

COV LUS QHIA UA
DAIM NTAWV TSIIS TXAUS SIAB TXOG KEV CAIS NEEG TSIIS RAW S CAI

INSTRUCTIONS
CIVIL RIGHTS COMPLAINT

Tsoom fww cov cai lij choj hais txog neeg cov cai txwv tsis pub cais neeg tsis raws cai rau cov tswv cuab, cov ua ntawv thov kev pab, cov rau npe tau txais kev pab, thiab cov tau txais kev pab nyob hauv Wisconsin Department of Health Services (DHS) ib qho kev pab cuam los yog dej num uas tau txais peev nyiaj pab tuaj ntawm tsoom fww thiab yog DHS khiav txoj hauj lwm ncaj qha los yog khiav txoj hauj lwm los ntawm nws cov khub koom hauj lwm ua ke, cov muaj ntawv cog lus ua hauj lwm nrog nws los yog cov tau txais peev nyiaj. Cov cai lij choj no muaj xws li, piv txwv li, Section 1557 of the Patient Protection and Affordable Care Act of 2010, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the Age Discrimination Act of 1975, txwv tsis pub cov uas tau txais tsoom fww peev nyiaj pab (recipients) thiab lwm cov uas tau txais peev nyiaj los ntawm lawv (subrecipients) cais neeg tsis raws cai vim los ntawm haiv neeg, tsos nqaij daim tawv, lub teb chaws uas nws tuaj, poj niam/txiv neej, hnub nyoog, muaj mob xiam oob qhab, thiab, nyob hauv ib cov kev pab cuam, kev ntseeg los yog kev koom nrog los yog kev ntseeg txog kev tswj hwm teb chaws, hauv lawv cov kev pab cuam los yog dej num, thiab hauv kev ua pauj los yog koom rau kev ua pauj rau qhov tau tawm tsam kev cais neeg tsis raws cai. Yog tsis kam muab cov kev pab rau koj, los yog qhov kev pab uas koj tau txais txawv lwm tus qhov uas lawv tau txais, los yog qhov kev pab cuam tsis muab kev yooj yim rau koj kom mus cuag tau, es koj ntseeg tias nws yog vim los ntawm ib qho uas raug tiv thaiv tsis pub muaj ntawd los yog ntau qhov dua, ces tej zaum nws yog cais neeg tsis raws cai. Qhov kom tsis pub muaj cais neeg tsis raws cai no yog nce rau ntawm seb yog tsoom fww lwb chaw ua hauj lwm twg (piv txwv li, United States Department of Health and Human Services (HHS) or the United States Department of Agriculture (USDA)) yog tus muab peev nyiaj pab rau qhov kev pab cuam los yog qhov dej num ntawd.

Rau ntawm HHS cov kev pab cuam (piv txwv li, Medicaid/BadgerCare), koj yuav ua tau ib daim ntawv tsis txaus siab mus rau lub koom txoos uas koj ntseeg tias cais koj tsis raws cai (piv txwv li, tus kws kho mob qhov chaw ua hauj lwm, lub khw muag tshuaj, lub tsev kho mob), los yog ua daim ntawv tsis txaus siab mus rau DHS. Ib qho ntxiv, koj tseem ua tau daim ntawv tsis txaus siab ncaj nraim mus rau HHS, uas yog tsoom fww lub chaw ua hauj lwm. **Saib qhov chaw nyob thiab tus xov tooj hu tau nyob nram qab kawg no.**

Rau ntawm USDA program Supplemental Nutrition Assistance Program (SNAP)/FoodShare Wisconsin, koj ua tau daim ntawv tsis txaus siab mus rau DHS. Ib qho ntxiv, koj tseem ua tau daim ntawv tsis txaus siab ncaj nraim mus rau USDA, uas yog tsoom fww lub chaw ua hauj lwm. **Saib qhov chaw nyob thiab tus xov tooj hu tau nyob nram qab kawg no.**

Rau tas nrho lwm cov kev pab cuam ntawm USDA, xws li Women, Infants and Children (WIC), The Emergency Food Assistance Program (TEFAP), the Commodity Supplemental Food Program (CSFP), los yog lwm cov kev pab cuam uas tsis yog-SNAP USDA, cov kev tsis txaus siab yog USDA ua tus xyuas. Cov lust sis txaus siab uas muaj hais txog cov kev pab cuam no yuav tau sau ntawm ncaj qha mus rau USDA. **Saib qhov chaw nyob thiab tus xov tooj hu tau nyob nram qab kawg no.** Yog koj ua ntawv tsis txaus siab mus rau DHS hais txog USDA cov kev pab cuam no, peb yuav muab koj daim ntawv xa mus ntxiv tom ntej rau USDA.

NQE LUS I – Leej Twg Yog Tus Raug Cais Tsis Raw S Cai los yog Raug Ua Phem Pauj?

Yog koj ntseeg tias koj rau muab cais tsis raws cai, sau hnub uas koj ua thiab xa daim Form 80983, Daim Ntawv Tsis Txaus Siab, sau koj lub npe, chaw nyob, tus xov tooj thiab lwm yam kom muab. Koj kuj ua tau daim ntawv tsis txaus siab no sawv cev lwm tus yog koj ntseeg tias tus neeg ntawd tau raug muab cais tsis raws cai.

