**[MCO Letterhead]**

**[Template for Notice of Level of Care]**

<<Date mailed>>

<<Member’s name>>

<<Street address>>

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

**<<Version A: Use the language directly below for members who maintained non-nursing home level of care (LOC). Then delete these instructions and Version B of this letter.>>**

Waad salaaman tahay <<Member’s name>>:

Ujeeddo: Heerka Daryeelkaaga

Waxaad ku jirtaa barnaamijka Family Care heerkiisa daryeelka ee aan ahayn guryaha dadka xanuunsan. Heerka daryeelkaaga macnihiisu waa wixii caawimaad ah oo aad u baahan tahay maalintii. Heerka daryeelkaaga waxa lagu go'aaminayaa noocyada adeegyada ah ee aad ka heli karto Family Care markaad ku jirto.

<<MCO Name>> waxay isticmaalaan hab la yiraahdo Wisconsin Long-Term Care Functional Screen si loogu ogaado heerka daryeelka hal mar sannadkii ama markuu xaalkaagu is beddelo. Waxaan soo eegnay heerka daryeelkaaga taariikh <<Insert determination date>> oo waxba iskama beddelin. Uma baahnid in aad ka jawaabto macluumaadka waraaqdan. Waxa keliya oo lagula socodsiinayno waa Family Care waxa uu kaa bixin doono.

**<<Version B: Use for members who experienced a change in LOC from nursing home LOC to non-nursing home LOC. Delete Version A of this letter and these instructions.>>**

Waad salaaman tahay <<Member’s name>>:

Ujeeddo: Heerka Daryeelkaaga Waa uu Isbeddelay

Heerka Daryeelkaaga ee Family Care waa uu isbeddelay. Heerka daryeelkaaga macnihiisu waa wixii caawimaad ah oo aad u baahan tahay maalintii. Waxaa lagu go'aaminayaa noocyada adeegyada ah ee aad ka heli karto Family Care markaad ku jirto.

<<MCO Name>> waxay isticmaalaan Wisconsin Long-Term Care Functional Screen si loogu ogaado heerka daryeelka hal mar sannadkii ama markuu xaalkaagu is beddelo. Waxaan soo eegnay heerka daryeelkaaga taariikh <<Insert determination date>>.

Waxaan ognahay in uusan jirin heer daryeel oo aad ugu baahan adeegyada badanaa lagu bixiyo guryaha dadka xanuunsan. **Hadda waxaad ku jirtaa heerka daryeelka guryaha dadka aan xanuunsaneyn.**

Taas macnaheedu waa in aan laga bilaabo <<effective date>>, laguu qaban doonin adeegyada loo qabto Family Care xubnaha heerka daryeelka guryaha dadka aan xanuunsaneyn. Fadlan ka eego bogga <<insert page number>> buugyaraha liiska adeegyada dadka loo qabto.

**<<End of Version B>>**

**Waxaad sameynayo haddii aadan ku qancin**

Haddii aad u maleynayso Long-Term Care Functional Screen in ay khaldan yihiin sababtoo ah waxaad u baahan tahay daryeel ah heer kale, waxaad soo codsan kartaa qiimeyn kale adiga oo la soo xiriiraya <<Screen Lead Name>>, <<MCO Name>> oo ah horjoogaha Long-Term Care Functional Screen, taleefanka <<Insert Phone Number>>.

Qiimeynta cusub waxaa lagu ogaan karaa heerka daryeelka guryaha dadkaan xanunsaneyn. Haddii ay sidaas dhacdo, waxaad xaq u leedahay in aad racfaan qaadato. Racfaanka waxaad sidoo kale qaadan kartaa adigoo aan laguu sameyn qiimeyn cusub. Habka racfaanka loo sameysto waxaad ka heli kartaa bogga saddexaad.

Haddii ay mustaqbalka wax iska beddelaan caafimaadkaaga ama awooddaada waxqabsiga ee maalintii, fadlan la soo xiriir <<Enter name and phone number of contact>> oo soo codso qiimeyn cusub.

