaum koj cov ntaub ntawv qhia paub yuav muab siv los sis nthuav tawm mus rau tsoom fwv rau cov kev ua hauj lwm ntawm tsoom fwv xab phaib. Piv txwv li, koj cov ntaub ntawv qhia paub yuav muab nthuav tawm mus rau cov chaw hauj lwm muaj cai ntawm tub rog uas tsim nyog yog tias koj yog los sis tau yog ib tug tswv cuab ntawm Teb Chaws Mes Kas cov pawg tub rog.

**Tub Ceev Xwm Yuam Siv Txoj Cai** – Tej zaum koj li ntaub ntawv qhia paub yuav raug muab nthuav tawm los ua kom tau raws li txoj cai raws txoj cai lij choj los sis cov chaw hauj lwm ntawm tub ceev xwm. Tam li yog qhov piv txwv, ntaub ntawv qhia paub fab kev kho mob yuav raug muab siv los txheeb qhia los sis nrhiav tus neeg ploj.

**Lub Tsev Hais Plaib los sis Lwm Lub Rooj Sib Hais** – Tej zaum koj cov ntaub ntawv qhia paub tej zaum yuav raug muab nthuav tawm los ua raws li lub tsev hais plaib daim ntawv lus txib.

**Yuav Tsum Tau Ua raws li Txoj Cai Lij Choj** – Ntxiv rau cov hau kev uas teev tseg saum toj no tej zaum koj cov ntaub ntawv qhia paub fab kev kho mob yuav raug muab nthuav tawm, ForwardHealth yuav faib qhia koj li ntaub ntawv qhia paub thaum yuav tsum tau ua raws li txoj cai lij choj. Cov qauv piv txwv ntawm cov kev tso tawm ntawd yuav yog rau tub ceev xwm los sis cov hom phiaj ntawm kev ruaj ntseg hauv teb chaws, cov ntawv lus txib ntawm tsev hais plaib, kev tshuaj xyuas txog peb cov dej num los ntawm cov chaw hauj lwm ntawm tsoom fwv, txhawm rau zam kev phom sij loj rau kev noj qab haus huv los sis kev nyab xeeb los sis hauv lwm hom xwm txheej ceev.

**Cov Kev Nthuav Tawm rau Cov Muab Kev Txhawb Nqa Rau Txoj Phiaj Xwm** – Tej zaum peb yuav nthuav tawm ntaub ntawv qhia paub txog kev noj qab haus huv mus rau tus muab kev txhawb nqa ntawm koj txoj phiaj xwm kev noj qab haus huv ua pab pawg, rau cov hom phiaj ntawm kev tswj hwm muab cov txiaj ntsig hauv txoj phiaj xwm. Yog tias koj muaj txoj phiaj xwm kev noj qab haus huv ua pab pawg, koj tus tswv hauj lwm yog tus muab kev txhawb nqa rau txoj phiaj xwm.

**Kev Tshawb Fawb** – Raws li qee cov xwm txheej, thiab tsuas yog tom qab qhov txheej txheem pom zoo tshwj xeeb, peb yuav siv thiab qhia tawm koj cov ntaub ntawv qhia paub fab kev kho mob kom pab rau txoj kev tshawb kawm.

**Kev Yuam Siv Txoj Cai Lij Choj Hauv Xeev Kom Nruj Zog Tuaj** – Qee qhov ntawm cov kev siv thiab cov kev nthuav tawm uas piav qhia hauv tsab ntawv ceeb toom no yuav raug txwv rau qee qhov xwm txheej los ntawm Lub Xeev txoj cai lij choj uas yuam siv uas yuav coj nruj dua Tsoom Fwv Teb Chaws txoj cai lij choj, suav nrog cov kev nthuav tawm ntsig txog kev noj qab haus huv fab kev puas siab puas ntsws thiab kev quav tshuaj muaj yeas, kev xiam oob qhab fab kev loj hlob, alcohol and other drug abuse (kev quav dej caw thiab lwm yam tshuaj muaj yeas, AODA) thiab kev kuaj tus kab mob HIV.

