

Wisconsin Medicaid Thiab Badgercare Plus Kev Thauj Neeg Mob Tsis Yog Mob Ceev
Wisconsin Medicaid and BadgerCare Plus Non-Emergency Medical Transportation
Leej Twg Thiaj Tau Txais Kev Pab Thauj Neeg Mob Tsis Yog Mob Ceev
Complaints and Fair Hearings

Thov Cim Cia: Cov lus nram qab no yog hais txog kev thauj neeg mob uas tsis yog mob ceev. Yog tias koj muaj ib tug mob ceev koj yuav tau hu rau 911.

Kev thauj neeg mob uas tsis yog mob ceev yog caij cov tsheb thauj tsoom neeg sawv daws (public transportation) thiab caij nrog lwm tus (shared ride service). Cov tsheb thauj kuj muaj xws li cov tsheb thauj tsoom neeg sawv daws (ib yam li cov tsheb npav (bus) khiav hauv nroog), cov tsheb tshwj xeeb thauj neeg mob, los yog lwm hom tsheb nyob ntawm koj tus mob thiab kev mus los cov kev xav tau. Yog tias tsis muaj hom tsheb thauj tsoom neeg sawv daws, koj tsis tas yuav tsum tau caij xwb li.

Medical Transportation Management (MTM), Inc., yog Wisconsin Medicaid thiab BadgerCare Plus tus tswj thauj neeg mus los. MTM, Inc. teem sij hawm thiab them nyiaj rau cov kev thauj mus rau Medicaid thiab BadgerCare Plus cov kev pab kho mob uas kam them rau.

Muaj Lus Tsis Txaus Siab

Koj los yog tus neeg uas koj xaiv los sawv cev yuav ua tau ntawv tsis txaus siab hais txog qhov kev pab koj tau txais los ntawm MTM, Inc. Cov lus tsis txaus siab kuj muaj xws li teem tsheb caij nyuaj kawg li, tau tos ntev heev, los yog cov neeg tsav tsheb tuaj tos koj lig dhau. MTM, Inc., yuav pab tsis tau koj kom txog rau thaum koj ua ib daim ntawv tsis txaus siab.

Yuav ua ib daim ntawv tsis txaus siab nrog rau MTM Inc., koj los yog tus neeg koj xaiv sawv cev koj yuav ua tau li nram qab no:

- Hu rau MTM, Inc.'s "Peb Txhawj Txog (We Care)" tus naj npawb ntawm 1-866-436-0457.

- Sau ntawv mus rau MTM, Inc. ntawm:
MTM, Inc.
Quality Management
5117 W. Terrace Drive
Suite 400
Madison, WI 53718
- Los yog tso koj cov lus tsis txaus siab online rau ntawm www.mtm-inc.net/wisconsin.

Thaum ua ib daim ntawv tsis txaus siab, koj yuav tsum muaj koj daim npav ForwardHealth ID tus naj npawb, lub npe, thiab hnuv muab qhov kev pab rau koj.

MTM, Inc., yuav xa ib cov lus teb tuaj rau koj tsis pub dhau 10 hnuv suav txij hnuv tau txais koj daim ntawv tsis txaus siab.

Yog koj tsis zoo siab raws li qhov tau muab koj cov lus tsis txaus siab los daws, tsab ntawv teb xa tuaj rau koj yuav piav qhia txog koj yuav ua tau li cas kauj ruam tom ntej.

Tsis Kam Thauj Mus Los Cov kev Pab

Yog tias MTM, Inc., tsis kam muab kev thauj mus los ib qho kev pab rau koj es koj tsis xav tias yuav tau tsis kam li ntawd, koj muaj cai hais kom sib hais dua. Piv txwv, cov kev tsis kam kuj muaj xws li tsis kam muab tsheb thauj los yog tsis kam them nyiaj rau cov puas noj los yog chaw pw hmo ntuj.

Yog yuav ua ntawv kom sib hais txog qhov tsis kam muab kev thauj mus los ib qho kev pab, koj yuav sau ntawv mus rau MTM, Inc., tus neeg pab daws teeb meem tsis txaus siab (ombudsman) los yog thov

kom muaj ib lub rooj mloog kev ncaj ncees ncaj nraim los ntawm Division of Hearings and Appeals.

Qhov ua ntawv tsis txaus siab rau MTM, Inc., tus neeg pab daws teeb meem yog nyob ntawm xaiv tab sis tej zaum yuav yog txoj kev sai tshaj los mus daws qhov tsis kam muab kev pab rau koj vim hais tias tej zaum koj kuj muaj cuab kav los nrog sib hais haum uas tsis tas yuav nyob tos lub rooj mloog kev ncaj ncees nrog rau Division of Hearings and Appeals kom muaj tshwm sim.