**Su'aalo ma ka qabtaa waraaqdan?**

Haddii aad su'aalo ka qabto waraaqadan, fadlan la soo xiriir <<Enter name of contacts>>:

Kooxda daryeelka

<<Nurse Name>>

<<Nurse Title>>

<<Nurse Phone Number>>

<<SW Name>>

<<SW Title>>

<<SW Phone Number>>

**Xuquuqdaada Racfaanka**

1. **Sida racfaan looga qaato go'aankan**

Haddii aadan ku qancin go'aankan, nagula soo xiriir waraaq, taleefan, fakis, ama cinwaanka boostada intarnetka (email):

<<MCO Name>>

MCO address

appropriate contact phone number

appropriate fax number

appropriate email address

Waxaad Codsiga Racfaanka ka heli kartaa intarnetka [www.dhs.wisconsin.gov/familycare/mcoappeal.htm](http://www.dhs.wisconsin.gov/familycare/mcoappeal.htm), ama taleefan kula soo xiriir mid ka mid ah xafiisyada wakiil madaxbannaan ama ombudsman kuugu qoran dhinaca hoose ee ogeysiiskan.

**Ogeysiiskan soo raaci koobbiga waraaqda ama foomka kuu buuxsan.**

1. **Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee)**

Ka dib marka ay **Error! Reference source not found.** soo gaarto codsigaaga, waxaa laguu sameynayaa kulan aad la yeelato Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee). Guddigu wuxuu ka kooban yahay wakiillada <<MCO Name>> iyo ugu yaraan hal qof oo adeeg naga hela (ama qof kale oo metala qofkaas).

Waxaad xaq u leedahay in aad timaaddo haddii aad rabto. Waxaa ku soo raaci kara qof kuu hadla, saaxiib, xubin qoyskaaga ka mid ah ama markhaati. Waxa kale oo aad guddiga u soo bandhigi kartaa caddeyn iyo inaad adigu hadasho.

Waxaa laguu soo diri doonaa go'aan qoran oo ah racfaankaagii. Haddii aadan ku qanacsaneyn go'aanka Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee), waxaad codsan kartaa dacwad-dhageysiga gobolka. Faahfaahinta ka eego qeybta 6-aad.

1. **Adeegyada in la sii wado**

Haddii aad qaadato lacag adigoo racfaan soo codsaday ka hor intaysan lacagtaadu is beddelin, lacagtaas waad sii qaadan kartaa ilaa ay racfaankaaga go'aan ka gaaraan Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee).

Haddii aad rabto inaad sii qaadato lacagtaada inta racfaanku socdo, **waxaa khasab ah in aad codsigaaga boosto ahaan ugu soo dirto si ah waraaq, fakis, ama boostada intarnetka (email) kama-dambeys [insert effective date of intended action]**.

Haddii Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee) ay yiraahdaan <<MCO Name>>, go'aankii ka soo baxay ayaa sax ahaa, waxaa laga yaabaa inaad dib u soo celiso lacagihii aad qaadatay intii u dhaxeysay wakhtigii aad racfaanka soo codsatay iyo wakhtigii ay go'aanka gaareen Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee). Hase yeeshee, haddii ay kugu keeneyso culeys dhaqaale oo weyn, waxaa laga yaabaa in lagaa cafiyo inaad lacag soo celiso.

1. **Kama-dambeys marka aad racfaan u soo dirsaneyso <<MCO Name>>**

Waa in aad racfaankaaga u soo gudbisato sida ugu dhakhso badan.

Racfaanka aad u soo dirsato **Error! Reference source not found.** ku soo dir boosto ahaan, fakis ama boostada intarnetka (email) **kama-dambeys** **insert date that is the mailing date + 60 calendar days**.  **Digniin**: Haddii aad qaadaneyso lacagtaada inta racfaanku socdo, waxaa khasab ah in aad racfaankaaga boosto ahaan ugu soo dirto si ah waraaq, fakis, ama boostada intarnetka (email) **kama-dambeys**  **insert effective date of intended action.**

1. **Degdegsiinyaha racfaankaaga ee <<MCO Name>>**

Waxaad ka soo codsan kartaa **Error! Reference source not found.** in laguu dadajiyo racfaankaaga. Haddii go'aanka **Error! Reference source not found.** wakhtiga caadiga ah ee uu qaadanayo uu halis daran ku yahay caafimaadkaaga iyo awoodda aad ku qabsan karto hawlaha naftaada ee maalin kasta, waxaa laguu ballan qaadayaa racfaan degdeg ah oo la yiraahdo “expedited appeal.” Taas macnaheedu waa in aad go'aanka codsigaaga ku heli karto muddo ku siman 72 saacadood. Haddii aad rabto inaad go'aanka degdegga ah fahamto, kala xiriir **Error! Reference source not found.** taleefanka MCO phone number.