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**KOJ COV CAI KEV CEEV NTIAG TUG TXOG COV NTAUB NTAWV QHIA PAUB FAB KEV KHO MOB**  
Koj muaj txoj cai:

**Saib los sis Theej Koj Li Ntaub Ntawv Qhia Paub Fab Kev Kho Mob** – Txhawm rau koj saib tau thiab tau txais daim ntawv theej ua hom es lev thos niv los sis ua daim ntawv txog kev tso npe, kev thov nyiaj rov qab, los sis lwm cov ntaub ntawv teev tseg uas muab siv los txiav txim siab txog koj cov kev pab cuam ntawm txoj phiaj xwm tuav pov hwm kev noj qab haus huv, koj yuav tsum xa daim foos thov uas sau tiav tuaj mus rau qhov chaw nyob uas teev tseg hauv tshooj "To Use Your Rights (Txhawm Rau Siv Koj Cov Cai)" ntawm daim ntawv no. ForwardHealth yuav tsis muaj ntaub ntawv qhia paub uas muab npaj rau cov kev txiav txim fab kev cai lij choj los sis cov kev txiav txim plaub ntug. Koj yuav raug tsub ib tug nqi uas tsim nyog rau cov nuj nqis cuam tshuam nrog koj daim ntawv thov.

**Kho Ntaub Ntawv Qhia Paub Uas Koj Ntseeg Tias Tsis Raug los sis Tsis Txhij Txhua** – Txhawm rau thov txog kev kho rau kev tso npe, kev thov nyiaj rov qab, los sis lwm cov ntaub ntawv teev tseg uas muab siv los txiav txim siab txog koj cov kev pab cuam ntawm txoj phiaj xwm tuav pov hwm kev noj qab haus huv, koj yuav tsum xa daim foos thov uas sau tiav tuaj mus rau qhov chaw nyob uas teev tseg hauv tshooj "To Use Your Rights (Txhawm Rau Siv Koj Cov Cai)" ntawm daim ntawv no. Koj daim ntawv thov yuav tau txais kev tshuaj xyuas. Yog kev hloov pauv tsis tau kev pom zoo, koj yuav tau txais kev ceeb toom qhia ua daim ntawv sau txog qhov laj thawj rau kev tsis pom zoo thiab koj tuaj yeem tsis pom zoo tau li cas.

**Thov Daim Ntawv Teev Tseg txog Leej Twg Tau Txais Koj Li Ntaub Ntawv Qhia Paub thiab Vim Li Cas** – Xws li daim ntawv teev npe yuav tsis muaj ntaub ntawv qhia paub uas muab siv rau kev them nqi rau koj li kev kho mob, peb cov kev ua hauj lwm txog kev saib xyuas kev noj qab haus huv, los sis ntaub ntawv qhia paub twg uas twb muab rau hauv daim ntawv teev npe ua ntej no, kev ruaj ntseg hauv teb chaws, tub ceev xwm/chaw kaw neeg, los sis qee cov dej num kev saib xyuas kev noj qab haus huv. Daim ntawv teev npe yuav saib rov qab mus tsis tau ntau tshaj rau lub xyoo. ForwardHealth yuav muab ib daim ntawv teev npe toj ib xyoo yam tsis muaj kev tsub nqi. Tej zaum yuav muaj kev tsub nqi rau cov ntawv teev npe ntxiv. Txhawm rau kom tau daim ntawv teev npe ntawd, xa daim foos thov uas sau tiav tuaj mus rau qhov chaw nyob uas teev tseg nyob hauv tshooj "To Use Your Rights (Txhawm Rau Siv Koj Cov Cai)" ntawm daim ntawv no.

**Thov Txwv txog Kev Siv los sis Faib Qhia Koj Li Ntaub Ntawv Qhia Paub Fab Kev Kho Mob Rau Kev Kho Mob, Kev Them Nqi los sis Cov Kev Ua Hauj Lwm Txog Kev Saib Xyuas Kho Mob** – Koj muaj cai thov kev txwv txog qhov yuav siv los sis nthuav tawm koj li ntaub ntawv qhia paub li cas. ForwardHealth tsis tas yuav pom zoo raws li koj cov kev txwv uas thov tuaj. Tom qab xa daim foos thov uas sau tiav tuaj rau qhov chaw nyob uas teev tseg hauv qab no lawm, koj daim ntawv thov yuav tau txais kev ntsuas xyuas. Peb yuav qhia rau koj paub seb peb puas ua tau raws li koj daim ntawv thov kev txwv.

