|  |
| --- |
| [Insert MCO logo here] |

|  |  |
| --- | --- |
| **FAMILY CARE**  **TSAB NTAWV FAJ SEEB KEV TXIAV TXIM NYHAV TXOG COV TXIAJ NTSIM ZOO**  **(NOTICE OF ADVERSE BENEFIT DETERMINATION)** | |
| Insert Date Notice Mailed | |
| Member Name | Member ID: Member's ID or MCI Number |
| Member/Legal Decision Maker's Street Address | |
| City, State Zip Code | |
| Hawm txog Member Name, | |

|  |
| --- |
| **<<Use the three sentences below for all adverse benefit determinations except denials of provider claims. Then delete the provider claim denial specific language and these instructions.>>**  Tsab ntawv faj seeb no qhia tseeb txog peb cov lus sib tham thaum insert date. |
| Qhov kev pab kho los yog pab txhawb uas nug txog yog: insert service in question |
| Tom qab tshab xyuas txhij cov kev taug uas koj siv tau ntawm cov txheej txheem Kev Txiav Txim Txog Kev Muab Chiv Keeb Pab (Resource Allocation Decision (RAD)), peb tau txiav txim:  **<<For denials of provider claims, delete the three sentences above and use the following six sentences in their place. Then delete these instructions.>>**  Insert provider name tau thov kom peb them rau ib txoj kev pab los sis kev txhawb uas koj tau txais los ntawm lawv. Qhov no yog hu ua “claim (ntawv sau nqi).” Wisconsin Department of Health Services (Tuam Tsev Tswj Xyuas Kev Cov Kev Kho Kab Mob Kev Nkeeg) tau txiav txim tias yuav tsis them nyiaj rau Insert provider name daim ntawv sau nqi.  Nws tsis yog tim koj es thiaj li tsis kam them daim ntawv sau nqi. Koj **tsis** muaj tes luag num yuav tsum them ib qho nqi dab tsi rau peb <<insert provider name>>, los sis rau lwm leej lwm tus li.  Cov ntsiab lus txog txoj kev tsis kam them no yog muaj raws li nram no: |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Txiav tu qhov kev pab kho tam sim no.** | | | | | | | | | | | | | | |
| Hnub npaj yuav ua raws kev txiav txim: | | | | | | | | | |  | | |  | |
| **Txo tsawg qhov kev pab kho tam sim no.** | | | | | | | | | | | | | | |
| Hnub npaj yuav ua raws kev txiav txim: | | | | | | | | | |  | | |  | |
| Lus piav qhia txog qib tau tam sim no: | | | | | | | | | |  | | | | |
| Qib tshiab tom qab txo tsawg tag: | | | | |  | | | | | | | | | |
| **Kaw kev pab kho tam sim no ib ntus.** | | | | | | | | | | | | | | |
| Hnub npaj yuav ua raws kev txiav txim: | | | | | | | | |  | | | |  | |
| Hnub npaj yuav rov muaj dua txoj kev pab kho: | | | | | | | | |  | | | |  | |
| **Tsis kam muab txoj kev pab kho los yog kev pab txhawb.** | | | | | | | | | | | | | | | |
| Hnub thov: |  | | | | | | |  | | | | | | | |
| **Txo tsawg txoj kev thov kev pab cuam thiab kev pab txhawb.** | | | | | | | | | | | | | | | |
| Hnub thov: |  | | | | | | |  | | | | | | | |
| Lus piav qhia txog qib kev thov: | |  | | | | | | | | | |
| Qib kev pab kho los yog pab txhawb uas tau kev tso cai: | | | | | | | |  | | | | | | | |
| **Tsis kam them rau txoj kev pab kho los yog pab txhawb (tswv cuab thov kom them).** | | | | | | | | | | | | | | | |
| Hnub thov: |  | | | | | | |  | | | | | | | |
| (Cov) Hnub muab kev pab kho: | | |  | | | | | | | | | | | | |
| Chaw muab kev pab los yog khoom pab: | | | |  | | | | | | | | | | | |
| Qhov nyiaj uas tsis kam pab them: | | | | | | $ | | | | |  | | | | |
| **Tsis kam them rau txoj kev pab kho los yog pab txhawb (koom haum muab kev pab daim  ntawv sau nqi).** | | | | | | | | | | | | | | | |
| Txoj kev pab los sis kev txhawb: | | | | | | |  | | | | | | |  | |