1. **Dacwad-dhageysi heer gobol**

Waxaad xaq u leedahay inaad soo codsato dacwad-dhageysiga gobolka haddii aadan ku qanacsaneyn go'aanka racfaankaaga ee Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee).

Haddii aad soo codsato dacwad-dhageysiga gobolka, waxaa dacwad-dhageysiga kuu sameyn doona Garsooraha Dacwooyinka Dowladda (Administrative Law Judge ama ALJ). Waxaa ku soo raaci kara qof kuu hadla, saaxiib, xubin qoyskaaga ka mid ah ama markhaati. Waxa kale oo aad dacwad-dhageysiga ku soo bandhigi kartaa caddeyn iyo in aad adigu kiiskaaga ka hadasho.

<<MCO Name>> oo aqoon u leh xuquuqda xubnaha ayaa kugu caawin kara buuxinta codsiga dacwad-dhageysigaaga. Si aad ula xiriirto qof aqoon u leh xuquuqda xubnaha, soo garaac Member Rights Specialist phone number. Waxaad foomka dacwad-dhageysiga ka heleysaa mid ka mid ah xafiisyada wakiillada ama ombudsman kuugu qoran qeybta dambe ee ogeysiiskan ama intarnetka [www.dhs.wisconsin.gov/library/f-00236.htm](http://www.dhs.wisconsin.gov/library/f-00236.htm).

Codsigaaga oo buuxsan iyo koobbiga ogeysiiskan u soo dir warqad ahaan adigoo soo sheegaya in aad rabto dacwad-dhageysi:

Family Care Request for Fair Hearing

Wisconsin Division of Hearings and Appeals

PO Box 7875

Madison, WI 53707-7875

Fakis: 608-264-9885

**Digniin Muhiim ah:** Ma soo codsan kartid dacwad-dhageysiga gobolka ilaa aad ka hesho go'aanka racfaankaaga Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee) ama <<MCO Name>> aad uga heli weydo go'aankaagii oo qoraal ah 30 cisho gudahood markaad hesho racfaankaaga.

Waxaad haysataa 90 maalmood maalinta aad hesho go'aanka qoraalka ah ee racfaankaaga ee Guddiga Racfaanka iyo Cabashada (Grievance and Appeal Committee) si aad u codsato dacwad-dhageysiga gobolka. Haddii <<MCO Name>> aad ka heli weydo go'aan qoraal ah 30 maalmood gudahood, 90-ka maalmood ayaa kuu bilaabaneysa maalinta ku xigta ee markay kuu dhammaato 30 maalmood.

1. **Yaa kugu caawin kara fahamka ogeysiiskan iyo xaquuqdaada?**

<<MCO Name>> oo aqoon u leh xuquuqda xubnaha ayaad ka heleysaa wargelinta xuquuqdaada, in aad xal u hesho racfaanka ka hor, iyo caawimaadda ah buuxinta racfaanka. Qofka aqoonta u leh xuquuqda xubnaha **kuguma** metali karo kulanka Guddigeena Racfaanka iyo Cabashada (Grievance and Appeal Committee) ama dacwad-dhageysiga gobolka. Si aad ula xiriirto qof aqoon u leh xaquuqda dadka, soo garaac MCO phone number

Qof kasta oo loo sameeyo adeegyada Family Care waxaa si bilaash ah ku caawin kara wakiil **madaxbannaan ama ombudsman**. Xafiisyada soo socda ayaa u hadla Family Care xubnahooda:

**Dadka ay da'doodu tahay 18 ilaa 59:**

Disability Rights Wisconsin

Taleefan Lacag La'aan Lagu Soo Garaaco: 800-928-8778

TTY: 711

**Dadka ay da'doodu tahay 60 iyo ka weyn:**

Wisconsin Board on Aging and Long Term Care

Taleefan Lacag La'aan Lagu Soo Garaaco: 800-815-0015

TTY: 711

1. **Koobbiga feylka kiiskaaga**

Waxaad xaq u leedahay koobbi bilaash ah oo ah macluumaadka kiiskaaga ee la xiriira go'aankan. Macluumaadka waxaa looga jeedaa waraaqo, feylka caafimaadka, iyo waxyaabaha kale ee go'aankan la xiriira. Haddii aad racfaan ka qaadato go'aankan, waxaad xaq u leedahay macluumaad kasta oo cusub ama lagu daray kiiskaaga oo uu <<MCO Name>> uruuriyey intii lagu jiray racfaankaaga. Si aad koobbi uga codsato feylka kiiskaaga, kala soo xiriir appropriate contact taleefanka phone number.