*[Note: MCOs can format the cover page and handbook however they wish (e.g., insert photos, use different font types, change style, margins, etc.) However, MCOs should use plenty of white space and a font size no smaller than 12 pt. Must include a table of contents and the footers. Cross-references to specific pages in the handbook should automatically update, but the references are highlighted so MCOs can ensure accuracy before printing.]*

##### Cover Page

**Family Care  
Buugyaraha Macaamiisha**

**TEMPLATE**

***Qabyo-qoraalka Isticmaalka Ururada Daryeelka la Maareeyay***

***(Member Handbook for Use by Managed Care Organizations)***

*Recommend MCOs list on the cover:*

*Name of MCO*

*Logo (optional)*

*Website address*

*Any other general information that applies to all members regardless of service area (e.g., general phone number, TTY, fax, e-mail address, etc.)*

Template provided by the Wisconsin Department of Health Services

P-00649SO (06/2025)

***Instructions to MCOs: Insert conspicuously visible taglines.***

* *Tagline A: Use the tagline in the prevalent non-English languages that DHS identified for each MCO.* [*Download the tagline*](https://www.dhs.wisconsin.gov/publications/p02057.docx) *and copy/paste into the handbook.*
* *Tagline B: Copy and paste the statement DHS previously sent MCOs about how to request auxiliary aids and services. Tagline B is in English only.*

*Note: Taglines are not required in translated handbooks.*

*[Note: The table of contents (TOC) is set up to update automatically based on the document’s styles. MCOs may need to recreate the TOC if they change the styles.]*

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***MCOs may add other appendices, such as:***

* *MCO Grievance Request Form*
* *Suggestions/comments form*

# Cutubka 1-aad. Lambarrada taleefannada iyo agabka muhiimka ah

## *[Insert MCO Name]* macluumaadka xiriirka

*At the minimum, MCOs should list their:*

* Lambarka taleefanka guud *[Indicate hours of operation]*
* Goobta xafiiska (yada) MCO
* Adeegyada macaamiisha  
  *[Insert the toll-free telephone number where members can get information about the requirements and benefits of the program. Indicate hours of operation, if different from above.]*
* Caawimaadda wakhtiyada aan la shaqeyn  
  *[Insert the 24-hour toll-free telephone number members can call to get service authorizations after hours. Include instructions as appropriate (for example, “dial 0”).]*
* Khubarada xuquuqda xubnaha

Shaqaalaha adeegyada xubnaha *[or insert appropriate name]* ayaa sharxi kara xuquuqda xubnaha. Waxay u joogaan inay ku caawiyaan haddii aad cabasho qabto. Waxay ku siin karaan macluumaad ama caawin haddii aad rabto inaad racfaan ka qaadato go'aanka kooxdaadu gaartay.

*[Insert contact information for MCO member rights specialists]*

**Haddii aad ku jirto xaalad degdeg ah, garaac 911**

## Xiriirada kale ee muhiimka ah

### Adeegyada ilaalinta dadka waaweyn

Degmo kastaa waxay leedahay wakaalad eegta dhacdooyinka la soo sheegay ee xadgudubka, dayaca, ka faa'iidaysiga maaliyadeed, iyo is-daayac. U wac khadka caawinta degmadaada si aad qof ugala hadasho xadgudubka la yaqaan ama looga shakisan yahay ee qof weyn (da'da 18 ilaa 59) ama qof weyn oo da'diisu tahay 60 ama ka weyn.

* *[Insert phone numbers for reporting abuse/neglect/financial exploitation. Include both daytime and after-hours contact information for elder abuse, adults at risk, adult protective services help lines.]*

### Aging and disability resource centers (Xarumaha agabka gabowga iyo naafada)

Aging and disability resource centers (Xarumaha agabka gabowga iyo naafada) (ADRCs) ayaa ah meesha ugu horeysa ee la aado si loo helo macluumaad sax ah, aan eex lahayn oo la xidhiidha gabowga ama la noolaanshaha naafada. ADRC-yadu waa saaxiibtinimo, meelo soo dhawayn ah halkaas oo qof kasta—shakhsiyaad, qoysaska, asxaabta, ama xirfadlayaasha—waxayay u aadi karaan macluumaadka ku habboon xaaladdooda. ADRC-yadu waxay bixiyaan macluumaadka barnaamijyada iyo adeegyada, waxay dadka ka caawiyaan inay fahmaan ikhtiyaarkooda daryeelka muddada-dheer, waxayna ka caawiyaan inay codsadaan barnaamijyada iyo faa'iidooyinka. ADRC-yada ku yaal gobollada *[insert MCO name]*’adeegga waa:

* *[List ADRCs, Tribal ADRSs, and contact information]*

Booqo [dhs.wi.gov/adrc](http://dhs.wisconsin.gov/adrc) wixii macluumaad dheeraad ah oo ku saabsan ADRC-yada.

### Barnaamijyada Ombudsman (Dhexdhexaadiyaha)

Ombudsman (Dhexdhexaadiyaha) waa u doode madax-bannaan ama caawiye aan u shaqayn *[insert MCO name]*. Dadka helaya adeegyada Family Care waxa ay ka heli karaan caawimaad bilaash ah Barnaamijyada Ombudsman (Dhexdhexaadiyaha). Ururka la xidhiidha waxay ku xidhan tahay da'da xubinta.

* Haddii aad tahay **60 jir ama ka weyn**, la xiriir Board on Aging and Long-Term Care. Tag [longtermcare.wi.gov](http://longtermcare.wi.gov/), wac 800-815-0015 (TTY: 711), ama iimayl [BOALTC@wisconsin.gov](mailto:BOALTC@wisconsin.gov).
* Haddii aad tahay **18 ilaa 59 jir**, la xidhiidh Disability Rights Wisconsin. Tag [disabilityrightswi.org](https://disabilityrightswi.org/), wac 800-928-8778 (TTY: 711), ama iimayl [info@drwi.org](mailto:info@drwi.org).

### Wakaaladaha deegaanka iyo qabaa'ilka

Waa inaad ka warbixisaa isbeddelada xaaladdaada nololeed ama dhaqaalahaaga 10 maalmood gudahooda ee isbeddelka. Tusaale ahaan, haddii aad guurto, waa inaad ka warbixisaa ciwaankaaga cusub. Isbeddelladani waxay saameyn karaan haddii aad u qalanto Medicaid iyo Family Care. U soo sheeg isbeddelladan hay'addaada deegaanka ama Tribal iyo *[insert MCO name]*. Waxaad ka heli kartaa wakaalada kuugu [dhow dhs.wi.gov/im-agency](https://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm).

### ACCESS

Waxaad isticmaali kartaa website-ka ACCESS si aad isbeddel ugu samayso xaaladdaada nololeed ama dhaqaalahaaga, dib u cusboonaysiiso faa'iidooyinkaaga, hubiso heerka iyo dheelitirnaanta, ama aad u isticmaasho agab barnaamijyo kala duwan. Gal kadinka intarnetka ama koonto ka sameyso barta [access.wi.gov](https://access.wi.gov/s/?language=en_US).

### ForwardHealth

ForwardHealth waa kaarka aad isticmaasho si aad u hesho adeegyada uu daboolo barnaamijkaaga Medicaid. Adeegyada xubinta ForwardHealth waxay kaa caawin karaan helista bixiyeyaasha, helitaanka kaar cusub, iyo fahamka adeegyadaada daboolan iyo lacag-bixintaada. Haddii ay dhibaato kaa haysato isticmaalka kaarkaaga ForwardHealth waxyaabaha ay ka midka yihiin muraayadaha indhaha, booqashooyinka dhakhtarka, ama dawooyinka, wac Adeegyada Xubinta 800-362-3002.

### Ka warbixinta khiyaanada kaalmada dadweynaha

Khiyaanadu waxay la macno tahay helitaanka caymis ama lacag-bixinno aad ogtahay inaadan helin ama ka caawin qof kale inuu helo caymis ama lacag-bixinno aad ogtahay inaysan ahayn inay helaan. Tan waxaa ku jira naftaada ama caawinta dadka kale. Haddii aad khiyaano samayso, waxaad la kulmi kartaa dhibaato sharci. Haddii ay maxkamadi go'aansato in qof uu ku helay dheefaha daryeelka caafimaadka khiyaano, waa inay dib u bixiyaan gobolka faa'iidooyinkaas. Waxaa laga yaabaa inay jiraan rigoorayaal kale sidoo kale.

Haddii aad ka shakisan tahay qof si xun u isticmaalaya lacagaha kaalmada dadweynaha, oo ay ku jirto Family Care, wac khadka tooska ah ee khiyaanada 877-865-3432 ama ka xaree warbixin [dhs.wi.gov/fraud](https://www.dhs.wisconsin.gov/fraud/index.htm).

*[Optional – Insert information about how to report fraud directly to MCO]*

### FoodShare (Kaarka QUEST)

QUEST waa kaarka aad ku iibsato manaafacaadka cuntada ee FoodShare. Haddii aad qabto su'aalo ama walaac ku saabsan FoodShare, invaad ogaato haraaga, ama uu kaarku kaa umo ama la xado, soo garaac Taleefanka Kaarka QUEST 877-415-5164.

### Wisconsin Division of Quality Assurance (Xafiiska Dacwadaha Tayada ee Wisconsin)

Haddii aad u maleyneyso in qof, wakaalada, ama goob aad daryeel ka hesho ay ku xadgudbaan sharciyada gobolka ama federaalka, waxaad xaq u leedahay in aad dacwo u soo gudbisato Wisconsin Division of Quality Assurance (Xafiiska Dacwadaha Tayada ee Wisconsin). Si loo soo dirsado cabashada, waa in la soo garaaco 800-642-6552.

*[MCO’s may insert additional contacts if desired. For example, advocacy agencies, report domestic violence, Social Security, Medicare, etc.]*

# Cutubka 2-aad. Soo-dhawayn iyo Hordhac

## Ku soo dhawoow *[insert MCO Name]*

Family Care:

* Wuxuu hagaajin karaa oo lagu sii wadan karaa nolol tayo leh.
* Wuxuu dadka ku caawiyaa guryahooda ama qolkooda guriga qoyska ama meel kale.
* Wuxuu dadka ka rabaa in ay go'aansadaan daryeelkooda iyo adeegyada.
* Waxaa kordhaya madax bannaannida.

Ku soo dhawoow *[insert MCO name]*, oo ah hay'ad daryeel oo la maareeyay oo maamusha barnaamijka Family Care. Family Care waa barnaamijka daryeelka muddada-dheer ee Medicaid ee dadka waaweyn iyo dadka waaweyn eeqaba naafo jireed, korriin, ama maskaxeed. Dadka barnaamijkan ku jira waxay helayaan adeegyo ku caawinaya nolosha guryahooda mar kasta oo ay u suuroobeyso.

Buug-gacmeedkani wuxuu ku siinayaa macluumaadka aad u baahan tahay:

* Baro aasaaska Family Care.
* Ogow adeegyada aad ka heli karto Family Care.
* Ogow xuquuqdaada iyo mas'uuliyadahaaga xubin ahaan Family care.
* In aad soo gudbisato cabasho ama rafcaan haddii ay jirto dhibaato ama aad walaac qabto.

Haddii aad jeclaan lahayd inaad ka caawiso dib u eegista buug-gacmeedkan, fadlan la xidhiidh kooxdaada daryeelka. *[Or, list appropriate contact (e.g., member services at…)]*.

## Sidee barnaamijka Family Care ii caawin karaa?

Family Care waxay bixisaa adeegyo iyo taageerooyin si ay kaaga caawiyaan inaad u noolaato sida ugu madax banaan ee suurtogalka ah iyadoo hubinaysa inaad badbaado tahay oo lagu taageerayo guriga iyada oo loo marayo taageero dabiici ah, iskaa wax u qabso ah, iyo lacag bixin ah. Waxa kale oo ku jira maaraynta daryeelka si ay kaaga caawiso habaynta iyo maaraynta adeegyadaada iyo taageeradaada.

Xubin ka ah Family Care, *[insert MCO name]* ayaa kaala hadli doona adeegyada iyo taageerada aad u baahan tahay. Tan waxa ku jiri kara caawinta waxyaabaha ay ka midka yihiin maydhashada, gaadiidka, ilaalinta guriga, ama cuntooyinka guriga lagu keeno.

## Yaa i caawin doona?

Markaad noqoto xubinta Family Care, koox daryeel oo ka socota *[insert MCO name]* ayaa kula shaqayn doona si ay kaaga caawiyaan daboolida baahiyahaaga. Waxaad tahay xarunta kooxdaada daryeelka. **Waa inaad ka qayb qaadataa qayb kasta** oo ka mid ah qorsheynta daryeelkaaga.