**Thov Kom Koj Tau Txais Kev Ceeb Toom Qhia Txog Koj Li Kev Noj Qab Haus Huv hauv Ib Txoj Hau Kev los sis ntawm Qhov Chaw Uas Yuav Pab Khaws Koj Li Ntaub Ntawv Qhia Paub Ua Ntiag Tug** – Koj muaj cai yuav thov kom ForwardHealth tiv tauj rau koj hais txog koj li ntaub ntawv qhia paub fab kev kho mob li cas thiab qhov twg. Tom qab xa daim foos thov uas sau tiav tuaj mus rau qhov chaw nyob uas teev tseg hauv tshooj "To Use Your Rights (Txhawm Rau Siv Koj Cov Cai)" ntawm daim ntawv no lawm, koj daim ntawv thov yuav tau txais kev ntsuas xyuas, thiab ForwardHealth yuav qhia rau koj paub seb nws puas yuav ua tau.

**Tau Txais ib Daim Ntawv Theej txog Tsab Ntawv Ceeb Toom No** – Yog tias koj tau txais tsab ntawv ceeb toom no hauv DHS lub vev xaib Is Taws Nem los sis raws kev xa ntawv es lev thos niv (email), koj muaj cai thov thiab tau txais daim ntawv theej ua daim ntawv ntawm tsab ntawv no los ntawm kev hu rau Lub Chaw Pab Cuam Tus Qhua ntawm 800-362-3002.

**Txoj Cai Kom Tau Txais Kev Ceeb Toom Qhia txog Kev Ua Txhaum Cai** – Peb yuav tsum tau ua raws li txoj cai lij choj los tswj hwm kev ceev ntiag tug ntawm koj cov ntaub ntawv qhia paub thiab muab tsab ntawv ceeb toom rau koj txog lawv cov luag hauj lwm fab kev cai lij choj thiab cov kev koj ua txog kev ceev ntiag tug uas

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muaj kev hwm txog koj cov ntaub ntawv, thiab ceeb toom qhia rau koj paub tom qab muaj kev ua txhaum cai ntawm cov ntaub ntawv qhia paub txog kev noj qab haus huv uas muaj kev pov thaiv uas tsis muaj kev ruaj ntseg.

### **TXHAWM RAU SIV KOJ COV CAI**

Txhawm rau siv ib qho twg ntawm cov cai no los sis txhawm rau kom tau ib daim ntawv theej ntawm daim foos thov txog kev tshuaj ntsuam xyuas, kev theej ntawv, kev kho, kev ua cov kev txwv, los sis kev tau txais kev teev tseg txog koj cov ntaub ntawv qhia paub txog kev noj qab haus huv, hu rau Lub Chaw Pab Cuam Tus Qhua ntawm 1-800-362-3002. Xa koj daim ntawv thov kev ceev ntiag tug uas sau teb tiav mus rau DHCAA Privacy Officer, Member Services, P.O. Box 6678, Madison, WI 53716-0678.

### **COV KEV HLOOV PAUV RAU TSAB NTAWV CEEB TOOM NO**

Tej zaum tsab ntawv ceeb toom no yuav muaj kev hloov pauv los sis kho thaum twg los tau. Cov kev hloov pauv yuav siv tau zoo rau tag nrho cov ntaub ntawv qhia paub fab kev kho mob, suav nrog yam uas muaj nyob hauv ntaub ntawv. Ntaub ntawv qhia paub txog qhov uas koj tuaj yeem tau txais tsab ntawv ceeb toom tshiab yuav muab xa tuaj rau koj thaum ua kev hloov pauv cov ntaub ntawv. ForwardHealth kuj yuav tshaj tawm tsab ntawv ceeb toom tshiab hauv is taws nem ntawm <http://www.dhs.wisconsin.gov/medicaid/privacynotice.htm>. **Kom txog thaum kev hloov pauv tshwm sim, ForwardHealth yuav ua raws li cov ntaub ntawv tam sim no ntawm Tsab Ntawv Ceeb Toom no.**

### **RAU COV NTAUB NTAWV NTAU NTXIV**

Yog koj muaj lus nug txog ib feem twg ntawm tsab ntawv ceeb toom no los sis xav tau ntaub ntawv qhia paub ntxiv txog peb cov kev coj ua txog kev ceev ntiag tug, thov sau ntawv mus rau DHCAA Privacy Officer, Member Services, P.O. Box 6678, Madison, WI 53716-0678, los sis hu rau Lub Chaw Pab Cuam Tus Qhua ntawm 1-800-362-3002.

