



# Wax Badan liga sheeg... Wax ka qabashada Walaacyadeyda

## Maxaad sameysaa haddii aadan ku faraxsaneyn waaya aragnimadaada ee barnaamijkaaga?

Dadka doortaa inay iska diiwaangeliyaan barnaamijyada daryeelka muddada dheer: Family Care (Daryeelka Qoyska), Partnership (Iskaashiga), PACE (Program of All-Inclusive Care for the Elderly) (Barnaamijka Dhammaan daryeelka Lagu wada jiro ee Waayeeelka) iyo IRIS (Include, Respect, I-Self Direct) (Waxaa ka mid ah, Xushmad, Toosinta Nafteda); waxay leeyihiin xaquuqaha. Haddii aadan ku faraxsaneyn go'aanka, mid ka mid ah tallaabooyinka ugu horeeyo waa dhahida wax un. Haddii aad ka diiwaangashantahay Family Care, Partnership ama PACE, waxaad kala hadli kartaa kooxdaada daryeelka wax ku saabsan walaacyadaada. Haddii aad ka diiwaangashantahay IRIS, waxaad la hadli kartaa hay'ada la taliyahaaga IRIS ama wakiilka badrooniga maaliyada. Inta badan walaacyada waxaa la xalin karaa iyada oo aan jirin buuxinta racfaanka ama cabashada.

## Dooqyadee ayaad leedahay haddii aad rabtid inaad xareysid cabashada ama racfaanka?

Daryeelka la maamulay iyo barnaamijyada IRIS waxay ku siinayaan dhoor dooq markii aad qabtid walaaca ku saabsan adeegyadaada. Waxaad:

- Ku xareyn kartaa cabashada ama racfaanka Ururka Daryeelka La maareeyo (MCO, managed care organization), Hay'ada Taliyaha IRIS (ICA, IRIS Consultant Agency) ama maaliyada wakiilka shaqaalaha (FEA, fiscal employer agent).
- Weydii eegida ee Wisconsin Department of Health Services (DHS), taas oo ah hay'ada kormeerta Family Care, Partnership, PACE, iyo IRIS.
- Weydii gobolka dhageysi cadaalad ah.

Qoyskaaga, saaxib ama bixiyaha ayaa xareyn karo racfaanka ama cabashada ee matalaadaada markii ay helaan ogolaanshahaaga ama ogolaanshaha masuulkaaga. Sidoo kale, waxaad ku xareyn kartaa cabasho MCO, ICA ama FEA ee waqti walba, laakin waa inaad xareysaa racfaan, codsiga eegida DHS ama codsiga dhageysiga cadaalada ah ee gudaha 45 maalmood ee ka bilaabaneysa taariikhda tallaabada laga racfaan qaatay. Gudaha in jadwalka waqtiga, waad dooran kartaa isticmaalka qaab walba ama dhammaan qaababka kor ku qoran si loo xareeyo racfaanka. Waxaad isticmaali kartaa qaababkaan si wadajir ah ama waqtiyo kala duwan.

Barnaamij walba waxay ku siinayaan nidaamyada racfaanka iyo cabashada. Ma jirto hay'ad ku lugleh ee kuula dhaqmi karto si ka duwan sababtoo ah waxaad xareysay racfaan, cabashada, ama codsatay dhageysi cadaalad ah. Waxaa hoos ku qoran waa warbixinta xiriirka ee Division of Hearings and Appeals:

Family Care, Partnership, PACE and IRIS Request for Fair Hearing  
Division of Hearings and Appeals  
P.O. Box 7875  
Madison, WI 53707-7875

Taleefonka: (608-266-3096  
TTY: 608-264-9853  
Fakiska: 608-264-9885

<https://doa.wi.gov/Pages/LicensesHearings/DHAWorkandFamilyServicesUnit.aspx>





## Ma jiraan hay'adaha kale ee caawin karo?

Department of Health Services ayaa heshiis la galo hay'ad, MetaStar si ay uga shaqeyso qadka cabashada iyo waxyeelada. MetaStar waxay ku shaqeysaa matalaada waaxda si loo xaliyo cabashooyinka iyo waxyeelada ka qeybqaatayaasha. MetaStar waxay sidoo kale bixisaa eegidaha isku dhafan ee racfaanada la xiriiro IRIS ee ay ogolaatay Division of Hearings and Appeals. Inta lagu jiro nidaamka eegida isku dhafan, MetaStar waxay la shaqeysaa ka qeybqaatayaasha iyo hay'adaha jaalka IRIS, si loogu dayo inay la imaadaan natiijo wadajir loogu heshiin karo, dhageysiga ka hor. Warbixinta xiriirka MetaStar hoos ayay ku qorantahay:

DHS Grievances  
c/o MetaStar  
2909 Landmark Place  
Madison, WI 53713

Lambarka taleefonka qadka: 888-203-8338  
Fakiska: 608-274-8340

## Miyay jiraan u doode ku caawin karaa?

Baarayaasha cabashada (Ombudsmen) waa u doodayaasha loo heli karaa inay ka jawaabaan walaacyadaada oo qaab waqtiyeysan. Baarayaasha cabashada waxay caadi ahaan isticmaalayaan wada xaajoodka aan rasmiga aheyn ee lagu xalinayo arimahaaga. Aging and Disability Resource Center (ADRC) waxay ku siin karaan warbixinta xiriir gaar ah ee baaraha caabshada ee aagaaga.