Ua Ntawv Tsis txaus Siab nrog MTM, Inc. Tus Neeg Daws Teeb Meem

Yuav ua ntawv tsis txaus siab mus rau MTM, Inc. Tus Neeg Daws Teeb Meem, koj ua tau li hauv qab no:

- Hu rau “We Care” tus xov tooj 1-866-436-0457 mus thov ua ib daim ntawv tsis txaus siab.
- Los yog sau ntawv rau:

MTM, Inc.
Quality Management
5117 W. Terrace Drive
Suite 400
Madison, WI 53718

Yog koj thov kom sib hais dua, MTM, Inc., yuav xa ib daim ntawv rau koj tsis pub dhau 10 hnuv cov hnuv ua hauj lwm, tab txawm qhov kom sib hais dua muab daws tsis tiav.

Yog qhov kom sib hais dua muab daws tsis tiav li 10 hnuv cov hnuv ua hauj lwm, MTM yuav xa ib tsab ntawv kawg tom qab ib qho txiav txim tau muab ua tiav. Qhov kom sib hais dua tus txheej txheem yuav tsis ntev tshaj 45 hnuv.

Yog koj tsis txaus siab raws li qhov tau txiav txim ntawm MTM, Inc. Tus Neeg Daws Teeb Meem, koj yuav hais tau mus tom ntej raws kev sib hais tus txheej txheem uas tau muab piav meej rau hauv tsab ntawv.

Yog koj tseem tsis txaus siab thiab, koj tseem thov tau kom muaj ib lub rooj mloog kev ncaj ncees nrog rau lub Division of Hearings and Appeals.

Lub Rooj Mloog Kev Ncaj Ncees

Yog tias koj xav thov kom muaj ib lub rooj mloog kev ncaj ncees nrog rau lub Division of Hearings and Appeals tam sim no, koj yuav tsum ua koj daim ntawv tsis pub dhau 45 hnuv suav txij hnuv tau teev rau ntawm koj tsab ntawv.

Yuav thov kom muaj ib lub rooj mloog kev ncaj ncees nrog rau Division of Hearings and Appeals, muab daim foos Thov Kom Muaj Ib Lub Rooj Mloog Kev Ncaj Ncees (Request for Fair Hearing form) ua kom tiav thiab xa mus rau:

Department of Administration
Division of Hearings and Appeals
PO Box 7875
Madison WI 53707-7875

Koj kuj mus muab tau daim foos Thov Kom Muaj Ib Lub Rooj Mloog Kev Ncaj Ncees online ntawm www.dhs.wisconsin.gov/forwardhealth/resources.htm los yog hu rau 608-266-3096.

Koj tseem xaiv tau qhov sau ib tsab ntawv mus rau Division of Hearings and Appeals es tsis ua daim foos. Koj tsab ntawv yuav tsum muaj cov hauv qab no:

- Koj lub npe.
- Koj qhov chaw nyob xa ntawv.
- Piav me ntsis lus kom meej txog qhov teeb meem.
- Lub npe ntawm qhov chaw khiav hauj lwm uas tau txiav txim los yog tsis kam muab qhov kev pab
- Koj tus Social Security naj npawb.
- Kos koj lub npe.

Yog koj xav tau kev pab txog qhov thov kom muaj ib lub rooj mloog kev ncaj ncees, thov hu rau 1-800-362-3002.

Yog Xav Paub Ntxiv

Cov lus muab hais qhia tsuas yog hais me ntsis xwb. Yog xav paub ntxiv txog hu teem tsheb thauj, cov pluas noj thiab chaw pw, muaj lus tsis txaus siab, cov cai tswj tshiab, tsis kam thauj mus los los yog lub rooj mloog kev ncaj ncees:

- Hu rau MTM, Inc., ntawm www.mtm-inc.net/wisconsin los yog 1-866-907-1493 (suab) los yog 711 (TTY).
- Saib koj phau ntawv ForwardHealth Enrollment and Benefits, P-00079 (muaj nyob online ntawm dhs.wisconsin.gov/library/P-00079.htm).
- Saib qhov koj ua Ib Tug Tswv Cuab ntawm dhs.wisconsin.gov/forwardhealth/resources.htm.
- Hu Rau Qhov Kev Pab Cov Tswv Cuab ntawm 1-800-362-3002.



State of Wisconsin
Department of Health Services
Division of Health Care Access and Accountability

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