| (Cov) hnub muaj (cov) kev tsis kam them: | | | | | | |  | | | | | | |  | |
| (Cov) hnub muaj (cov) ntawv sau nqi: | | | | | | |  | | | | | | |  | |
| Koom Haum Muab Kev Pab/Chaw Muab Kev Pab: | | | | | | |  | | | | | | |  | |
| **Qhov laj thawj rau peb txoj kev txiav txim no yog**:  Txoj kev pab kho los yog pab txhawb tsis yog ib txoj kev ua hauj lwm zoo txhawb rau koj lub (cov) hom phiaj.  Koj tsis tag yuav muaj txoj kev pab kho los yog qib kev pab kho los yog pab txhawb no los txhawb rau koj lub hom phiaj.  Peb twb yeej muaj lwm txoj kev txhawb rau koj lub hom phiaj lawm.  Tsis tau muaj kev tso cai rau hom kev pab kho los yog pab txhawb uas koj tau txais.  Pom muaj ib lub chaw pab txhawb lawm thiab nws tau pom zoo yuav muab cov kev pab cuam los yog kev pab txhawb rau koj.  Ib tug neeg hauv koj lub tsev yog tus yuav muab txoj kev pab cuam los yog kev pab txhawb thiab txoj kev pab cuam thiab kev pab txhawb yuav muaj txiaj ntsim rau lwm cov tib neeg nyob rau hauv lub tsev nrog koj.  Lwm Yam: | | | | | | | | | | | | | | | |
| Lus piav txog txoj kev txiav txim: This detailed explanation is for the member. The rationale used to make the decision should always be included along with any recommended alternative(s). | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | |
| Yog koj tsis pom zoo raws txoj kev txiav txim no, cov nplooj ntawv nram no yuav piav qhia txog koj cov kev taug. | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | |
| Hmov tshua,  care manager name  care manager title  phone number  RN care manager name  RN Care Manager title  phone number | | | | | | | | | | | | | | | |
| **Cov Cai Thov Kev Txiav Txim Dua**   1. **Thov kev txiav txim dua li cas txog txoj kev txiav txim no** | | | | | | | | | | | | | | | |

|  |
| --- |
| **<<Include the paragraph directly below for denials of provider claims and delete these instructions. If the adverse benefit determination is unrelated to a denial of a provider’s claim, delete the paragraph below and these instructions>>**  Koj muaj txoj cai thov kev txiav txim dua rau txoj kev tsis kam them rau Provider name’s daim ntawv sau nqi, tiam sis koj **tsis** tag yuav thov. Txawm koj yuav thov kev txia txim dua los sis tsis thov, koj yeej tsis muaj tes luag num yuav tsum them ib qho nqi twg hauv daim ntawv sau nqi no rau peb, Provider name, los sis rau lwm leej lwm tus li. |

|  |
| --- |
| Yog koj tsis pom zoo nrog txoj kev txiav txim, sau ntawv, hu xov tooj, xa ntawv hauv xov tooj los yog sau ntawv email:  MCO name  MCO address  appropriate contact phone number  appropriate fax number  appropriate email address  Koj yuav muab tau tsab ntawv Thov Kev Txiav Txim Dua (Appeal Request) saum huab cua ntawm [www.dhs.wisconsin.gov/familycare/mcoappeal.htm](http://www.dhs.wisconsin.gov/familycare/mcoappeal.htm), los yog hu xov tooj rau ib lub koom haum ywj pheej nrog daws teeb meem ombudsman uas muaj npe nyob nram kawg hauv tsab ntawv faj seeb no.  **Luam tsab ntawv no xa nrog tsab ntawv uas teb tiav los yog tsab ntawv sau thov.** |