Kooxdaada daryeelka waxaa ku jiri doona adiga iyo:

* Kalkaaliso diiwaangashan.
* Shaqaale bulsho *[or care manager or social services coordinator].*
* Xirfadleyaasha kale, waxay ku xiran tahay baahidaada. Waxaa ka mid ah dabiibaha waxqabsiga jirka, ama takhasuska caafimaadka dhimirka.
* Qof kasta oo kale oo aad rabto inaad ku lug yeelato, oo ay ku jiraan xubnaha qoyska ama asxaabta.

Kooxda daryeelkaagu waa inay kula shaqeeyaan:

* Soo hel xooggaaga, agabkaaga, baahiyahaaga, iyo dookhyadaada.
* Samee qorshe daryeel sida aad u heli doonto caawimada aad u baahan tahay.
* Hubi inaad adeegyada ku hesho qorshahaaga daryeel.
* Hubi in adeegyadu daboolaan baahiyahaaga oo ay yihiin kuwo kharash-ool ah.
* Hubi in qorshahaaga daryeelku uu kuu sii shaqeeyo.

*[Insert MCO name]* waxay aaminsan tahay in xubnahayagu ay tahay inay wax ka sheegaan sida iyo goorta daryeelka la bixiyo. Tan waxa loo yaqaan doorashada shakhsi ahaaneed. Xubin ka noqoshada iyo lahaanshaha doorashada shakhsi ahaaneed waxay sidoo kale ka dhigan tahay inaad mas'uul ka tahay inaad ka caawiso kooxdaada daryeelka inay helaan hababka ugu fiican ee lagugu taageero. Inaad kooxda u sheegto haddii aad ka rabto wax ay kaa caawinayaan.

## Yaa bixin doona adeegyadayda?

Waxaad ka heli doontaa adeegyada daryeelka muddada-dheer bixiyeyaasha *[insert MCO name]*. Waxaan ku siin doonaa macluumaadka bixiyeyaasha aad isticmaali karto. Liiska bixiyeyaasha *[insert MCO name]*, waxaad awoodaa:

* Weydiiso kooxdaada daryeelka
* Gal *[insert MCO name]* shabakada.

Adiga iyo kooxdaada daryeelka ayaa ka wada shaqayn doona si aad u doorato bixiyeyaasha sida ugu fiican u taageera baahiyahaaga.

*[Insert MCO name]* ma bixinayso dhammaan adeegyada aad u baahan tahay. Tusaale ahaan, booqashooyinka dhakhtarkaaga daryeelka aasaasiga ah iyo buuxinta warqadda daawada waxaa daboolaya Medicaid. *[Insert MCO name]* waxay kaa caawin doontaa inaad fahanto faraqa u dhexeeya adeegyada bixiyeyaasha Medicaid iyo adeegyada daryeelka muddada-dheer ee bixiyeyaasha Family Care.

# Cutubka 3-aad. Waxyaabaha laga ogaanayo helitaanka adeegyada

## Sidee loo horumariyaa qorshahayga daryeelka?

### Aqoonso natiijooyinkaaga gaarka ah

Marka hore, waxaad la shaqayn doontaa **kooxdaada daryeelka si aad u aqoonsato natiijooyinkaaga shakhsi ahaaneed**. Natiijooyinka shakhsi ahaaneed waa yoolalka aad u leedahay noloshaada. Kaliya waxaad go'aansan kartaa waxa muhiimka kuu ah. Natiijooyinkan waxaa ka mid noqon kara:

* Xaaladda nololeed iyo taageerada aad rabto, sida:
  + Meesha aad ku nooshahay iyo cidda aad rabto inaad la noolaato
  + Waxay u baahan tahay taageero iyo adeegyo iyo cidda aad ka hesho
  + Maalin kasta waxa la sameynayo
* Yoolalka qaab nololeedkaaga iyo waayo-aragnimadaada maalinlaha ah, sida:
  + Waqtiga qoyska iyo asxaabta
  + Shaqo ama hawlo kale
  + Ka-qaybgalka bulshada
  + Xasilloonaan
  + Ixtiraam iyo xuquuq
  + Qarsoodi
* Hadafka caafimaadkaaga iyo fayoobidaada, sida ahaanshahaaga:
  + Caafimaadqab
  + Badqabid
  + Ka madax banaan xadgudubka iyo dayaca

Kooxdaada daryeelka ayaa kaa caawin doona inaad aqoonsato natiijooyinkaaga gaarka ah. Waxay eegi doonaan adeegyada sida ugu wanaagsan u taageeri doona baahiyahaaga, iyo sidoo kale adeegyada ugu kharashka badan. Kharash-ku-oolku wuxuu ka dhigan yahay in adeeggu ku buuxiyo natiijooyinkaaga qiimo macquul ah. Kadib, *[insert MCO name]* waxay bixin doontaa adeegyo. Maskaxda ku hay, tani macnaheedu maaha *[insert MCO name]* inay had iyo jeer bixin doonto adeegyada ay kooxdaadu go'aansato. **Waxyaabaha aad naftaada u qabato iyo caawinta aad ka hesho qoyska, asxaabta, iyo kuwa kale waa qayb muhiim ah oo ka mid ah qorshahaaga daryeel.**

### Aqoonso natiijooyinka daryeelkaaga muddada-dheer

Adiga iyo kooxdaada daryeelka ayaa sidoo kale aqoonsan doona natiijooyinkaaga **daryeelka muddada-dheer**. Kuwani waa yoolalkaaga madax-bannaanida si ay kaaga caawiyaan inaad ku noolaato nolosha aad rabto. Family Care waxay bixisaa adeegyo iyo taageero si ay kaaga caawiyaan inaad gaarto yoolalkan. Tusaale ahaan:

* Helitaanka baahiyahaaga maalinlaha ah
* Inaad hesho wixii aad ugu baahato badqaidda, caafimaadka, iyo madax bannaani intii suurtagal ah

Kooxdaada daryeelka ayaa horumarin doona qorshe daryeel. Qorshahaaga daryeel ayaa kaa caawin doona inaad u dhaqaaqdo natiijooyinka adiga iyo kooxda daryeelkaagu aad aqoonsanaysaan.

## Maxaad qeyb uga noqoneysaa qorshaha daryeelkaaga?

Qorshahaaga daryeelka waxaa ku jiri doona:

* Baahiyahaaga caafimaadka jireed iyo awoodaada inaad qabato hawlo gaar ah (sida cunista iyo labiska).
* Waxa ay dadku isaga filan yihiin iyo waxa ay doorbidayaan.
* Natiijooyinkaaga shakhsi ahaaneed.
* Natiijooyinka Shakhsiga ah ee Daryeelka Muddada Dheer.
* Adeegyada aad heli doonto.
* Yaa qaban doona adeeg kasta.
* Waxyaabaha aad samayn doonto naftaada ama caawinta qoyska, asxaabta, ama kuwa kale ee bulshadaada.

Kooxda daryeelkaagu waxay ku waydiin doonaan inaad saxeexdo qorshahaaga daryeelka si ay kuu tusaan inaad ka caawisay samaynta. Waxaa dadka koobbi laga siinayaa qorshaha ay saxiixaan. Haddii aadan ku faraxsanayn qorshahaaga, waxaad dooran kartaa inaadan saxiixin. Waxaad gudbin kartaa cabasho iyo racfaan haddii loo baahdo. (Fiiri cutubka 8 wixii macluumaad dheeraad ah.)

Waxaad si joogto ah ula hadli doontaa kooxdaada daryeelka si aad u hubiso in adeegyadaadu ku caawinayaan iyo in kale. Kooxdaada daryeelka waxaa looga baahan yahay inay shakhsi ahaan kula kulmaan ugu yaraan hal mar saddexdii biloodba mar. Waxaa laga yaabaa inay kula kulmaan marar badan haddii loo baahdo.

## Sidee adeegyada loo doortaa loona ansixiyaa?

**Shuruudaha aasaasiga ah ee lagu helayo adeegyada**

Waxaan guud ahaan dabooli doonaa adeegyadaada ilaa inta ay jiraan:

* Waxaa ku jira manaafacaadka Family Care.
* Taageer natiijooyinkaaga daryeelka muddada-dheer.
* Waa habka ugu kharash-oolsan ee lagu taageerayo baahiyahaaga.
* Ku jira qorshahaaga daryeelka.
* Horay ayaa loo ansixiyay oo ay ogolaadeen kooxda daryeelkaaga.

Waa inaad haysataa oggolaansho dhammaan adeegyada **ka hor** intaadan helin. *[Insert MCO name]* ma bixin doonto adeegyada anaga oo aan ogolaansho hore naga haysan. **Haddii uu qof iska codsado adeegyo aysan u soo oggolaan kooxda daryeelka, waxaa laga yaabaa in uu qofkaasi lacagta iska bixiyo**. La hadal kooxdaada haddii aad u baahan tahay adeeg aan la ansixin.

*[Insert MCO name]* ayaa mas'uul ka ah taageeridda natiijooyinka daryeelkaaga muddada-dheer. Waa inaan sidoo kale ka fikirnaa kharashka markaad qorsheyneyso daryeelkaaga.

### Sida adeegyada loo oggolaaday

Adiga iyo kooxdaadu waxaad ka hadli doontaan adeegyada aad u baahan tahay. Si wada jir ah, waxaad sahamin doontaa sida aad ula kulanto natiijooyinka daryeelkaaga muddada-dheer. Adiga iyo kooxdaada waxaad isticmaali doontaan a habka tallaabo-tallaabo ee lagu ansixinayo adeegyada. Nidaamku wuxuu kaa caawinayaa inaad go'aansato haddii adeegyadu ay yihiin kuwo qiimo leh, qiimo wanaagsan oo kharash ah, oo aad taageerto baahiyahaaga daryeelka muddada-dheer. Habkan waxa loo yaqaan resource allocation decision (go'aanka qoondaynta kheyraadka) ee MCO.

Waa muhiim in dadka horeyba kaaga caawiyay nolol-maalmeedkaaga inay sii wadaan ka qayb galka daryeelkaaga. Tusaale ahaan, kuwani waxay noqon karaan saaxiibo, qoys, ama deris. *[Insert MCO name]* ayaa iibsan doono adeegyo kale oo aanay taageerooyinkaagu bixin karin.

## Taageerada is-hagidda

Taageerada is-hagidda ayaa ah hab aad ku hesho, ku iibsato, oo aad ku hesho adeegyo toos ah. Adiga iyo kooxdaada daryeelka ayaa kulmi doona si aad uga hadasho adeegyada aad iskeed u hagi karto. Haddii aad doorato inaad iskeed u hagto mid ama in ka badan oo ka mid ah adeegyadaada, waxaad kala shaqayn doontaa kooxdaada:

1. U samee miisaaniyad adeegyadaas, iyo
2. Samee qorshe qeexaya sida aad u hagi doonto adeegyada.

Waxaa laga yaabaa inaad iskeed u hagto mid ama dhammaan adeegyadaada. Tusaale ahaan, waxaa laga yaabaa inaad iskeed u hagto adeegyadaada daryeelka gaarka ah laakiin aad kooxdaada maamusho bixiyeyaasha kaa caawinaya inaad hesho sahay caafimaad. Waxa kale oo aad bedeli kartaa maskaxdaada oo aad is toosin kartaa in ka badan ama ka yar mustaqbalka.

Ma toosin kartid daryeelka deegaanka iyo adeegyada maaraynta daryeelka.

Haddii aad xiisaynayso taageerooyinka is-hagidda, weydii *[insert appropriate contact (for example, your care team)]* macluumaad dheeraad ah.

## Maxaa dhacaya haddii ay baahidu is beddesho?

Adeegyadaadu waxa laga yaabaa inay isbedelaan wakhti ka dib marka caafimaadkaaga iyo noloshaadu isbedelaan. Tusaale ahaan, waxaa laga yaabaa inaad u baahato adeegyo yar haddii caafimaadkaaga jireed uu soo roonaado. Haddii baahiyahaagu kordho, waxaanu hubin doonaa inaad hesho caawimada aad u baahan tahay si aad u ilaaliso badbaado, caafimaad qabta, iyo sida ugu macquulsan. Hadafkayagu waa inaan bixino adeega saxda ah, qadarka saxda ah, meesha saxda ah.

Haddii baahiyahaagu isbeddelaan, u sheeg kooxda daryeelkaaga. Had iyo jeer waxay u joogaan inay ku taageeraan.

## Sidee baa loo isticmaalayaa shaqaalaha adeegga?

Adiga iyo kooxdaada ayaa shaqaalaha aad rabto ka dooran kara liiska ku jira *[insert MCO name]* diiwaanka dhakhaatiirta aad la xiriiri karto. Waxaad koobbi waraaq ah ka codsan kartaa *[insert appropriate contact (for example, member services)*]. Waxaa lala xiriiri karaa dhakhtar ka baxsan kuwa la isku ogyahay haddii dhakhtar la waayo ama ay dhakhaatiirta caadiga ah ay aad uga fog yihiin meesha aad ku nooshahay. Waa inaad kala hadasho kooxda daryeelka si aad u hesho dhakhtar ka baxsan kuwa laguu oggol yahay.

