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| **DEPARTMENT OF HEALTH SERVICES**  Division of Medicaid Services  F-00237H (01/2019) | | **STATE OF WISCONSIN**  Wis. Stats. § 46.287(2)(c) | | | | | | |
| **thov kev rov txiav txim dua – Community Care, Inc/Community Care HEALTH Plan, Inc.**  **(HMO SNP) (Community Care) appeal request – Community Care, Inc/Community Care HEALTH Plan, Inc.**  **(HMO SNP) (Community Care)** | | | | | | | | |
| Kev teb tsab ntawv no yog nyob ntawm siab yeem. Cov ncauj lus qhia tus kheej uas sau los ntawm tsab ntawv no tsuas yog siv kom paub koj qhov txhooj thiab lis koj cov kev thov nkaus xwb. | | | | | | | | |
| Npe – Tswv Cuab | | | | | | | Hnub No | |
| Chaw Xa Ntawv | | | | | | | | |
| Zos | | | Xeev  WI | | | Zauv Cim Zip | | |
| Kos rau kem no yog tias koj xav thov Community Care, Inc. txoj kev rov txiav txim dua uas yog xav sib ntsib nrog Community Care, Inc. Grievance and Appeal Committee (Pab Tswj Xyuas Kev Chim Siab thiab Kev Rov Txiav Txim Dua). | | | | | | | | |
| **Kev tau cov kev pab kho koj thaum lub caij thov kev rov txiav txim dua txog kev txo tsawg, kev txiav tu los yog kev kaw ib txoj kev pab kho**  **Rau Cov Tswv Cuab ntawm Family Care thiab Partnership:**  Yog tias koj yeej tau cov txiaj ntsim zoo thiab thov kev rov txiav txim dua ua ntej hloov koj cov txiaj ntsim zoo, koj yeej tau cov txiaj ntsim zoo li qub mus kom txog thaum twg rov txiav txim dua tiav rau koj. Yog koj xav kom tseem tau cov txiaj ntsim zoo thaum koj thov kev rov txiav txim dua, koj cov lus thov yuav tsum yog muab ntaus thwj sij hawm xa los yog xa hauv xov tooj ***rau hnub los yog ua ntej* hnub yuav pib ua raws li txoj kev txiav txim**. Yog tias Grievance and Appeal Committee (Pab Tswj Xyuas Kev Chim Siab thiab Kev Rov Txiav Txim Dua) pom tias Community Care, Inc. txoj kev txiav txim yeej yog lawm, tej zaum koj yuav raug them rov qab cov txiaj ntsim zoo uas koj tau tshaj thaum lub caij koj thov kev rov txiav txim dua mus txog thaum Grievance and Appeal Committee ( Pab Tswj Xyuas Kev Chim Siab thiab Kev Rov Txiav Txim Dua) txiav txim tiav. Tiam sis, yog tias nws yuav tsim muaj ib qho teeb meem nyiaj txiag kub ntxhov heev, tej zaum koj yuav tsis raug them rov qab qhov nqi no.  **Kos rau kem no yog tias koj yog ib tug tswv cuab ntawm Family Care los yog Partnership thiab koj xov thov kom muaj tib cov kev pab kho li qub thaum lub caij koj thov kev rov txiav txim dua.**  **Rau Cov Tswv Cuab ntawm Program of All-Inclusive Care for the Elderly (PACE) :**  Community Care, Inc. yuav muab tib qib kev pab **Medicaid** li qub mus kom txog thaum twg rov txiav txim dua tiav yog tias koj thov kom muaj kev pab kho txuas mus ntxiv ***rau hnub los yog ua ntej* hnub pib ua raws li txoj kev txiav txim**. Yog tias Grievance and Appeal Committee (Pab Tswj Xyuas Kev Chim Siab thiab Kev Rov Txiav Txim Dua) pom tias Community Care, Inc. txoj kev txiav txim yeej yog lawm, tej zaum koj yuav raug them rov qab cov txiaj ntsim zoo uas koj tau tshaj thaum lub caij koj thov kev rov txiav txim dua mus txog thaum Grievance and Appeal Committee ( Pab Tswj Xyuas Kev Chim Siab thiab Kev Rov Txiav Txim Dua) txiav txim tiav. Tiam sis, yog tias nws yuav tsim muaj ib qho teeb meem nyiaj txiag kub ntxhov heev, tej zaum koj yuav tsis raug them rov qab qhov nqi no.  **Kos rau kem no yog tias koj yog ib tug tswv cuab ntawm PACE thiab yog koj xav thov kom muaj tib cov kev pab kho li qub los ntawm Medicaid rau lub caij thaum koj thov kev rov txiav txim dua.** | | | | | | | | |
| **Rau Tag Nrho Cov Kev Pab Cuam**  Koj muaj txoj cai luam tau dawb cov ncauj lus hauv koj rooj plaub uas txuam nrog koj cov lus thov kev rov txiav txim dua. Cov ncauj lus txhais tau tias yog tej ntaub ntawv, ntaub ntawv khaws cia, thiab lwm cov ntaub ntawv tshiab los yog ncauj lus tshiab uas Community Care, Inc. sau tau thaum txoj kev rov txiav txim dua rau koj.  **Kos rau kem no yog tias koj xav tau cov ncauj lus hauv koj rooj plaub ntawm Community Care, Inc. uas txuam rau koj txoj kev thov rov txiav txim dua.** | | | | | | | | |
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|  | **KOS NPE** – Tswv Cuab | | |  | Hnub Kos Npe | | |  |
| Muab tab ntawv xa raws kev xa ntawv los yog xa hauv xov tooj mus rau:  Community Care, Inc.  205 Bishops Way  Brookfield WI 53005  Xov tooj xa ntawv: 262-827-4044  Yuav tsum ntaus thwj sij hawm xa los yog xa hauv xov tooj tsis pub lig dua **60 hnub** txij li hnub teev hauv Tsab Ntawv Faj Seeb Txog Kev Txiav Txim Nyhav Txog Txiaj Ntsim Zoo. | | | | | | | | |
| Community Care, Inc:  Muab cov khoom pab thiab kev pab cuam dawb rau cov tib neeg muaj cov kev tsis taus kom sib txuas lus tau zoo nrog peb, xws li:   * Cov neeg muaj peev xwm piav tes txhais lus * Txhais cov ntaub ntawv sau ua lwm hom (sau loj loj, kaw ua suab lus, siv tshuab qhib, lwm hom)   Muaj cov kev pab txhais lus dawb rau cov tib neeg uas thawj hom lus tsis yog Lus Askiv, xws li:   * Cov neeg muaj peev xwm txhais lus * Txhais cov ntaub ntawv sau ua lwm cov hom lus   Yog koj xav tau cov kev pab no, hu rau Community Care, Inc. tus xov tooj hu dawb ntawm 866-992-6600, hnub Zwj Hli txog Zwj Kuab, 8 teev sawv ntxov txog 4:30 tav su. Cov neeg siv TTY hu tau rau Wisconsin Relay ntawm 711. | | | | | | | | |