| 1. **Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua (Grievance and Appeal Committee)**   Tom qab MCO name tau txais koj tsab ntawv thov, peb yuav teem ib lub sij hawm nrog peb Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua. Pab Tswj Xyuas yog muaj MCO name cov neeg sawv cev thiab tsawg kawg yog ib tug neeg uas puav leej tau txais cov kev pab cuam los ntawm peb (los yog tus sawv cev rau ib tug uas tau).  Koj muaj txoj cai tuaj tshwm tsim ntsej tim muag yog koj yeem. Koj coj tau ib tug neeg pab tswv yim, phooj ywg, neeg hauv tsev los sis ib tug neeg tim khawv tuaj. Koj puav leej nthuav qhia tau tej pov thawj thiab teev lus rau pab tswj xyuas no.  Koj yuav tau txais tsab ntawv sau kev txiav txim dua rau koj. Yog tias koj tsis pom zoo raws li Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua txoj kev txiav txim, koj thov tau xeev lub rooj sib hais ncaj ncees. Xyuas ntu “xeev lub rooj sib hais ncaj ncees” nram no kom paub ntxiv. |

|  |
| --- |
| **<<Delete the “3. Continuation of services” section in its entirety for situations involving a request for a new service, a member request for payment of a service/support, or a denial of a provider’s claim. Keep the section for reductions, suspensions, or terminations of a current service. After deciding whether to include or exclude the section, delete these instructions.>>**   1. **Kev txuas ntxiv cov kev pab cuam**   Yog koj tau cov txiaj ntsim kev pab thiab koj thov kev txiav txim dua ua ntej hloov koj cov txiaj ntsim kev pab, koj yeej tseem tau tib co txiaj ntsim kev pab mus kom txog thaum twg Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua txiav txim dua tiav rau koj.  Yog koj xav tau koj cov txiaj ntsim kev pab twj ywm rau lub caij txiav txim dua, **koj tsab ntawv thov yuav tsum muab ntaus thwj hnub xa, xa hauv xov tooj, los yog xa hauv email tuaj kom txog rau los yog ua ntej** **insert effective date of intended action**.  Yog tias Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua txiav txim tias MCO name, txoj kev txiav txim yeej yog lawm, tej zaum koj yuav raug them rov qab cov txiaj ntsim kev pab ntxiv uas koj tau txais thaum lub sij hawm koj thov kev txiav txim dua thiab lub sij hawm Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua txiav txim tag. Tiam sis, yog tias nws yuav tsim muaj teeb meem nyiaj txiag nyuab ntxhov loj, tej zaum koj yuav tsis raug them qhov nqi no. |

|  |
| --- |
| 1. **Hnub xaus rau koj thov kev txiav txim dua nrog MCO name**   Koj yuav tau ua koj tsab ntawv thov kev txiav txim dua sai li sai tau.  Koj tsab ntawv thov kev txiav txim dua ntawm MCO name yuav tsum muab ntaus thwj hnub xa, xa hauv xov tooj, los yog xa hauv email tsis pub lig dua 60 hnub txij li hnub teev ntawm tsab ntawv faj seeb no. **Tseem Ceeb**: Yog koj xav tau koj cov kev pab twj ywm rau lub caij txiav txim dua, koj tsab ntawv thov kev txiav txim dua yuav tsum ntaus thwj hnub xa, xa hauv xov tooj, los yog xa hauv email rau thaum **insert effective date of intended action** |
| 1. **Kev txhib kom txiav txim dua sai nrog MCO name**   Koj thov tau MCO name kom txiav txim dua rau koj sai. Yog tias MCO name txiav txim tias yog siv sij hawm ntev li ib txwm ces yuav tsim muaj kev mob loj heev rau koj txoj kev noj qab haus huv los yog rab peev xwm ua tau koj cov tes dej num txhua hnub, peb yuav kheev muaj txoj kev txiav txim dua hu ua "txiav txim dua sai.” Qhov no txhais tau tias koj yuav tau txais txoj kev txiav txim dua ua ntej 72 teev txij li thaum koj thov. Yog koj xav paub ntxiv txog kev txiav txim dua sai, hu rau MCO name ntawm MCO phone number. |