Dadka ka soo jeeda Hindida Mareykanka ama Dhaladka Alaska, waxa ay adeeg ka helayaan shaqaale gaar u ah oo ka baxsan diiwaanka.

Haddii aad rabto inaad u beddesho bixiye shabakad kale, waa inaad la xiriirtaa kooxdaada daryeelka si aad u oggolaato. **Waxaa laga yaabaa inaad mas'uul ka tahay kharashka adeegga haddii aad isticmaasho bixiye cusub adigoon helin ogolaanshaha kooxda daryeelkaaga**.

## Sidee ayay Family Care iiga caawisaa inaan maareeyo adeegyadayda?

*[Insert MCO name]* waxay ixtiraameysaa waxa ay dadku doortaan. Tusaale ahaan:

* Waxaad tidhaahdaa waxa muhiimka u ah natiijooyinkaaga. Family Care waxa uu taageeraa waxyaabo ay ka mid yihiin doorashada hab nololeedkaaga, hawl maalmeedka, iyo adeegyada taageerada. Waxaad kala shaqeysaa kooxdaada daryeelka si aad u hesho habab aad ku taageerto natiijooyinkaaga. Haddii aadan u malaynayn in qorshahaaga daryeelku uu taageerayo natiijooyinkaaga, waxaad gudbin kartaa cabasho ama racfaan. (Fiiri cutubka 8 wixii macluumaad dheeraad ah.)
* Haddii la rabo waxaa la yeelayaa shaqaalaha uu qofku la yimaado.
* Waxaad waydiisan kartaa bixiye gaar ah inuu yimaado gurigaaga ama bixiyo daryeel shakhsiyeed oo dhow. Tan waxaa ku jiri kara xubin qoyska ka mid ah. **Bixiyaha ama xubinta qoysku waa inay buuxiyaan shuruudahayaga oo ay aqbalaan qaddarka lacagta aan bixinno.**
* Waxaad xaq u leedahay inaad u beddesho koox daryeel oo kala duwan ilaa laba jeer sannadkii. Qofna lagama rabo in uu sharxo sababta uu ugu beddelanayo koox kale. *[Insert MCO name]* mar kasta kama soo bixi karto codsiga dadka ama uma heli karaan koox gaar ahaaneed oo la rabo.
* Waxaa la codsan karaa in si shakhsiga ah loo hagto adeegyada.

## Maxaa la sameynayaa markay jirto xaaladaha degdegga ah?

**Haddii ay jirto xaalad degdeg ah, garaac 911.**

*Uma* ***baahnid*** *inaad la xiriirto kooxda daryeelkaaga ama aad hesho oggolaansho ka hor xaalad degdeg ah.*

Xaaladda degdegga ah waa jirro, dhaawac, calaamad, ama xaalad aad u daran. Dadka intooda badan waxay isla markiiba raadsan lahaayeen daryeel si ay uga fogaadaan waxyeellada. Tani waxay noqon kartaa wax la mid ah jirro degdeg ah, wadne qabad la tuhunsan yahay ama istaroog, lafo jaban, ama neef daran.

Haddii ay jirto xaalad degdeg ah:

* Waa in caawimaad loo raadsad sida ugu dhakhso badan. Soo garaac 911 ama aad isbitaalka kuugu dhow, ama xarumo kale oo laga heli karo gurmad caafimaad.
* Shaqaalaha gurmadka iyo isbitaalka waa in loo sheego kooxda daryeelka magacooda oo ah *[insert MCO name]*.
* Adiga ama qof kale waa inaad la xiriirtaa kooxdaada daryeelka sida ugu dhakhsaha badan *[if applicable, insert time in which member must notify care team (for example, 48 hours)]* si aad ugu sheegto daryeelkaaga degdega ah.

Inkasta oo Family Care aanu daboolin adeegyada caafimaadka, waxaa muhiim ah inaad u sheegto kooxda daryeelkaaga haddii aad tagto qolka gargaarka degdegga ah ama la dhigo isbitaalka. Habkaas waxaan u ogeysiin karnaa bixiyeyaasha hadda jooga inaad isbitaalka ku jirto. Waxaan sidoo kale isku dubaridi karnaa adeegyada dabagalka. Tusaale ahaan, dhakhtarkaagu waxa laga yaabaa inuu kuu gudbiyo wakaalada caafimaadka guriga. Kooxdaada daryeelku waxay u baahan doonaan inay ansixiyaan adeegyada caafimaadka guriga ka hor intaadan ka bixin isbitaalka.

## Sidee ku helaa daryeel saacadaha shaqada ee caadiga ah ka dib?

Haddii ay jirto baahi degdeg ah oo aan la sugi karin ilaa iyo maalin ay shaqo jirto, waa in la soo garaaco *[insert 24-hour phone number, including TTY/TTD number]*. Shaqaaluhu waxay diyaar yihiin 24 saacadood maalintii, todobada maalmood ee usbuuca waxayna si ku meel gaar ah u ansixin karaan adeegyada aad u baahan tahay ilaa maalinta shaqada ee xigta. Kooxda daryeelkaagu way kula socon doonaan si ay go'aan uga gaadhaan haddii adeegyadu sii socdaan.

## Maxaa dhacaya haddii aan u baahdo daryeel ka baxsan guriga in muddo ah?

Waa muhiim inaad u sheegto kooxda daryeelka haddii aad ka baxayso aagga adeegga *[insert MCO name]* wakhti dheer. *[Insert MCO name]* waxay rabaan in ay ogaadaan faahfaahinta meesha aad aadeyso. Xafiiska ayaa lagala shaqeyn doonaa haddii ay saameyneyso xaalkaaga deegaanka.

* Haddii wakaaladdaadu ay go'aansato **inaan laguu tixgalin doonin inaad degan tahay** degmo ay u adeegto *[insert MCO name]*, la xidhiidh aging and disability resource center (xarunta agabka gabowga iyo naafada) (ADRC) ee degmada aad u socoto. Xarunta ADRC waxay sheegi kartaa barnaamijyada ay ku hayaan deegaankaas kale.
* Haddii **weli laguu tixgalin doono degane,** *[insert MCO name]* waxay kula shaqayn doontaa inaad qorshayso hab kharash-ku-ool ah oo lagu taageerayo baahiyahaaga oo aad ku ilaaliso caafimaad iyo badbaado inta aad maqan tahay.

*[insert MCO name]* waxaa laga yaabaa inaan ogaano inaanan samayn karin qorshe kharash-ku-ool ah oo daboolaya baahiyahaaga oo hubinaya caafimaadkaaga iyo badbaadadaada inta aad ka maqan tahay aagga adeeggayaga. Haddii tani dhacdo, waxaan ku weydiin karnaa inaan kaa saarno barnaamijka.

*[Insert MCO name]* ma bixinayso kharashka daryeelka haddii aad si joogto ah uga guurto aagga adeeggayaga. Haddii aad qorsheyneyso dhaqdhaqaaq joogto ah, la xiriir kooxdaada daryeelka si aad uga hadasho sida ugu dhakhsaha badan.

# Cutubka 4-aad. Adeegyada Family Care

## Waa maxay adeegyada ay bixiso Family Care?

Adeegyada aad heli karto waxay ku xiran yihiin heerka daryeelkaaga. Tani waa qadarka daryeelka aad u baahan tahay si aad u noqoto mid caafimaad qabta oo badbaado leh. Family Care waxay leedahay laba heer oo daryeel:

* **Heerka daryeelka xarumaha dadka xanuunsan.** Baahidaadu aad bay ugu filan tahay inaad adeegyo ka heli karto guriga dadka lagu xanaaneeyo. Tani macnaheedu maaha inaad joogto guriga dadka lagu xanaaneeyo si aad adeegyo u hesho.
* **Heerka daryeelka ee xarumaha dadka xanunsan aan ahayn.** Waxaad haysataa xoogaa baahi ah adeegyada daryeelka muddada-dheer, laakiin uma qalmi doontid inaad adeegyo ka hesho guriga dadka lagu xanaaneeyo. Family Care waxay bixisaa adeegyo xaddidan oo heerkan daryeelka ah.

Xubnaha oo dhami ma heli karaan adeeg kasta oo ay bixiso Family Care. Waxaad heli doontaa oo kaliya adeegyada aad u baahan tahay si aad u taageerto natiijooyinka daryeelkaaga muddada-dheer oo aad hubiso caafimaadkaaga iyo badbaadadaada. La hadal kooxda daryeelkaaga haddii aad u malaynayso inaad u baahan tahay adeeg ku qoran cutubkan. Adiga iyo kooxda daryeelkaagu waxaad isticmaali doontaan habka ansixinta adeegga si aad kuu abuurto qorshaha daryeelka ugu kharash-oolsan.

*[Insert MCO name]* waxa ay u baahan karaan adeegyo aan liiska ku jirin. Adiga iyo kooxdaada daryeelka ayaa go'aansan doona marka aad u baahan karto adeegyo kala duwan si aad u buuxiso natiijooyinka daryeelkaaga muddada-dheer.

## Adeegyada Family Care

*[Note to MCOs: These should appear as check marks. If not, MCOs may need to fix appropriately.]*

Kuwani waa adeegyada aad heli karto haddii ay yihiin:

* Loo baahan yahay inaad taageerto natiijooyinka daryeelkaaga muddada-dheer.
* Waxaa ansixiyay kooxda daryeelkaaga.
* Waxaa ku jira qorshahaaga daryeel.