### **COV KEV TSIS TXAUS SIAB**

Yog koj xam pom tias peb tau ua txhaum koj cov cai kev ceev ntiag tug lawm, tej zaum koj yuav ua tau daim ntawv kev tsis txaus siab. Koj yuav tsis plam cov txiaj ntsim kev pab los sis kev tsim nyog tau kev pab los sis raug kev tawm tsam vim ua ntawv tsis txaus siab. Thov xa cov ntawv kev tsis txaus siab txog tsab ntawv ceeb toom no, hais txog qhov uas ForwardHealth saib xyuas koj cov ntaub ntawv qhia paub fab kev kho mob li cas, los sis yog tias koj ntseeg tias koj cov cai kev ceev ntiag tug tau raug kev ua txhaum mus rau DHCAA Privacy Officer, Member Services, P.O. Box 6678, Madison, WI 53716-0678.

Tej zaum koj yuav ua ntawv foob txog kev tsis txaus siab nrog Tus Lis Ntaub Ntawv ntawm U.S. Department of Health and Human Services (Teb Chaws Mes Kas Lub Thawj Fab Hauj Lwm Saib Xyuas Cov Kev Pab Cuam Kev Noj Qab Haus Huv thiab Tib Neeg) los ntawm kev sau ntawv mus rau Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201. Yog xav paub ntxiv, ces hu rau 1-800-368-1019 los sis TDD 1-800-537-7697 los sis mus saib hauv <http://www.hhs.gov/hipaa/filing-a-complaint/index.html>.

### **COV KEV HLOOV PAUV RAU TSAB NTAWV CEEB TOOM NO THIAB KEV XA MUS**

Peb yuav muab ib daim ntawv theej txog peb tsab ntawv ceeb toom no tom qab koj tso npe thiab yuav ceeb toom qhia rau koj paub yam tsawg kawg hauv txhua peb lub xyoo txog qhov yuav nrhiav txog peb Tsab Ntawv Ceeb Toom thiab txoj hau kev kom tau ib daim ntawv theej txog Tsab Ntawv Ceeb Toom yog tias koj xav kom tau txais ib daim. Peb kuj tshaj tawm rau hauv peb lub vev xaib txog Tsab Ntawv Ceeb Toom txog Cov Kev Coj Ua Txog Kev Ceev Ntiag Tug tsis ntev no kiag, uas yuav piav qhia txog qhov uas koj cov ntaub ntawv qhia paub fab kev kho mob yuav raug muab siv los sis muab nthuav tawm li cas, ua ke nrog cov cai uas koj muaj rau koj cov ntaub ntawv qhia paub fab kev kho mob. Yog tias peb Tsab Ntawv Ceeb Toom muaj kev hloov pauv cov ntaub ntawv, peb yuav tshaj tawm qhov ntaub ntawv qhia paub hais txog qhov kev hloov pauv no rau lub vev xaib kom tshuaj xyuas tau. Tsis tas li ntawd, tom qab hnuv tim ntawm kev hloov pauv cov ntaub ntawv

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lawm, peb yuav muab lus piav qhia txog kev hloov pauv uas tau tshwm sim thiab ntaub ntawv qhia paub txog txoj hau kev yuav ua kom tau txais ib daim ntawv theej txog Tsab Ntawv Ceeb Toom uas kho tshiab rau hauv peb li kev xa ntawv hauv txhua xyoo zaum tom ntej mus rau txhua tus neeg uas tau txais kev duav roos.

**Yog tias koj tsis muaj lus nug hais txog tsab ntawv ceeb toom no, koj tsis tas ua dab tsi los tau. Nco ntsoov tias Tsab Ntawv Ceeb Toom no tsis muaj kev cuam tshuam li cas rau koj li kev saib xyuas kho mob li.**

Hnub Pib Siv Tau ntawm Tsab Ntawv Ceeb Toom no: Lub Cuaj Hlis Ntuj Tim 23, 2013



State of Wisconsin  
Department of Health Services  
Division of Medicaid Services  
P-13040H (01/2025)