DEPARTMENT OF HEALTH SERVICES
Office of Legal Counsel
F-80983H (05/2019)

STATE OF WISCONSIN
42 USC §§ 18116, 2000d, 6101; 29 USC § 701;
7 USC § 2020; 20 USC § 1681; DHS AD 52.3, 36.4

DAIM NTAWV TSIS TXAUS SIAB TXOG KEV CAIS NEEG TSIS RAWS CAI

CIVIL RIGHTS COMPLAINT

Daim ntawv hais txog kev cais neeg tsis raws cai no yog siv rau cov tswv cuab, cov ua ntawv thov kev pab, cov muaj npe tau txais kev pab, thiab cov tau txais kev pab ntawm Wisconsin Department of Health Services (DHS) ib qho kev pab cuam los yog dej num. Qhov no yog DHS muab siv mus tshawb nrhiav kom paub qhov tseeb thaum muaj lus liam tias muaj kev cais neeg tsis raws cai vim los ntawm haiv neeg, tsos nqaij daim tawv, keeb kwm teb chaws ua nws tuaj, poj niam/txiv neej, hnub nyoog, muaj mob xiam oob qhab thiab, muaj ib txhia, yog kev ntseeg, kev ntseeg txog kev tswj hwm teb chaws, thiab kev ua pauj, seb nyob ntawm qhov kev pab cuam ntawd yog hais li cas. **Qhov chaw ua hauj lwm no yuav tsis tshawb nrhiav kom paub qhov tseeb txog cov kev tsis txaus siab ntawm kev cais neeg tsis raws cai hais txog kev ua hauj lwm los yog tej teeb meem uas tsis cuam tshuam rau DHS cov kev pab cuam los yog dej num**.

Cov kev tsis txaus siab hais txog DHS cov kev pab thiab cov nyiaj pab uas yog tau nyiaj los ntawm United States Department of Health and Human Services (HHS) (piv txwv li, Medicaid/BadgerCare) kuj sau tau ntawv mus rau HHS thiab. Cov kev tsis txaus siab hais txog Supplemental Nutrition Assistance Program (SNAP)/FoodShare Wisconsin yuav sau tau ntawv mus rau United States Department of Agriculture (USDA). Cov kev tsis txaus siab hais txog Women, Infants and Children (WIC), The Emergency Food Assistance Program (TEFAP), the Commodity Supplemental Food Program (CSFP), los yog lwm yam kev pab cuam uas tsis yog-SNAP USDA kuj sau tau ntawv mus rau USDA. Feem ntau, cov ntawv uas sau tsis txaus siab yog tsum yog tau txais tsis pub dhau **180 hnub** suav txij hnub uas tau liam tias muaj kev cais neeg tsis raws cai. Yog xav tau kev pab ua kom tiav daim foos no, mus saib cov lus qhia nyob ntawm www.dhs.wisconsin.gov/forms/f8/f80983ah.pdf.

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

Hnub Ua Daim Foos:

Npe	Tsiaj Npe Ntawv Nruab Nrab	Xeem	
Chaw Nyob Xa Ntawv – Txoj Kev	Nroog	Zip Code	County
Tus Xov Tooj Hu Tau	Lwm Tus Xov Tooj	Email Chaw Nyob	Fax

Tus Tsis Txaus Siab Tus Neeg Muaj Cai Sawv Cev

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

Npe (Lub Chaw Ua Hauj Lwm, Tus Muab Kev Pab Kho Mob, los yog Qhov Lag Luam)	Hom Chaw Ua Hauj Lwm, Tus Muab Kev Pab Kho Mob, los yog Lag Luam		
Npe – Tus Neeg Ris Lub Nra Rau Qhov Teeb Meem No, yog paub	Txoj Hauj Lwm Tuav Hauv Lub Koom Txoos		
Chaw Nyob	Nroog	Zip Code	County
Xov Tooj – Nrog rau tus Area Code thiab Extension	Email Chaw Nyob		

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

Ntawm DHS qhov kev pab cuam twg (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) uas koj yog ib tus tswv cuab, tus neeg ua ntawv thov kev pab, tus muaj npe tau txais kev pab, los yog tus tau txais kev pab?

Qhov twg nram qab no uas koj liam tias yog qhov ua rau muab koj cais tsis raws cai/ua pheem pauj rau koj? Kos rau lub voj (box) uas koj liam tias yog vim qhov ntawd thiaj muab tus neeg tsis txaus siab (teev lub npe rau hauv Nqe Lus I) cais tsis raws cai/ua phem pauj.

- ☐ Haiv Neeg
- ☐ Poj Niam/Txiv Neej/Kev Plees Kev Yi
- ☐ Muaj Mob Xiam Oob Qhab
- ☐ Zwm Nrog Pab Pawg Ntseeg Kev Tswj Hwm Teb Chaws
- ☐ Tsos Nqaij Daim Tawv
- ☐ Hnub Nyoog
- ☐ Kev Ntseeg
- ☐ Kev Ua Phem Pauj
- ☐ Keeb Kwm Lub Teb Chaws Tuaj los yog Tsis Paub Lus Askiv Zoo Hom Lus:

Hnub uas qhov teeb meem cais koj tsis raws cai ntawd tshwm sim:

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

Siv ib daim ntawv los sau ntxiv, yog qhov chaw no tsis txaus sau koj cov lus, txhawm rau los teb kom txhij txhua nqe lus no.

1. Piam kom meej cov xwm txheej los yog teeb meem uas ua rau koj ntseeg tias koj raug muab cais yam tsis raws cai hauv txoj kev tau txais cov nyiaj pab, cov kev pab los yog kev mus cuag tau DHS ib qhov kev pab cuam.