|  | **Heerka Daryeelka  Xarumaha Dadka Xanuunsan** | **Heerka Daryeelka  ee xarumaha dadka xanunsan aan ahayn** |
| --- | --- | --- |
| **Adeegyada Qorshaha Gobolka Medicaid ee ku salaysan bulshada** |  |  |
| Alcohol and other drug abuse (Khamriga iyo si xun u isticmaalka mukhaadaraadka kale) (AODA) ee daawaynta maalinta (dhammaan goobaha marka laga reebo cusbitaalka ku salaysan ama dhakhtarka la bixiyo) |  |  |
| Alcohol and other drug abuse (Khamriga iyo si xun u isticmaalka mukhaadaraadka kale) (AODA) (marka laga reebo bukaan-jiif ama dhakhtarka la bixiyo) |  |  |
| Adeegyada daryeelka ama maaraynta kiiska |  |  |
| Barnaamij caawimaad ah bulshada dhexdeeda (marka laga reebo adeeg dhakhtar) |  |  |
| Qalab daawo muddo la haysto iyo sahayda daawada (marka laga reebo qalabka maqalka, addin macmal ah, iyo sahayda qorshaha qoyska) |  |  |
| Hawlaha caafimaadka guriga |  |  |
| Adeegyada dabiibka maalinlaha ah ee caafimaadka dhimirka (meel kasta) |  |  |
| Adeegyada caafimaadka dhimirka (marka laga reebo bukaanjiifka ama adeeg dhakhtar) |  |  |
| Xarumaha dadka xanuunsan (sida daaweynta neefsashada, xarum meel ah ama daryeel gaar ahaaneed) |  |  |
| Dabiibka waxqabsiga jirka (meel kasta marka laga reebo bukaanjiif isbitaal) |  |  |
| Xanaanada shaqsi |  |  |
| Dabiibka jimisiga jirka (meel kasta marka laga reebo bukaanjiif isbitaal) |  |  |
| Adeegyada dhawaaqa luuqadda (meel kasta marka laga reebo bukaanjiif isbitaal) |  |  |
| Gaadiidka ballamaha caafimaadka (marka laga reebo aambalaasta) |  |  |
| **Adeegyada Qorshaha Gobolka Medicaid ee Hay'adaha** |  |  |
| Xarumaha dadka xanuunsan, sida meel daryeel meel gaar ah oo ay joogaan dadka maskaxda naafada ka ah iyo meelaha bukaanka dhimirka. (Adeegyada xarumaha bukaanka dhimirka waxaa laga bixinayaa dadka ka yar 21 sano ama kuwa gaaray ama ka weyn 65 sano.) |  |  |
| **Home and Community-Based Waiver Services (Adeegyada Guriga iyo Bulshada Gudaheeda Barnaamijka Taakuleynta)** |  |  |
| **Xarunta dadka waaweyn**  Adeegyada xannaano maalmeedka dadka waaweyn waxaa la siiyaa koox dad waaweyn ah meel ka baxsan guriga qayb ka mid ah maalinta. Waxaa loogu talagalay dadka waaweyn ee u baahan isdhexgalka bulshada. Waxa kale oo loogu talagalay kuwa u baahan kormeer, ka caawinta hawlaha maalinlaha ah, iyo taageerada inay noqdaan kuwo caafimaad qaba oo ammaan ah. Adeegyada waxaa ka mid noqon kara daryeelka shakhsi ahaaneed, cunto fudud, daryeel caafimaad, iyo gaadiidka u socda iyo ka imanaya goobta xannaanada. |  |  |
| **Tijnoolajiyada kaalmada**  Tignoolajiyada caawinta waxa ka mid ah shay ka caawiya dadka hawl maalmeedka guriga, shaqada, iyo bulshada dhexdeeda. Waxa laga yaabaa inay ku jiraan tignoolajiyada sida tablet-yada, aaladaha mobilada, ama software-ka, shayada loo yaqaan aids adaptive, iyo eey adeeg si buuxda u tababaran oo ka socda bixiye sumcad leh. Adeeggu waxa kale oo ku jiri kara qiimaynta qofka’s baahiyaha tignoolajiyada caawinta iyo hagaajinta ama dayactirka aaladaha ama alaabta. |  |  |
| **Competitive integrated employment (Sahaminta shaqada isku dhafan ee tartanka) (CIE)**  Adeegyada sahaminta CIE waxay ka caawiyaan xubnaha inay sahamiyaan dariiqyada shaqada. Waxay sidoo kale ka caawiyaan xubnaha inay go'aan ka gaaraan haddii ay rabaan inay bulshada kala shaqeeyaan dadka aan naafada ahayn. Adeegyada waxaa ka mid ah safarro ganacsi, hadh shaqo, wareysiyo macluumaad, ama qorsheyn shaqo. Xubnuhu waxay sidoo kale heli karaan waxbarasho ku saabsan adeegyada shaqada ee dadka naafada ah waxayna ka caawin karaan aqoonsiga danaha, aqoonta, iyo xirfadaha laga yaabo inay faa'iido u yeeshaan shaqo helista. |  |  |
| **Caawinta isgaarsiinta**  Caawinta isgaadhsiinta waxa ku jira alaabta iyo adeegyada loo baahan yahay si looga caawiyo maqalka, hadalka, akhriska, ama noocyada kale ee isgaadhsiinta. Alaabooyinka waxaa ku jiri kara habab isgaarsiineed oo kale ama kordhin, aaladaha cod-weyneysiinta, tignoolajiyada elektiroonigga ah, codsiyada mobilada, iyo software. Adeegyada waxaa ka mid noqon kara tarjumaadda luqadda dhegoolaha ama fududaynta, qiimaynta baahiyaha isgaarsiinta, dayactirka iyo dayactirka aaladaha isgaarsiinta, iyo tababarka si loo isticmaalo aaladaha isgaarsiinta. |  |  |
| **Tala-bixinta caafimaadka iyo adeegyada dabiibka ee shaqaalaha adeegga**  Adeegyada daawaynta iyo daawaynta ee la tashiga ah waxay caawiyaan daryeelayaasha aan mushaharka qaadan iyo shaqaalaha taageerada mushaharka leh inay fuliyaan qorshe daaweyn ama taageero. Adeegyada waxaa ka mid ah qiimeynta, horumarinta qorshooyinka daaweynta guriga, qorshayaasha taageerada, qorshayaasha faragelinta, iyo tababarka iyo caawinta si loo fuliyo qorshayaasha. Adeegyada waxa kale oo ka mid ah tababbarka daryeelayaasha iyo shaqaalaha u adeega xubnaha baahiyaha adag qaba (ka baxsan daryeelka caadiga ah). |  |  |
| **Tababarka iyo waxbarashada dadweynaha**  Waxbarashada macaamiisha iyo adeegyada tababarka waxay ka caawiyaan dadka naafada ah inay horumariyaan xirfadaha u doodista, taageeraan aayo ka tashiga, adeegsiga xuquuqda madaniga ah, iyo inay helaan xirfadaha looga baahan yahay xakamaynta iyo mas'uuliyadda adeegyada kale ee taageerada. Adeegyadan waxaa ka mid ah waxbarashada iyo tababarka xubnaha iyo daryeelayaashooda ama go'aan-qaadayaasha sharciga ah. Waxay bixin kartaa kharashka diiwaangelinta, buugaagta iyo agabka kale ee waxbarashada, iyo gaadiidka koorsooyinka tababarka, shirarka, iyo dhacdooyinka kale ee la midka ah. |  |  |
| **Tala-bixinta iyo adeegyada dabiibka ah**  Adeegyada la-talinta iyo daawaynta waxay daaweeyaan shakhsi ahaan, bulsho, jireed, caafimaad, dabeecad, shucuur, garasho, caafimaadka maskaxda, ama khamriga ama cilladaha kale ee xadgudubka daroogada. Waxa ku jiri kara caawinta la qabsiga gabowga iyo naafanimada, ka caawinta cilaaqaadka, iyo madadaalada, farshaxanka, ama daawaynta muusiga. Waxa kale oo ku jiri kara nafaqo, caafimaad, miisaan, ama la-talin murugo. |  |  |
| **Tababaridda hawlaha nolol-maalmeedka**  Tababarka xirfadaha nolol maalmeedka wuxuu ka caawiyaa xubnaha inay qabtaan hawlo maalinle ah. Tan waxa ku jira xirfado ka caawiya xubinta in ay madax banaanaato oo ay ka qayb qaadato nolosha bulshada. Tusaaleyaashu waa barashada maamulidda lacagta, wadashada daryeelka guriga, karinta cuntada, tababaridda dhaqdhaqaaqa, sida la isu daryeelo, iyo xirfado muhiim u ah helidda arrimaha dadweynaha. |  |  |
| **Adeeg maalmeed**  Adeegyada maalinta si joogto ah ayaa loo qorsheeyey hawlo lagu bixiyo meel ka baxsan guriga koox dad waaweyn ah. Adeegyada maalinlaha ah waxay caawiyaan xubnaha inay ka qaybqaataan bulshada, bartaan xirfadaha bulshada, iyo horumarinta xirfadaha looga baahan yahay hawlaha nolol maalmeedka iyo nolosha bulshada. |  |  |
| **Adeegyada maareynta maaliyadda**  Adeegyada maaraynta maaliyadeed waxay ka caawiyaan maaraynta dollarka adeegga ama maaliyadda gaarka ah. Haddii xubin uu doorto inuu iskiis u hago hal ama dhowr adeeg, adeeggan waxaa ku jira qof ama wakaalad bixisa adeeg bixiyayaasha ka dib marka xubintu ogolaato lacag bixinta. Adeegyadani waxay sidoo kale ka caawiyaan xubnaha miisaaniyada si loo hubiyo in lacag loo heli karo guriyeynta iyo baahiyaha kale. |  |  |
| **Caafimaadka iyo fayoobaanta**  Adeegyada caafimaadka iyo fayoqabka waxay ka caawiyaan xubnaha inay ilaashadaan ama horumariyaan caafimaadkooda, fayoobidooda, xirfadahooda bulsho, iyo ka mid noqoshada bulshada dhexdeeda. Waxay ka mid yihiin waxqabadyo diiradda saaraya horumarinta caadooyinka caafimaadka leh; fasalada, casharrada, iyo dhacdooyinka la xidhiidha dhaqdhaqaaqa jidhka iyo nafaqada; adeegyada fayoqabka sida yoga iyo fasalada miyir-qabka; iyo waxbarashada galmada iyo tababarka. |  |  |
| **Cunto guriga la isugu keeno**  Cuntooyinka guriga lagu bixiyo (mararka qaarkood loo yaqaan “meals on wheels”) waxaa ka mid ah diyaarinta iyo keenista hal ama laba cunto maalintii haddii xubintu awoodi waydo inay samayso ama hesho cunto caafimaad leh caawimo la'aan. Cuntooyinka guriga lagu bixiyo waxay sidoo kale caawin karaan xubnaha haddii aysan awoodin inay maareeyaan cunto gaar ah oo uu ku taliyay bixiyaha xanaanada caafimaadka xaalad caafimaad. |  |  |
| **Guriga oo wax laga beddelo**  Wax ka beddelka guriga waxa ka mid ah shay iyo adeegyo ka dhigaya xubin ka mid ah guriga mid ammaan ah oo sahlan in la soo galo. Tan waxa ku jiri kara jaranjarooyinka, wiishashka jaranjarada, wiishashka kursiga curyaanka, jikada ama wax ka beddelka musqusha, gelitaan gaar ah ama la qabsiga badbaadada, iyo codka, iftiinka, ama aaladaha elektiroonigga ah ee dhaqdhaqaaqa kuwaas oo kordhiya isku-kalsoonaanta xubinta iyo awoodda uu si madax-bannaan ugu noolaado. |  |  |
| **Caawimaadda guri-helidda**  La-talinta guryeynta waxay ka caawisaa xubnaha inay helaan guryo la heli karo, la awoodi karo, oo ammaan ah bulshada dhexdeeda. Tala-bixinta guriyeynta waa in la ogaado lahaanshaha guri iyo kala-doorashada kirada, in la ogaado ilaha dhaqaalaha, in la ogaado meelaha la doorbido iyo nooca guriga, in la ogaado helidda iyo beddelaadda, iyo in la soo raadiyo guri diyaar ah. La-talinta guryeynta kuma jiraan bixinta kirada ama amaahda guryaha. |  |  |
| **Personal emergency response system (Nidaamka jawaabta degdega ah ee shakhsi ahaaneed) (PERS)**  PERS waxay si toos ah ugu xidhaa xubin iyo xirfadlayaal caafimaad haddii ay dhacdo xaalad degdeg ah. Waa telefoon ama nidaam kale oo elegtaroonig ah. |  |  |
| **Adeegyada ka horreeya xirfad-yeelashada**  Adeegyada ka-hortagga ah waa waxbarasho iyo waayo-aragnimo shaqo oo ka caawisa xubnaha inay horumariyaan awoodaha iyo xirfadaha guud si ay shaqooyin uga helaan goobaha bulshada. Xubnuhu waxay baran karaan sida loola shaqeeyo kormeerayaasha, la-shaqeeyayaasha, iyo macaamiisha. Waxa kale oo ay baran karaan sida loo labisto, loo raaco tilmaamaha, u qabtaan hawlaha, xalinta dhibaatooyinka, badbaadada, iyo socodka. Adeegyadani waxay ka caawiyaan xubnaha inay helaan shaqooyin bulshada dhexdeeda ah oo siiya mushaharka caadiga ah iyo dheefaha la siiyo shaqaalaha aan naafada ahayn. |  |  |
| **Adeegyada guurid ah meelo kale**  Adeegyada dib u dejinta waxaa ka mid ah kharashyo hal mar ah oo ka caawiya xubnaha inay ka guuraan machad ama goobta daryeelka deegaanka una guuraan gurigooda ama gurigooda bulshada dhexdeeda. Waxay kaa caawin karaan bixinta kharashyada guuritaanka, nadiifinta iyo abaabulka, deebaajiga amniga, iyo kharashyada isku xirka tamarta. Waxa kale oo ay ka caawin karaan alaabta guriga, weelka wax lagu karsado, nadiifinta iyo agabka guriga, iyo alaabta aasaasiga ah iyo qalabka. |  |  |
| **Korjoogteynta fog iyo taageerada**  Kormeerka fog iyo adeegyada taageerada waxay ka caawiyaan xubnaha inay taageero toos ah ka helaan daryeel bixiye fog. Daryeel bixiyaha fog wuxuu hubin karaa in xubintu ay badbaado tahay oo ay bixiso taageero haddii ay dhacdo xaalad degdeg ah. Daryeel bixiyaha fog wuxuu hubin karaa in xubintu ay badbaado tahay oo ay bixiso taageero haddii ay dhacdo xaalad degdeg ah. Adeegani waxa uu bixiyaa tignoolajiyada sida dareemayaasha, kormeerayaasha, iyo aaladaha kale ee isgaadhsiinta ee labada dhinac ah. Waxa kale oo ka mid ah taageerada ay bixiyaan daryeelayaasha fogfog iyo hagaajinta iyo dayactirka qalabka. Xubintu waa inay qoraal ku sheegaan inay rabaan adeeggan. |  |  |
| **Adeegyada deegaanka**  Adeegyada deegaanka waxaa lagu bixiyaa meel la dego oo bulshada ku salaysan. Waxay ka kooban yihiin 1-2 sariirood guryaha qoyska dadka waaweyn iyo goobaha loogu talagalay saddex ama in ka badan oo qaangaar ah (sida 3-4 sariirood guryaha qoyska dadka waaweyn ama guryaha daryeelka deegaanka). Adeegyada sida caadiga ah waxaa ka mid ah daryeelka shakhsi ahaaneed, caawinta hawl maalmeedka, daryeelka guriga, daaweynta, iyo taageerada guud iyo kormeerka. Adeegyada waxa kale oo ku jiri kara gaadiidka iyo madadaalada ama hawlaha bulshada, dhaqanka iyo taageerada bulshada, iyo tababarka xirfadaha nolol maalmeedka. |  |  |
| **Xanaano waqti gaaban**  Adeegyada nasinta waxay bixiyaan nasasho waqti-gaaban qoyska ama daryeelayaasha kale ee aasaasiga ah. Tani waxay kaa caawinaysaa yaraynta walaaca maalinlaha ah iyo baahida daryeelka. Nasteexo ayaa laga yaabaa in lagu bixiyo guriga xubinta, meel la dego, xero shati leh, isbitaal, ama guriga dadka lagu xanaaneeyo. |  |  |
| **Adeegyada daryeelka shakhsiga ah ee la hagayo**  Adeegyada daryeelka shakhsi ahaaneed ee iskood u haga waxay ka caawiyaan xubnaha hawl maalmeedka iyo ilaalinta guriga ee loo baahan yahay si ay ugu noolaadaan bulshada dhexdeeda. Tan waxaa ka mid ah caawinta maydhashada, cunista, labiska, maaraynta daawooyinka, afka, timaha, iyo daryeelka maqaarka, diyaarinta cuntada, bixinta biilasha, agagaarka, aadida musqusha, wareejinta, iyo isticmaalka gaadiidka. Xubintu waxay doorataa qofka ama wakaalada bixisa adeegyadooda waxayna u shaqayn kartaa sidii loo shaqeeyaha ama la-shaqeeyaha. Dhakhtarku waa inuu qoraa amar xubin si uu u helo adeeggan. |  |  |
| **Xarun kalkaaliso joogto**  Kalkaalisada xirfadda leh waa daryeel ay bixin karto oo keliya kalkaalisada shaqada sare, registered nurse (kalkaalisada diiwaangashan) (RN), ama kalkaaliye wax ku ool ah oo shati leh oo ay kormeerto RN. Kalkaalisada xirfadda leh waxaa ka mid ah la socodka calaamadaha iyo falcelinta, waajibaadka kalkaalinta guud, waxaana ku jiri kara in isha lagu hayo xaalad caafimaad. |  |  |
| **Qalab daaweyn gaar ah iyo alaab sahay ah**  Qalab caafimaad oo khaas ah iyo sahaydu waa shay ilaalinaya caafimaadka xubinta, maamula xaalad caafimaad ama jireed, oo wanaajisa shaqada ama madax banaanida. Alaabooyinka waxaa ka mid noqon kara dawooyinka aan farmashiyaha laga qorin, labeenta maqaarka ee caafimaad ahaan lagama maarmaanka u ah, Vitamin D ee la qoray, fiitamiino badan ama kaalshiyam dheeri ah, iyo buugaag ama qalabyada daawaynta. |  |  |
| **Caawiyaha taakuleynta**  Dallaal taageero waa qof ama wakaalad uu xubintu doorto inuu ka caawiyo qorsheynta, helista, iyo taageerada tooska ah ee is-hagidda. Dallaal taageero ayaa wax ka og adeegyada maxalliga ah wuxuuna kaa caawin karaa qorista, shaqaaleysiinta, tababarida, maaraynta, iyo jadwalka shaqaalaha. |  |  |
| **Adeegyada shaqada ee la taageeray**  Adeegyada shaqada ee la taageero waxay ka caawiyaan xubnaha inay helaan oo ay sii hayaan shaqooyinka. Hadafku waa in shaqada bulshada lagu sii hayo ama ka badan mushaharka ugu yar, la shaqaynta dadka aan naafada ahayn. Shaqadu waa inay sidoo kale buuxisaa yoolalkooda shakhsi ahaaneed iyo kuwa shaqo.   * **Adeegyada shaqada ee shakhsi ahaaneed** waxay ka caawiyaan xubnaha inay shaqo helaan, u koraan xirfadaha shaqadaas, oo ay helaan waraysiyo. Waxa kale oo ku jiri kara tababar shaqo iyo tababar, fuulid shaqo, caawimo shakhsiyeed goobta shaqada, la-talinta faa'iidooyinka, adeegyada horumarinta shaqada, ama taageerada iskaa u shaqeysiga. * **Adeegyada shaqada ee kooxda yaryar** waa adeegyo iyo tababaro lagu bixiyo ganacsi, warshado, ama goob bulsho oo loogu talagalay kooxaha laba ilaa lix shaqaale naafada ah. Tusaalooyinka waxaa ka mid ah shaqaalaha guurguura iyo kooxo shaqo oo kale oo ganacsi ku salaysan oo ka shaqeeya kooxo yaryar oo shaqaale naafada ah goobaha shaqada ee bulshada. Adeegyada waxaa ka mid noqon kara sahaminta shaqo kooxeed yar iyo waxbarasho, horumarinta xirfadda, qorsheynta shaqada, meelaynta shaqada, la kulanka loo shaqeeyayaasha, tababarida shaqada iyo tababarka, fuulista shaqada, iyo khibradaha shaqo ee ku habboon danaha iyo xirfadaha xubinta. * **Qorshaynta mustaqbalka xirfadeed iyo taageerada** waxay ka caawisaa xubnaha inay helaan, haystaan, ama horumariyaan shaqada bulshada dhexdeeda. Tan waxa ku jiri kara qiimaynta tignoolajiyada caawinta , abuurista qorshe shaqo, sahamin shaqo, taageero shaqo raadis, tababar shaqo iyo tababar, iyo kaalmada shakhsi ahaaneed ee joogtada ah ee shaqadooda. Xubnuhu waxa kale oo ay wax badan ka baran karaan dhiirigelinta shaqada iyo sida shaqadu u saamayn karto faa'iidooyinkooda. |  |  |
| **Taageerid daryeel guriga ah**  Daryeelka guriga ee taageerada ah wuxuu ka caawiyaa nolol maalmeedka iyo baahiyaha shakhsi ahaaneed ee guriga ama bulshada dhexdeeda. Adeegyadu waxay ka caawiyaan badbaadada guriga iyo bulshada, hawlaha caadiga ah ee ilaalinta guriga sida nadiifinta, karinta, iyo dhar dhaqidda, iyo hawlaha waaweyn ee guriga sida daryeelka dayrka iyo ka saarista barafka. Adeegyadu waxa kale oo laga yaabaa inay ka caawiyaan labiska, maydhashada, maaraynta daawooyinka, cunista, aadida musqusha, qurxinta, agagaarka, bixinta biilasha, isticmaalka gaadiidka, iyo shaqada guriga. |  |  |
| **Adeegyada tabarista ee daryeeleyaasha tabarrucaadda ah**  Adeegyada tababarka ee daryeelayaasha aan mushaharka lahayn waxay caawiyaan kuwa bixiya daryeel, tababar, wehel, kormeer, ama taageero kale oo aan mushahar lahayn. Waxay tababartaa daryeelayaasha aan mushaharka qaadan sida loo sameeyo daawaynta iyo isticmaalka qalabka daawaynta iyo adeegyada kale ee ku jira qorshaha daryeelka xubnaha waxayna siisaa hagitaan ku saabsan sida xubinta loogu ilaaliyo badbaadada bulshada dhexdeeda. |  |  |
| **Adeegyada gaadiidka**   * **Adeegyada gaadiidka bulshada** ka caawi xubnaha inay helaan adeegyada bulshada, hawlaha, iyo agabka ku jira qorshahooda daryeel. Tan waxa ku jiri kara tigidhada ama kaadhadhka qiimaha, dib u celinta masaafada, iyo sidoo kale gaadiidka xubnaha iyo adeegayaashooda meelaha loo socdo. Waxay meesha ka saaraysaa gaadiidka degdega ah (ambalaasta). * **Adeegyada gaadiidka caafimaadka ee aan degdega ahayn** waxay ka caawiyaan xubnaha inay helaan adeegyo caafimaad oo aan degdeg ahayn, Medicaid-daboolan. Adeegyada waxaa ku jiri kara tigidyo ama kaarka baska magaalada, iyo gaadiidka dadka iyo dadka ugu shaqeeynaya meelahaas. Waxay meesha ka saaraysaa gaadiidka aan caafimaadka ahayn, kaas oo lagu bixiyo gaadiidka bulshada ee kor ku xusan. Waxa kale oo ay meesha ka saaraysaa gaadiidka degdega ah (ambalaasta). |  |  |
| **Beddelka Baabuurka**  Wax ka beddelka baabuurtu waa isbeddellada la xidhiidha naafanimada ee gaadhiga xubinta ka ah habka aasaasiga ah ee lagu wareego. Adeegyadani waxay ka caawiyaan xubinta inay galaan bulshada waxayna wanaajiyaan madax-banaanidooda. Waxa ku jiri kara isbeddelada kuraasta iyo suunka, qalabka xakamaynta darawalka, wiishashka gaadhiga, meelaha la isku xidho, meelaha la maro, iyo xidhidhiyaha ama hababka xidhitaanka kursiga curyaanka. Adeegga waxa kale oo ka mid ah kharashka agabka, adeegyada, kormeerka, iyo dayactirka isbeddelladan. Adeeggu kuma jiro iibsashada baabuur ama dayactir guud. |  |  |