NQE LUS II – Tus Neeg Twg los yog Lub Koom Txoos Twg Uas Koj Ntseeg Tias Muab Koj Cais Tsis Raw S Cai los yog Ua Phem Pauj Rau Koj (los yog lwm tus)?

Sau lub npe ntawm lub chaw ua hauj lwm, tus muab kev pab kho mob, los yog lwm qhov lag luam uas koj ntseeg tias tau muab koj cais yam tsis raws cau nyob hauv txoj kev muab cov nyiaj pab, cov kev pab los yog kom mus cuag tau **DHS ib qho kev pab cuam.** Yog paub, sau lub (cov) npe ntawm tus (cov) neeg uas koj ntseeg tias muab koj cais tsis raws cai thiab lub chaw ua hauj lwm los yog tus tau nyiaj yuaj ntawm tsoom fww uas txais yuav tus (cov) neeg ntawd los ua hauj lwm rau lawv.

NQE LUS III – Qhov Koj Liam Ntawd yog Vim Li Cas Thiaj Muaj Qhov Cais Tsis Raw S Cai los yog Ua Phem Pauj?

Sau lub npe ntawm DHS qhov kev pab cuam uas koj yog ib tus tswv cuab, tus ua ntawv thov kev pab, tus muaj npe tau txais kev pab, los yog tus tau txais kev pab (piv txwv li, BadgerCare Plus, Medicaid, SeniorCare, Supplemental Nutrition Assistance Program (SNAP)/FoodShare Wisconsin, Include, Respect, I Self-Direct (IRIS), Family Care, FoodShare Employment and Training (FSET), Refugee Health Program, los yog lwm qhov kev pab cuam ntawm DHS). Kos rau lub voj (box) uas koj ntseeg tias yog vim qhov ntawd koj thiaj raug muab cai tsis raws cai los yog ua

phem pauj. Sau hnuv uas qhov teeb meem muab koj cais tsis raws cai ntawd tshwm sim.

NQE LUS IV – Qhov Teeb Meem Cais Neeg Tsis Raws Cai los yog Ua Pphem Pauj Uas Tau Tshwm Sim rau Koj Yog Dab Tsi?

Piav kom meej cov xwm txheej uas tau tshwm sim, qhov teeb meem uas tus (cov) neeg ntawd, lub chaw ua hauj lwm los yog lub koom txoos uas koj ntseeg tias muab koj cais tsis raws cai. Piav kom meej li meej tau seb **muaj dab tsi tshwm sim, qhov teeb meem tshwm sim thaum twg, yog vim li cas koj thiaj ntseeg tias muaj qhov ntawd tshwm sim, thiab koj raug muab cais tsis raws cai li cas.** Yog muaj, thov qhia seb lwm tus tau txais kev pab txawv koj li cas. Yog koj muaj ntaub ntawv los ua pov thawj pab txhawb rau qhov koj qhia paub tias muaj cais neeg tsis raws cai, muab ib daim luam ntawm cov ntaub ntawv no.

NQE LUS V – Xa Koj Daim Ntawv Tsis Txaus Siab

1. Nyob Rau Theem Ntawm Xeev Lub Chaw Ua Hauj Lwm

Xa mus rau Wisconsin Department of Health Services (DHS):

Yog yuav ua daim ntawv tsis txaus siab mus rau DHS, ua kom tiav daim foos Civil Rights Complaint Form (F-80983) thiab muab xa hauv tsev xa ntawv los yog email mus rau:

Department of Health Services
Civil Rights Compliance
1 West Wilson Street, Room 651
P.O. Box 7850
Madison, WI 53707-7850

608-267-4955 (Suab), 608-267-1434 (Fax)
711 los yog 1-800-947-3529 (TTY)
Email: DHSCRC@dhs.wisconsin.gov

2. Nyob Rau Theem Siab Ntawm Tsoom Fwv Lub Chaw Ua Hauj Lwm

Xa mus rau U.S. Department of Health and Human Services (HHS):

Yog yuav ua daim ntawv tsis txaus siab hais txog HHS cov kev pab cuam los yog cov kev pab uas tswj hwm los ntawm Wisconsin Department of Health Services, sau ntawv xa mus, email, hu xov tooj, los yog siv lawv qhov online OCR Complaint Portal:

U.S. Department of Health and Human Services
Office for Civil Rights
Centralized Case Management Operations
200 Independence Avenue, S.W.
Suite 509F HHH Bldg.
Washington, D.C. 20201

Email: OCRComplaints@hhs.gov, OCRmail@hhs.gov
1-800-368-1019; 1-800-537-7697 (TDD)

Online Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Xa mus rau U.S. Department of Agriculture (USDA):

USDA cov ntawv tsis txaus siab hais txog USDA cov kev pab cuam uas tsis yog SNAP/FoodShare Wisconsin yuav tsum muab xa mus rau USDA; cov ntawv tsis txaus siab hais txog SNAP/FoodShare Wisconsin yuav muab xa mus rau USDA los tau. Yog yuav ua daim ntawv tsis txaus siab mus rau USDA, xa hauv tsev xa ntawv mus los yog email:

U.S. Department of Agriculture (USDA)
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410

Email: program.intake@usda.gov
(202) 260-1026 (Local)
(866) 632-9992 (Toll-free Customer Service)
(800) 877-8339 (Local or Federal relay)
(866) 377-8642 (Relay voice users)
(800) 845-6136 (Spanish)
Fax: (202) 690-7442