2. Muab kom tau hnub uas qhov teeb meem ntawd tshwm sim thiab lub npe ntawm tus neeg uas tau ua qhov teeb meem ntawd rau koj.

3. Piav kom meej tias yog vim li cas koj thiaj ntseeg tias yog qhov teeb meem ntawd vim lub (cov) voj (box) uas koj tau kos rau Nqe Lus III.

NQE LUS V – Xa Koj Daim Ntawv Tsis Txaus Siab

Xa hauv tsev xa ntawv los yog email:

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

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

Yog koj xav tau kev pab txhais lus los yog xav tau kev pab ua daim ntawv tsis txaus siab no, thov hu rau peb.

Yog koj muaj lus nug txog cov lus uas muab siv rau hauv daim foos no, los yog xav tau kev pab ua kom tiav daim foos no, thov hu rau peb.

Nondiscrimination Notice: Discrimination is Against the Law – Health Care-Related Programs
Wisconsin Department of Health Services ua raws cov kev cailij choj yuam siv ntawm Tsom Fwv Nrub Nrab Teb Chaw hais txog pej xeem cov cai (Federal civil rights laws) thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws tuaj, hnub nyoog, kev tsis taus, los yog poj niam txiv. Department of Health Services tsis cais cov neeg los yog coj ntxawv rau lawv vim haiv neeg, xim tawv nqaij, tuaj teb chaws twg, hnub nyoog, kev tsis taus, los yog poj niam txiv.

Department of Health Services:

- Pab nyiaj thiab muab kev pab rau cov neeg txuas lus tsis taus zoo nrog peb, xws li:
  - Cov neeg txhais lus piav uas tsim nyog.
  - Tej ntaub ntawv ua lwm hom (tu ntawv loj, suab lus, tej hom siv tau hauv electronic, lwm lwm hom).
- Muab kev pab dawb txog lus hais rau cov neeg uas tsis hais lus Akiv, xws li:
  - Cov neeg txhais lus tsim nyog.
  - Tej ntaub ntawv ua lwm hom lus.

Yog koj xavtau cov kev pab no, thov hu rau Department of Health Services civil rights coordinator (844-201-6870).

Yog koj xavtau cov kev pab no, thov hu rau Department of Health Services tsis muab tau cov kev pab no los yog tau coj lwm hom kev ciav-cais saib raws haiv neeg, xim tawv nqaij, teb chaw tuaj, hnub nyoog, xiam oob qhab, los poj niam lossis txiv neej, koj tuaj yeem xa ib daim ntawv tsis txaus siab nrog: Department of Health Services, Attn: Civil Rights Coordinator, 1 West Wilson Street, Room 651, PO Box 7850, Madison, WI 53707-7850, 608-267-4955, TTY: 711, Fax: 608-267-1434, dhscrc@dhs.wisconsin.gov. Koj xa daim ntawv tsis txaus siab kiag tus kheej, raws kev xa ntawv, fev los yog email tuaj tau. Yog koj xav tau kev pab sau daim ntawv tsis txaus siab, Department of Health Services civil rights coordinator pab tau koj.

Koj kuj muaj peev xwm ua tau ib daim ntawv tsis txaus siab rau cov cai pej xeem mus rau Mekas Department of Health and Human Services (Thawj Fab Pab Kev Noj Qab Haus Huv thiab Pab Tib Neeg), Office for Civil Rights (Chaw Ua Hauj Lwm txog Pej Xeem Cov Cai), tshuab hluav taws xob los ntawm Office for Civil Rights Complaint Portal, nyob rau hauv https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, los yog xa ntawv lossis hu xovtooj ntawm:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TDD)

Cov qauv ntawv tsis txaus siab muaj rau ntawm http://www.hhs.gov/ocr/office/file/index.html.

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-201-6870 (TTY: 711).	**Deitsch (Pennsylvania Dutch)** Wann du Deitsch (Pennsylvania Dutch) schwetzscht, kannscht du ebber griege as dich helfe kann mit Englisch, unni as es dich ennich eppes koschte zellt. Ruf 844-201-6870 uff (TTY: 711).
Hmoob (Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 844-201-6870 (TTY: 711).	**ພາສາລາວ (Laotian)** ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ ແມ່ນມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ໃຫ້ໂທຫາເບີ 844-201-6870 (TTY: 711).
繁體中文 (Traditional Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 844-201-6870 (TTY: 711).	**Français (French)** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 844-201-6870 (ATS : 711).
Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 844-201-6870 (TTY: 711).	**Polski (Polish)** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 844-201-6870 (TTY: 711).
العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان اتصل برقم 844-201-6870 (رقم هاتف الصم والبكم: 711).	**हिंदी (Hindi)** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 844-201-6870 (TTY: 711) पर कॉल करें।
Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 844-201-6870 (телетайп: 711).	**Shqip (Albanian)** KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 844-201-6870 (TTY: 711).
한국어 (Korean) 알림: 한국어 지원 서비스를 무료로 이용하실 수 있습니다. 844-201-6870 (TTY: 711) 번으로 전화해 주십시오.	**Tagalog (Tagalog – Filipino)** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 844-201-6870 (TTY: 711).
Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 844-201-6870 (TTY: 711).	**Soomaali (Somali)** FIIRO GAAR AH: Haddii aad ku hadashid af Soomaali, adeegyada caawinta luuqada, oo bilaash ah, ayaa laguu heli karaa. Soo wac 844-201-6870 (TTY: 711).