## Waa maxay adeegyada aan la hayn?

Family Care ma bixiso adeegyadan ee waxaa lagu heli karaa ceymiskaaga Medicaid. Waxaad adeegyadan ku heli kartaa kaarkaaga ForwardHealth. Waxa kale oo laga yaabaa inay daboolaan dheefaha Medicare, Veterans (VA), ama caymis kale oo aan ahayn Medicaid. Kooxda daryeelka ayaa si dhow ula shaqeyn doonta si aad u hesho adeegyadan marka aad u baahato oo waxayna ku ogeysiin doonaan haddii aad qeyb yar lacagta bixineyso.

* Alcohol and other drug abuse (Khamriga iyo si xun u isticmaalka mukhaadaraadka kale) adeeggooda (marka laga reebo adeeg dhakhtar ama goob bukaanjiif)
* Baarista maqalka, sida qiimeynta habka maqalka dhegaha iyo baxnaaninta dhega la'aanta
* Dhakhtarka duugduugidda
* Xaaladaha degdegga ah ee dhimirka
* Dhakhtarka ilkaha
* Daryeelka imarjansada (sida aambalaasta dhulka ama hawada)
* Ookiyaale
* Adeegyada qorshaha qoyska
* Qalabka maqalka iyo batariga qalabka maqalka
* Goobaha sakaraadka (daryeelidda dadka aan wax daawo ah loo hayn)
* Isbitaalka: bukaan-jiifka iyo bukaan-socodka, oo ay ku jiraan daryeelka qolka degdegga ah (marka laga reebo daaweynta jireed ee bukaan-socodka, daaweynta shaqada, iyo hadalka iyo luqadda, adeegyada caafimaadka dhimirka ee aan dhakhtarka ahayn, iyo khamriga iyo adeegyada kale ee xadgudubka daroogada ee aan dhakhtarka ahayn)
* Adeegyada xarumaha bukaanka dhimirka (adeegyada waxaa laga bixinayaa dadka ka yar 21 sano ama kuwa gaaray ama ka weyn 65 sano)
* Adeegyo laga helo dhakhtar-xigeen madaxbannaan
* Sheybaar iyo Raajo
* Daawooyinka iyo daawooyinka dhakhtar qoray
* Adeegyada caafimaadk dhimirka (marka laga reebo adeeg dhakhtar ama goob bukaanjiif)
* Dhakhtarka ookiyaalaha
* Adeegyada kilinigga iyo dhakhtarka (marka laga reebo bukaansocodka dabiibka jimicsiga jirka, dabiibka waxqabsiga jirka, iyo xirfadlaha dhawaaqa hadalka, adeegyada caafimaadka dhimirka oo aan dhakhtar ahayn, iyo isticmaalidda aalkolada iyo daroogada aan ahayn goob dhakhtar)
* Dhakhtarka cagaha (daryeelka cagaha)
* Isku-duwidda daryeelka xaamilada
* Addin macmal ah
* Dhakhtarka dhimirka
* Adeegyada iskuulka
* Gaadiidka aambalaasta

**Family Care ma bixiyo alaabtan iyo adeegyadan** :

* Adeegyada kooxda daryeelkaagu ma aysan oggolaan ama kuma jiraan qorshahaaga daryeel
* Adeegyada looma baahna inay taageeraan natiijooyinka daryeelkaaga muddada-dheer
* Kharashka nolosha caadiga ah, sida kirada ama rahmaadda guryaha, cuntada, korontada, madadaalada, dharka, alaabada fadhiga, alaabada guriga, iyo ceymiska
* Alaabada shakhsiga ah ee qolka xarumaha nolosha la isku caawiyo ama guryaha dadka xanuunsan, sida taleefanka ama taleefashinka
* Guryo kuleej oo kale lagu dhex nool yahay
* Kharashka masuuliyadda dad kale

***[INSTRUCTIONS TO MCOs:*** *If MCO does not cover a service(s) due to moral or religious reasons the MCO must add this bullet. If this provision does not apply, delete the bullet.]*

* *[Insert MCO name]* ma bixiyo alaabtan iyo adeegyadan:
  + *[Indicate name of service(s)]*

## Baddiilka adeegga ama goobta

*[Insert MCO name]* ayaa bixin kara qaar ka mid ah adeegyada ama goobaha aysan sida caadiga ah Family Care ka bixineyn dadka loo qabto heer daryeel oo aan ahayn kolka guryaha lagu hayo. Adeegyadan waxaa loo yaqaan “baddiilka” ama adeegyada ama goobaha gaarsiiska ah.