| 1. **Xeev Lub Rooj Sib Hais Ncaj Ncees**   Yog tias koj tsis pom zoo raws li Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua txoj kev txiav txim rau koj txoj kev thov.  Yog koj thov xeev lub rooj sib hais ncaj ncees, koj yuav tau ib lub rooj sib hais nrog ib tug Kws Phua Txim Kev Khiav Lag Luam (Administrative Law Judge, ALJ) ywj pheej. Koj tuaj yeem coj ib tug neeg pab tswv yim, phooj ywg, neeg hauv tsev los sis ib tug neeg tim khawv tuaj pab koj. Koj puav leej nthuav qhia tau tej pov thawj thiab teev lus hauv lub rooj sib hais.  MCO name tus kws tshwj xeeb paub zoo txog tswv cuab cov cai yuav pab koj ua tau tsab ntawv thov lub rooj sib hais ncaj ncees. Xav ntsib nrog tus kws tshwj xeeb paub zoo txog tswv cuab cov cai, hu rau Member Rights Specialist phone number. Koj puav leej mus muab tau tsab ntawv txog rooj sib hais ntawm ib lub koom haum ywj pheej pab daws teeb meem ombudsman uas muaj npe nyob nram kawg ntawm tsab ntawv faj seeb no los sis saum huab cua [www.dhs.wisconsin.gov/library/f-00236.htm](http://www.dhs.wisconsin.gov/library/f-00236.htm).  Xa tsab ntawv thov los yog sau ib daim ntawv thov lub rooj sib hais thiab luam daim ntawv faj seeb no xa nrog rau:  Family Care Request for Fair Hearing  Wisconsin Division of Hearings and Appeals  PO Box 7875  Madison, WI 53707-7875  Xa ntawv hauv xov tooj: 608-264-9885  **Lus Faj Seeb Tseem Ceeb:** Koj yuav thov tsis tau xeev lub rooj sib hais ncaj ncees kom txog thaum twg koj txais tau Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua txoj kev txiav txim dua rau koj los yog MCO name tsis xa tsab ntawv txiav txim tuaj txog koj ua ntej 30 hnub txij li hnub txais tau koj tsab ntawv thov kev txiav txim dua.  Koj muaj txog 90 hnub txij li hnub koj txais tau Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua tsab ntawv txiav txim dua rau koj thiaj li yuav thov tau xeev lub rooj sib hais ncaj ncees. Yog tias MCO name tsis xa tsab ntawv txiav txim tuaj rau koj ua ntej 30 hnub txij li hnub txais koj tsab ntawv thov kev txiav txim dua, qhov 90 hnub pib txij hnub tom qab lub caij nyoog 30 hnub xaus. |
| 1. **Leej twg thiaj pab tau kom koj nkag siab txog tsab ntawv faj seeb no thiab koj cov cai?**    1. MCO name tus kws tshwj xeeb paub zoo txog tswv cuab cov cai yuav faj seeb qhia tau rau koj txog koj cov cai, sim nrog daws koj cov teeb meem, thiab pab koj ua tsab ntawv thov kev txiav txim dua. Tus kws tshwj xeeb paub zoo txog tswv cuab cov cai **tsis** sawv cev tau tam koj ntawm ib lub rooj sib tham nrog peb Pab Tswj Xyuas Kev Tu Siab & Kev Txiav Txim Dua los yog ntawm xeev lub rooj sib hais ncaj ncees. Xav ntsib nrog tus kws tshwj xeeb paub zoo txog tswv cuab cov cai, hu rau Member Rights Specialist phone number.    2. Txhua tus uas tau cov kev pab cuam ntawm Family Care yuav tau kev pab dawb los ntawm ib lub koom haum **ywj pheej ombudsman**. Cov koom haum pab tswv yim nram no yog rau Family Care cov tswv cuab: |
| **Rau cov tswv cuab hnub nyoog 18 txog 59 xyoos:**  Disability Rights Wisconsin  Tus Xov Tooj Hu Dawb: 800-928-8778  TTY: 711 |
| **Rau cov tswv cuab muaj hnub nyoog 60 xyoo thiab siab dua:**  Wisconsin Board on Aging and Long Term Care  Tus Xov Tooj Hu Dawb: 800-815-0015  TTY: 711 |
| **Luam cov ntaub ntawv ntawm koj txhooj**  Koj muaj cai tau cov ntaub ntawv txuam nrog koj txhooj uas txiav txim txog no dawb. Cov ntaub ntawv yog tag nrho cov ntawv sau, ntawv teev kab mob kev nkeeg, thiab lwm cov ntaub ntawv txuam nrog txoj kev txiav txim no. Yog tias koj txiav txim thov kev txiav txim dua rau txoj kev txiav txim no, koj muaj txoj cai tau cov ntaub ntawv tshiab los yog tej ntaub ntawv uas MCO name sau ua ke tau ntxiv thaum lub caij muaj koj txoj kev txiav txim dua. Xav thov kom luam cov ntaub ntawv ntawm koj txhooj, hu rau appropriate contact ntawm phone number. |