Go'aaminta haddii “baddiilka” adeegga ama xaruntu habboon tahay waa dedaal kooxeed. Kooxda daryeelka ayaa kugu caawin doonta doorashada waxa kuugu fiican. **Waxaad xaq u leedahay inaad diiddo in aad ka qeybgasho goobahaas ama dabiibka**.

***[Insert MCO name]* ayaa baddiil ahaan loogu heli kara kaarka gobolka caafimaadka adeegyada guriga ama waxaa lagu heli karaa daryeelka shakhsiga ah:**

* Taageerid daryeel guriga ah
* Daryeelka nasinta
* Habka jawaabidda shakhsiga ah ee xaaladaha degdegga ah
* Tababaridda hawlaha nolol-maalmeedka
* Adeegyada madadaalada ah ee maalintii
* Adeegyada ka horreeya xirfadleyaasha
* Adeegyada deegaanka
* Cunto la isugu keeno guriga
* Talabixinta iyo adeegyada dabiibka ah

***[Insert MCO name]* waxay bixin karaan adeegyada soo socda si ay ugu beddelaan adeegyada ah gaadiidka ee ceymiska gobolka**:

* Gaadiidka gaarka ah

# Cutubka 5-aad. Fahmidda dadka bixinaya adeegyada iyo isku-duwidda manaafacaadka

## Anigu miyaan iska bixinayaa wax adeegyo ah?

Waa inaad bixisaa adeeg kasta oo aan ku jirin qorshahaaga daryeelka oo aanay oggolaan kooxdaada daryeelka.

**Waa inaad bixisaa lacag go'an (oo loo yaqaan lacag-bixinta) adeegyada la daboolay qaarkood,** sida daawooyinka, booqashooyinka dhakhtarka, iyo booqashooyinka isbitaalka. Tusaale ahaan, waxaa laga yaabaa inaad haysato $5 lacag-bixin warqad dhakhtar ah.

Laba nooc oo kale oo kharash ah oo laga yaabo inaad bixiso bil kasta waa:

* Qiimaha saamiga ama mas'uuliyadda bukaanka
* Qolka iyo boodhka

### Qiimaha saamiga ama mas'uuliyadda bukaanka

Waxaa laga yaabaa inaad bixiso qaybtaada kharashyada bishii si aad ugu sii jirto Family care. Qaybtaada **kharashka** (mararka qaarkood loo yaqaan “out-of-pocket costess”) waxay ku salaysan tahay waxyaabo ay ka mid yihiin dakhligaaga, kharashka guryeynta, iyo kharashyada caafimaadka. Waxa aad ku bixiso kharashyada qaar waxa laga yaabaa inay hoos u dhigto qaybtaada kharashka. Ka hubi kooxdaada daryeelka si aad u aragto kharashyada dhimi kara qaybtaada kharashka iyo sida loo diiwaangeliyo qaddarka aad kharash garaysay.

Xubnaha ku nool guriga dadka lagu xanaaneeyo ama ay u badan tahay inay ku noolaadaan guriga dadka lagu xanaaneeyo 30 maalmood ama ka badan oo isku xigta waxay bixiyaan **masuuliyada bukaanka** halkii ay ka ahaan lahaayeen saami qaybsi.

Income maintenance agency (Hay'adda dayactirka dakhliga) ayaa go'aamin doonta qaddarka ay tahay inaad bixiso bil kasta. Haddii aad leedahay saami kharash ama masuuliyad bukaan, *[insert MCO name]* waxay kuu soo diri doontaa biil bil kasta.

Si aad u hubiso inaad bixinayso lacagta saxda ah, **waa inaad u soo sheegtaa dhammaan dakhliga iyo isbeddelada hantida kooxdaada daryeelka iyo wakaaladdaada 10 maalmood gudahooda ee isbeddelka**. Hantida waxaa ka mid ah baabuurta, lacagta caddaanka ah, xisaabaadka hubinta iyo kaydka, iyo qiimaha lacagta caddaanka ah ee caymiska nolosha.

Haddii aadan bixinin qaybtaada kharashka bishii ama mas'uuliyadda bukaanka, waxaa laga yaabaa inaad lumiso u-qalmitaankaaga oo laga saaro Family Care. Haddii aad u malaynayso in saamigaagu aanu sax ahayn, waxaad ka xarayn kartaa codsi dhegaysi cadaalad ah oo gobolka ah Wisconsin Division of Hearings and Appeals (Qaybta Dhagaysiga iyo Racfaanka ee Wisconsin). (Eeg Cutubka 8 wixii macluumaad dheeraad ah.)

Haddii aad su'aalo ka qabto kharashka qeybtaada, la soo xiriir *[enter appropriate contact – for example, your care team]*.

### Dhimista kharashka-wadaaga

Waxaa laga yaabaa inaad u qalanto qaddar saami jaban haddii aadan awoodin inaad bixiso qaybtaada kharashka bishii sababtoo ah kharashaadkaaga nololeed ee lagama maarmaanka ah. Kuwaas waxaa ka mid ah bixinta amaahda guryaha ama kirada, guriga ama kiraystaha waa caymis, cashuurta guryaha, yutiilitida, cuntada, dharka, alaabta nadaafadda, iyo kharashka hawlgalka iyo dayactirka gaadhiga.

Saamiga qiimaha jaban ayaa laga yaabaa inuu ka dhigo kharashaadkaaga nololeed ee billaha ah mid la awoodi karo oo kuu ogolaanaya inaad iska diiwaan geliso Family Care. Buuxi Codsiga “ee dhimista Qiimaha Share” si aad u codsato dhimis. Foomka ka hel wakaaladdaada ama ka soo deji [dhs.wi.gov/library/collection/f-01827](https://www.dhs.wisconsin.gov/library/collection/f-01827).

Ku dir nuqullada codsigaaga ee dukumentiyada muujinaya dakhligaaga billaha ah, kharashyada (sida biilasha tamarta ama lacag bixinta baabuurka), iyo qaddarka saamiga kharashka aad bixiso *[insert MCO name]*. Codsigu wuxuu yeelan doonaa tafaasiil dheeraad ah oo ku saabsan nooca caddaynta aad u baahan tahay iyo tusaalooyinka.

Foomka codsiga waxaad ku heli kartaa caawimaad bilaash ah:

* Maamulaha kiiskaaga ee *[Insert MCO name]*
* Haddii aad gaartay **60 jir ama ka weyn**, la xiriir manaafacaadka waayeelka. Si aad u hesho shaqaalaha manaafacaadka waayeelka ee deegaanka ama kuwa Beelaha, la xiriir xafiiska gabowga ee magaalada iyo tasiilaadka naafada ama gabowga: [dhs.wi.gov/benefit-specialists/counties.htm](https://www.dhs.wisconsin.gov/benefit-specialists/counties.htm), ama soo garaac 844-947-2372 si aad u hesho oo laguugu sii xiro xafiiska magaalada.
* Haddii aad tahay  **18 ilaa 59 jir**, la xiriir ombudsman program (barnaamijka dhexdhexaadiyaha) oo laga helayo Disability Rights Wisconsin. Tag [disabilityrightswi.org](https://disabilityrightswi.org/), soo garaac 800-928-8778 (TTY: 711), ama iimayl [info@drwi.org](mailto:info@drwi.org).

### Qolka iyo boodhka

Haddii aad ku nooshahay guri qoys oo qaan-gaar ah, xarun la deggan yahay oo bulshada ku salaysan, ama dhismo guri oo daryeelka deegaanka ah, waa inaad bixisaa qolka iyo boodhka (kiro iyo cunto.) Waxaan kuu sheegi doonaa inta ay ku kici doonto waxaanan kuu soo diri doonaa biil bil kasta.

*[Insert MCO name]* waxay kaa bixin doontaa daryeelka caafimaadka iyo adeegyada kormeerka ee aad ka hesho guriga qoyska dadka waaweyn, tas-hiilaadka deegaanka ee bulshada ku salaysan, ama dhismaha guryaha daryeelka deegaanka. *[MCOs can add instructions on how payment is made (for example, if the member pays the RCAC directly).]*

Haddii aad qabto su'aalo ku saabsan qolka iyo boodhka ama aadan bixin karin lacag, la xiriir *[indicate how member can get more information about room and board* ***and*** *what options members have if they feel they cannot afford room and board.]*. Kooxdaada daryeelka ayaa laga yaabaa inay kugu xidhaan agab si aad u hesho guri ku habboon baahiyahaaga oo ku jira miisaaniyadaada.

## Sidee baan u bixinayaa lacagta?

Waxaad ku bixin kartaa saami qaybsiga kharashka iyo qolka iyo lacag bixinta jeeg ama lacag dalbashada. Ku soo dir jeegagga:

*[Insert name/address where member should send payment]*

Ama qofkii raba toos ayaa looga goosan karaa koontadiisa bangiga. Wixii faahfaahin ah kala hadal kooxda daryeelka.

## Ka warran haddii la iga rabo lacagta adeeg la iii qabtay?

Uma baahnid inaad bixiso adeegyada kooxda daryeelkaagu ay ogolaadeen taasoo qayb ka ah qorshahaaga daryeelka. Haddii aad biil ka hesho bixiye, ha bixin. Taa beddelkeeda, la xidhiidh kooxdaada si ay ula socdaan bixiyaha.

## Family Care ma bixiyaa adeegyada deegaanka ama guryaha dadka lagu xanaaneeyo?

Family Care wuxuu daboolaa daryeelka deegaanka iyo adeegyada guriga kalkaalinta. Hase yeeshee, marka guriga looga guurayo xarun ama guryaha dadka xanuunsan waa in ay ahaato wax aan laga maarmi karin.

Kahor intaadan gelin daryeelka deegaanka ama guriga dadka lagu xanaaneeyo, kooxda daryeelkaagu waxay go'aamin doonaan:

* In uusan gurigu u fiicneyn caafimaadka iyo badqabka qofka.
* In natiijooyinka muddada dheer aysan ahayn qiima jaban oo aan guriga lagu taageeri karin qofka.
* In xarun loogu guurayo in ay tahay qiimaha ugu jaban ee lagu taageeri karo natiijooyinka muddada dheer.

Haddii daryeelka deegaanku yahay ikhtiyaarka keliya, waxaa laga yaabaa inaadan awoodin inaad joogtid ama aad u guurto xarunta aad rabto. Waxaa dhici karta in aysan xaruntaas wax qandaraas ah la lahayn *[insert MCO name]* ama in aan xaruntaas lacag loo heli karin.

Haddii uu qof ku nool yahay gurigiisa balse ay qofkaas iyo kooxda daryeelka isku raacaan in uusan meeshaas ku sii noolaan karin, si wadajir ah waa in loo go'aamiyo xarun qofku ku noolaan karo. Adiga iyo kooxdaadu waxay mas'uul ka yihiin inaad ka hesho ikhtiyaarka ugu jaban gudaha *[insert MCO name]*shabakadda bixiyaha ee buuxisa baahiyahaaga. Marka uu qof guuro, kooxda ayaa lala sii shaqeyn doont inta uu qofkaasi ku jiro xarunta ama guryaha dadka xanuunsan.

**Kooxdaada daryeelku waa inay ansixiyaan dhammaan adeegyada deegaanka.** Aad bay muhiim u tahay inaadan keligaa dooran bixiye deegaan. Waxaa khasab ah in go'aankaas lagala shaqeeyo kooxda si loo xaqiijiyo *[insert MCO name]* in ay kaa bixiyaan lacagta adeegyada.

## Sidee Medicare iyo faa'iidooyinka caymiskayga kale la isugu duway?

Markaad iska diiwaan geliso *[insert MCO name]*, waxaan ku weydiin doonaa inaad haysato wax caymis ah oo aan ahayn Medicaid. Caymiska kale waxaa ka mid ah Medicare, caymiska caafimaadka hawlgabka, caymiska daryeelka muddada-dheer, iyo caymiska caafimaadka gaarka ah.

Waxa kale oo muhiim ah in la helo macluumaadka ceymisyada kale oo dhan. **Haddii uu jiro qof raba in uu isticmaalo ceymisyo kale, waxaa la diidi karaa in laga bixiyo adeegyo laga bixin lahaa**.

## Waa maxay estate recovery (Soo kabashada hantida)? Sidee ayay ii khusaysaa?

Medicaid estate recovery (Soo kabashada hantida) waxay khusaysaa badi adeegyada daryeelka muddada-dheer haddii ay bixiyaan *[insert MCO name]* ama Medicaid.

Estate recovery (Soo kabashada hantida), gobolku wuxuu raadiyaa in dib loogu bixiyo kharashka dhammaan adeegyada daryeelka muddada-dheer ee Medicaid. Soo kabashada waxaa laga sameeyaa hantidaada, ama xaaskaagu waa hanti ka dib markaad labadiinuba dhimato. Lacagta la helay waxay dib ugu noqotaa gobolka. Gobolku iskuma dayi karo in ay qof guri uga soo ceshtaan lacag marka ay ku nool yihiin qof ay isu dhaxeen ilmo naafo ah oo nool. Qaadashada waxa ay dhacayso waa geeri dabadeed.

Waydii kooxdaada daryeelka macluumaad dheeraad ah oo ku saabsan estate recovery (Soo kabashada hantida). Waxa kale oo aad booqan kartaa [dhs.wi.gov/medicaid/erp.htm](https://www.dhs.wisconsin.gov/medicaid/erp.htm) ama wac 800-362-3002 (TTY:711).

# Cutubka 6-aad. Xuquuqda Dadka

Waxaa khasab ah in la tixgeliyo xuquuqda qofka *[insert MCO name]*.

**Waxaad xaq u leedahay inaad xogta ku hesho hab adiga kuu shaqeeya**. Si aad macluumaadka nooga hesho hab adiga kuu shaqeeya, la xidhiidh kooxdaada daryeelka *[or insert appropriate contact]*.

* + Waxaad xaq u leedahay inaad kula yeelato turjumaan markaad helayso adeegyadaada ama aad la kulanto kooxdaada daryeelka.
  + Waxaad xaq u leedahay inaad ku hesho buug-gacmeedka xubintan luqad kale ama qaab kale.

**Waxaad xaq u leedahay in mar walba loola dhaqmo si sharaf, ixtiraam iyo cadaalad ah. Waxaad xaq u leedahay**:

* Ka hel naxariis, daryeel tixgelin leh *[insert MCO name]* shaqaalaha iyo bixiyeyaasha.
* Daryeelkaaga ku hel deegaan ammaan ah oo nadiif ah.
* Ma aha in ay shaqo u qabato ama u qabato adeegyo *[insert MCO name]*.
* Ku dhiirigeli oo caawi inaad kala hadasho shaqaalaha *[insert MCO name]* isbeddelada siyaasadda aad u malaynayso in la sameeyo ama adeegyada aad u malaynayso in la bixiyo iyada oo aan la helin daaweyn xun.
* Lagugu dhiirigaliyo inaad isticmaasho xuquuqdaada xubin ahaan *[insert MCO name]*.
* Ka xorow takoorka. *[Insert MCO name]* waa inuu adeecaa sharciyada kaa ilaalinaya takoorka ama cadaalad darada. Ma takoorno iyada oo ku saleysan qofka, naafo maskaxeed ama jireed, diin, lab iyo dhedig, aqoonsiga jinsiga, nooca galmada, caafimaadka, qowmiyadda, caqiidada (rumaynta), da'da, asalka qaranka, ama isha lacag bixinta.
* Ka xorow nooc kasta oo xakameyn ama gooni-gooni ah oo loo isticmaalo hab qasab, edbin, ku habboonaanta, ama aargoosiga. Tani waxay ka dhigan tahay inaad xaq u leedahay inaadan xakameynin ama lagugu qasbin inaad keligaa noqoto, inaad ka dhigto inaad u dhaqanto si gaar ah, inaad ku ciqaabto, ama sababtoo ah qof ayaa u arka inay faa'iido leedahay.
* Ka xorow xadgudubka, dayaca, iyo ka faa'iidaysiga dhaqaale.
* **Xadgudubku** wuxuu noqon karaa mid jireed, shucuureed, dhaqaale, ama galmo. Tacaddigu waxa kale oo uu noqon karaa haddii uu qof si xun loola dhaqmo, sida wax ah daawo, ama tijaabo cilmi-baaris aan la ogeyn.
* **Dayacadu** waa marka daryeel bixiyaha uu ku guuldareysto inuu bixiyo daryeel, adeegyo, ama kormeer, taas oo kuu abuureysa khatar weyn oo khatar ah. Is-daayac waa marka aad mas'uul ka tahay daryeelkaaga oo aad ku guuldareysato inaad hesho daryeel kugu filan, oo ay ku jiraan cunto, hoy, dhar, ama daryeel caafimaad ama ilkeed.
* **Ka faa'iidaysiga maaliyadeed** wuxuu noqon karaa khiyaano, soo jiidasho ama qasab, xatooyo, anshax-xumo uu sameeyo wakiilka maaliyadeed, xatooyada aqoonsiga, been-abuurka, ama isticmaalka aan la ogolayn ee kaararka macaamilka maaliyadeed, oo ay ku jiraan credit, debit, ATM, iyo kaararka la midka ah.

**Muxuu sameyn karaa qofka la kulma tacaddi, dayac ama dhibaateyn dhaqaale?** Kala hadal kooxda daryeelkaaga arrimo kasta oo noocan oo kale ah. Waxay kaa caawin karaan inaad ka warbixiso oo aad hesho adeegyo kaa caawinaya inaad nabad gasho. Mar kasta oo ay jirto xaalad degdeg ah waa in la soo garaaco 911.

Qofkii dareemaya in uu yahay ama arka qof kale oo ah dhibbane loo geystay tacaddi, dayac, ama dhibaateyn dhaqaale, waxa uu la soo xiriiri karaa Adult Protective Services (Adeegyada Difaacidda Dadka Waaweyn). Adult Protective Services (Adeegyada Difaacidda Dadka Waaweyn) waxay caawiyaan ilaalinta badbaadada waayeelka iyo dadka waaweyn ee khatarta ku jira ee la kulmay xadgudub, dayacaad, ama dhiig-miirasho. Waxay kaloo caawiyaan marka qofku awoodi waayo inuu ilaaliyo ammaankiisa xaalad caafimaad ama naafo awgeed.

* + *[Insert phone numbers for reporting abuse/neglect/financial exploitation. Include both daytime and after-hours contact information for elder abuse, adults at risk, adult protective services help lines.]*
* **Waxaad xaq u leedahay inaad waqti ku hesho adeegyadaada la daboolay**. Xubin ahaan *[insert MCO name]*, waxaad xaq u leedahay inaad hesho adeegyo ku qoran qorshahaaga daryeel markaad u baahato.
* **Waxaad xaq u leedahay inaad sir u yeelato macluumaadkaaga caafimaadka gaarka ah**. Haddii aad qabto su'aalo ama walaac ku saabsan sirta macluumaadkaaga caafimaadka shakhsi ahaaneed, wac *[insert appropriate contact]*.
* **Waxaad xaq u leedahay inaad hesho diiwaannadaada caafimaad**. Waxaad waydiisan kartaakooxda daryeelkaaga nuqul ka mid ah diiwaannadaada. Waxaad xaq u leedahay inaad waydiiso *[insert MCO name]* inaad beddesho ama saxdo diiwaankaaga.
* **Waxaad xaq u leedahay inaad hesho macluumaadka ku saabsan *[insert MCO name]*, shabakadeena bixiyeyaasha, iyo adeegyada la heli karo**. La xidhiidh kooxdaada daryeelka macluumaadkan.
* **Waxaad xaq u leedahay inaad go'aan ka gaarto adeegyadaada**. Tusaale ahaan, waxaad xaq u leedahay:
* Ka ogow dhammaan doorashooyinkaaga. Tani waxay ka dhigan tahay inaad xaq u leedahay in laguu sheego dhammaan fursadaha jira, waxa ay ku kacayaan, iyo haddii ay daboolayaan Family Care. Waxa ay dadku keensan karaan adeegyo kale oo ay u baahan yihiin.
* Laguu sheego khatar kasta oo ku lug leh daryeelkaaga.
* Ku dheh “maya” daryeel ama adeegyo kasta oo lagu taliyay.
* Hel fikrado caafimaad oo labaad. Weydiiso kooxdaada daryeelka caawimaad si aad u hesho ra'yi labaad.
* **Waxaad xaq u leedahay inaad samayso dardaaran horudhac ah**. Tani waxay ka dhigan tahay inaad bixin karto tilmaamo ku saabsan waxaad rabto inaad sameyso haddii aadan awoodin inaad go'aan ka gaarto shil ama jirro halis ah.

Waxaa jira noocyo kala duwan oo ah dardaaran iyo magacyo kala duwan oo loogu yeero. Waraaqo sharci ah oo la yiraahdo “**living will (dardaaranka nolosha)**” iyo “**power of attorney for health care (go'aanka sharciga ah ee khuseeya daryeelka caafimaadka)**” waa tusaaleyaal ka mid ah dardaaranka horumariska ah.

Adiga ayaa go'aansanaya haddii aad rabto dardaaranka hormariska ah. Kooxdaada daryeelku waxay sharxi karaan sida loo abuuro oo loo isticmaalo dardaaran horudhac ah, laakiin kuma qasbi karaan inaad mid yeelato ama si ka duwan ula dhaqmaan iyadoo lagu saleynayo haddii aad leedahay dardaaran horudhac ah.

Waxaad cabasho u gudbin kartaa Qaybta Wisconsin Division of Quality Assurance (Xafiiska Dacwadaha Tayada ee Wisconsin) haddii aad u malaynayso in *[insert name of MCO]* aanu raacin dardaarankaaga hore. Si loo soo dirsado cabashada, waa in la soo garaaco 800-642-6552.

La xidhiidh kooxdaada daryeelka si aad wax badan uga barato awaamiirta hore. Waxa kale oo aad ka heli kartaa foomamka dardaaranka hore ee [dhs.wi.gov/forms/advdirectives](https://www.dhs.wisconsin.gov/forms/advdirectives).

* **Waxaad xaq u leedahay inaad ka hesho adeegyadaada Family Care meelaha kuu ogolaanaya inaad noqoto qayb dhab ah oo ka mid ah bulshada aad ku nooshahay**. Waa xuquuq ah sharciga federaalka ee ku saabsan adeegyada lagu helo guriga iyo dadweynaha dhexdooda. Xeerku waxa uu quseeyaa goobta aad ku nooshahay iyo goobaha ka baxsan gurigaaga oo aad ka hesho adeegyada inta lagu jiro maalinta. *[Insert MCO name]* waa in aad hubisaa in aad ka hesho adeegyada Family Care meelaha kugu xidha bulshadaada oo taageera madax-banaanidaada. Taas macnaheedu waa in ay meelahaasi dadka ku caawinayaan:
* In lagu noolaan karo meeshii la rabo.
* Ka qayb qaado nolosha bulshada.
* U hel oo ka qayb qaado shaqada si la mid ah dadka kale ee bulshadaada.
* Xukumidda jadwalka.
* Helidda iyo xukumidda lacagta.
* Go'aansiga qofka lala kulmayo iyo marka lala kulmayo.
* Dhowridda xuquuqda shakhsiga ah.

La hadal kooxdaada daryeelka haddii aad ka walaacsan tahay meelaha aad adeegyada ka hesho.

# Cutubka 7-aad. Waajibaadka dadka

Waxaad leedahay masuuliyado qaar ka mid ah xubin ahaan *[insert MCO name]*. Waa inaad:

* La soco adeegyada ay bixiso Family Care. Waa inaad sidoo kale fahamtaa waxaad u baahan tahay inaad sameyso si aad u hesho adeegyadaada.
* Ka qayb qaado qorshaynta daryeelkaaga adiga oo ka qayb qaadanaya xidhiidhada bilaha ah iyo booqashooyinka qof ahaaneed, oo ay ku jiraan booqashooyinka guriga, kooxda daryeelkaaga.
* Ka qayb qaado habka go'aanka qoondaynta kheyraadka si aad u hesho siyaabaha ugu kharash badan ee aad ku dabooli karto baahiyahaaga oo aad ku taageerto natiijooyinka daryeelkaaga muddada-dheer.
* Kala hadal kooxdaada daryeelka siyaabaha asxaabtaada, qoyskaaga, ama bulshada kale iyo ururada iskaa wax u qabso ay ku caawin karaan inay ku taageeraan ama siyaabaha aad wax badan ugu qaban karto naftaada.
* In la raaco qorshaha daryeelka ee la isku raaco kooxda daryeelka.
* In masuul laga noqdo ficillada marka la diido daaweyn ama marka la raaci waayo talada kooxda daryeelka iyo shaqaalaha caafimaadka.
* Isticmaal bixiyeyaasha qayb ka ah *[insert MCO name]* shabakad ilaa adiga iyo kooxda daryeelkaagu ay go'aansadaan si kale.
* In la raaco habraacyada *[insert MCO name]* ee lagu helayo daryeelka saacadaha aan la shaqeyn.
* Noo soo sheeg haddii aad u guurto ciwaan cusub ama aad beddesho lambarkaaga taleefanka.
* Noo soo sheeg joogitaan ku meel gaar ah oo la qorsheeyay ama ka guur aaggayaga adeegga.
* Sii *[insert MCO name]* macluumaad sax ah oo ku saabsan baahiyahaaga daryeelka caafimaadka, dhaqaalahaaga, iyo dookhyadaada oo noo sheeg sida ugu dhakhsaha badan ee suurtogalka ah isbedel kasta. Tan waxaa ka mid ah saxiixa foomka macluumaadka marka aan u baahanahay macluumaad kale oo aadan si fudud u heli karin.
* In kooxda shaqaalaha daryeelka guriga iyo shaqaalaha adeegga loola dhaqmo si fiican oo leh ixtiraam iyo xushmad.
* In la aqbalo adeegyada iyadoon loo eegeyn shaqaalaha isir ahaan, midab, diin, jinsi, dookha lammaanaha, caafimaad, qowmiyad, caqiido (waxa la rumeysan yahay), ama asalkii hore.
* Ku bixi kharash kasta oo bishii ah waqtigii loogu talagalay. Tan waxaa ku jira saami kasta oo kharash ah ama qol iyo kharashka guddiga. U ogolow kooxda daryeelkaaga *[or insert appropriate contact]* sida ugu dhakhsaha badan ee suurtogalka ah haddii aad dhibaato kala kulanto lacag-bixintaada.
* Isticmaal Medicare-kaaga iyo faa'iidooyinka kale ee caymiska, marka ay habboon tahay.
* Daryeel qalab kasta oo caafimaad oo waara oo aad hesho, sida kuraasta curyaamiinta iyo sariiraha isbitaalka.
* Ka warbixi khiyaanada ama xadgudubka bixiyeyaasha ama *[insert MCO name]* shaqaalaha. Haddii aad ka shakisan tahay in qof uu sameeyay ama uu sameeyay khiyaano ama ku takri fal lacagaha kaalmada dadweynaha, oo ay ku jirto Family Care, wac khadka tooska ah ee khiyaanada 877-865-3432 ama booqo [dhs.wi.gov/fraud](https://www.dhs.wisconsin.gov/fraud/index.htm).

*[Optional – Insert information about how to report fraud directly to MCO]*

* Ha gelin wax fal been abuur ah ama faa'iidooyin xadgudub ah. Waxaa ka mid ah:  
  + Adiga oo aan ka run sheegin heerka naafanimadaada.
  + Adiga oo aan ka run sheegin dakhligaaga iyo hantidaada.
  + Adiga oo aan ka run sheegin meesha aad ku nooshahay.
  + Iibinta qalabka caafimaadka ee ay keenaan *[insert MCO name].*

Wax kasta oo ah khiyaameyn waxay keenayaan in a iska saaro barnaamijka Family Care ama in maxkamad la isku geyn karo.

* Taleefan kula xiriir kooxda daryeelka haddii aad qabto wax su'aalo ah.
* Noo soo sheeg sida aan wax ku wadno. Waxaan ku weydiin karnaa haddii aad rabto inaad ka qayb qaadato waraysiyada xubnaha, sahannada qanacsanaanta, ama hawlaha kale ee dib u eegista tayada. Jawaab celintaadu waxay naga caawin doontaa inaan aqoonsanno meelaha aan ku wanaagsanahay iyo sidoo kale meelaha aan u baahanahay inaan horumarino. Noo sheeg haddii aad jeclaan lahayd inaad ogaato natiijooyinka sahan kasta. *[MCOs can add additional language here if they want. For example, we may also ask you to participate on boards, committees, prevention and wellness programs, etc.]*

# Cutubka 8-aad. Cabashooyinka iyo racfaanka

## Hordhac

Haddii aadan ku faraxsanayn daryeelkaaga ama adeegyadaada, waxaad xaq u leedahay inaad gudbiso cabasho ama rafcaan go'aanka uu gaadhay *[insert MCO name]* iyo inaad hesho dib u eegis ku habboon oo cadaalad ah. Meesha ugu fiican ee laga bilaabi karo waa inaad la hadasho kooxdaada daryeelka. Tani badanaa waa habka ugu fudud uguna dhaqsaha badan ee wax looga qabto walaacyadaada.

* Racfaanku **waa** hab lagu waydiisto qof inuu si dhow u eego go'aanka *[insert MCO name]* laga gaaray faa'iidooyinkaaga. Go'aamadan waxaa loo yaqaan go'aaminta faa'iidooyinka xun.
* **Cabashada** waa marka aadan ku qanacsanayn *[insert MCO name]*, mid ka mid ah bixiyaashayada, ama tayada daryeelkaaga ama adeegyadaada. Waxaad gudbin kartaa cabasho marka aadan ku qanacsanayn wax aan ahayn go'aaminta faa'iidada xun.

Haddii aadan rabin inaad la hadasho kooxda daryeelkaaga, waxaad haysataa habab kale oo aad ku sheegto walaacaaga.

* Soo garaac taleefanka shaqaalaha xuquuqda, oo kaala shaqeyn doona habraaca cabashada iyo rafcaanka si aad isugu deydo n aad xal hesho. Waxay doonaan:
  + Kuu sheegi doonaan xuquuqdaada
  + Isku day inaad xalliso walaacyadaada
  + Waxay kaa caawin doonaan inaad gudbiso cabasho ama racfaan

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| **Si aad uga caawiso habka cabashada iyo rafcaanka, la xidhiidh**:  *[insert MCO name]*  Member Rights Specialist  *[Address]*  Taleefanka: *[Toll-free phone number]* (TTY: *[TTY number]*)  Iimaylka: *[Email address, optional]* |

* Waxaad gudbin kartaa cabasho ama racfaan *[insert MCO name]*.
* Waxaad la shaqayn kartaa barnaamijka gardoonka Barnaamijyada **Ombudsman (dhexdhexaadiyeyaasha).** Barnaamijyadan ayaa diyaar u ah inay ka caawiyaan dhammaan xubnaha Family Care cabashooyinka iyo rafcaannada.
  + Haddii aad tahay **60 jir ama ka weyn**, la xiriir Board on Aging and Long Term Care. Tag [longtermcare.wi.gov](http://longtermcare.wi.gov/), wac 800-815-0015 (TTY: 711), ama iimayl [BOALTC@wisconsin.gov](mailto:BOALTC@wisconsin.gov).
  + Haddii aad tahay **18 ilaa 59 jir**, la xidhiidh Disability Rights Wisconsin. Tag [disabilityrightswi.org](https://disabilityrightswi.org/), wac 800-928-8778 (TTY: 711), ama iimayl [info@drwi.org](mailto:info@drwi.org).
* Xubin qoys, saaxiib, qareen, ama u doode ayaa ku caawin kara.

**Koobbiga feylka kiiskaaga**

Waxaad xaq u leedahay nuqul bilaash ah oo faylkaaga ah. Waxa ku jira dhammaan dukumeentiyada, diiwaannada caafimaadka, iyo agabka kale ee la xidhiidha cabashadaada ama rafcaankaaga. Si aad u codsato nuqul, la xidhiidh *[Add contact info]*.

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| Dhib kuma geli doontid haddii aad ka cabato ama aad khilaafto kooxdaada daryeelka ama bixiyeyaashahaaga. Haddii aad gudbiso cabasho ama rafcaan, laguuma dhaqmi doono si ka duwan. Waxa la rabo waa in lagu qanco daryeelka. |

## Cabasho

### Waa maxay cabashadu?

Cabasho waxay jireysaa marka aan lagu qancin *[insert MCO name]*, mid ka mid ah shaqaalaha, ama tayada daryeelka ama adeegyada. Tusale ahaan, qofku waxa uu cabasaho soo dirsan karaa:

* Haddi shaqaalaha adeegga shakhsiga ah ay soo daahaan badanaa.
* Haddii la dareemo in aysan kooxda daryeelka waxba dhageysan.
* Haddii dhib lagu qabo helidda ballamaha dhakhtar.
* Haddii lagu qancin waayo qalab kaadi oo uu dhakhtar soo qoray.

### Yaa soo diri kara cabashada?

Cabashada waxaa lagu xarayn karaa:

* Adiga.
* Kooxda go'aanka dacwoodaha. Tusaale ahaan, masuul sharciyeysan ama qof loo wakiishay qof kale arrimihiisa caafimaadka.
* Qof ama urur loo doortay oo uu dacwooduhu u wakiishay sababo ah Medicaid.
* Qof kasta oo haysta oggolaansho qoraal ah. Tusaale ahaan, xubin qoyska ka tirsan, saaxiib, ama bixiye.

### Waa goorma wakhtiga kama-dameysta cabshada?

Markaad rabto ayaad cabashada soo dirsan kartaa.

### Cabashadaada u fayl garee *[insert MCO name]*

Waxaad u gudbin kartaa cabasho *[insert MCO name]* adigoo wacaya ama noo qoraya.

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| *[Insert MCO name]*  *[Appropriate contact (e.g., Member Rights Specialist, MCO Grievances, etc.)]*  *[Address]*  Taleefanka: *[Toll-free phone number]*  TTY: *[TTY number]*  Ciwaanka iimaylka: *[Email address, optional]*  [*MCOs can choose to include a form that members can use to file a grievance in the appendix. For example, if you want, you can use the form at the end of this handbook to file a grievance. The form is in Appendix (insert Appendix #).]* |

### Maxaa dhacaya marka xigta?

Waxaa laguu soo diri doonaa warqad shan maalmood oo shaqo gudahood si aad kuu ogeysiiso inaan helnay cabashadaada. Kadib, *[insert MCO name]* shaqaaluhu waxay isku dayi doonaan inay gacan ka geystaan wax ka qabashada welwelkaaga. Waxaa laga yaabaa inaanan awoodin inaan la nimaadno xal. Ama, waxaa laga yaabaa inaadan rabin inaad la shaqeyso *[insert MCO name]* shaqaalaha. Xaaladahan, Guddigayaga Cabashada iyo Racfaanka ayaa dib u eegi doona cabashadaada oo go'aan ka gaari doona. Waa kan sida ay u shaqeyso:

* Dadka waxaa loo soo sheegayaa marka uu guddigu kulmayo si uu u eego cabashada.
* Kulankaasi waa wax qarsoodi ah.
* Waxaad xaq u leedahay in aad adigu timaaddo. Waxaad la iman kartaa u doode qof ka tirsan qoyskaaga, ama markhaatiyo.
* Guddigiga ayaa fursad u siinaya in uu qofku faahfaahiyo cabashada. Waxaa la keeni karaa macluumaad, caddeyn, iyo markhaatikac la tuso guddiga.
* Kooxda daryeelka ama shaqaalaha *[insert MCO name]* ayey u badan tahay in ay kulanka yimaadaan.
* Guddigu waxay go'aan ka gaari doonaan 90 maalmood gudahooda laga bilaabo taariikhda aan markii ugu horreysay helnay cabashadaada. Guddidu waxay kuu soo diri doontaa warqad go'aanka ah.

### Ka warran haddii dadku ku qanci waayaan go'aanka Guddiga Cabashada iyo Racfaanka?

Waxaa la soo codsan karaa dibu-eegista DHS ee go'aanka Guddiga Cabashada iyo Racfaanka. Ka wac khadka cabashada iyo cabashada 888-203-8338 ama iimaylka [dhsfamcare@wisconsin.gov](mailto:dhsfamcare@wisconsin.gov).

### Waa maxay wakhtiga kama-dambeysta dibu-eegista ee DHS?

*[insert MCO name]* Cabashada iyo Guddiga Racfaanka waa inay kuu soo diraan go'aan ku saabsan cabashadaada 90 maalmood gudahooda laga bilaabo taariikhda aan helno cabashadaada.

* Waxaad haysataa 45 maalmood laga bilaabo taariikhda aad hesho go'aanka guddiga si aad u codsato dib u eegis DHS ah.
* Haddii aadan go'aan ka helin guddiga 90 maalmood gudahood, waxaad haysataa 45 maalmood laga bilaabo markii ay ahayd inaad hesho go'aan aad ku weydiisato dib u eegista DHS.

Tusaale ahaan, *[insert MCO name]* waxay haystaan ilaa 30-ka Julaay si ay u soo diraan go'aanka. Marka Luulyo 30 yimaado, *[insert MCO name]* go'aan kuuma soo dirin. Laga bilaabo Luulyo 31, waxaad haysataa ilaa Sebtembar 14 si aad u codsato dib u eegista DHS ee cabashadaada.

### Maxaa dhacaya marka xigta?

DHS waxay la shaqeysaa hay'ad ka baxsan maamulka oo la yiraahdo MetaStar oo sameysa dibu-eegidda cabashooyinka. Haddii aad codsato dib u eegis DHS, MetaStar ayaa:

* Ku jawaab qoraal si aad u ogeysiiso inay heleen codsigaaga.
* Ku soo buuxi dibu-eegista cabashadaada ilaa 30 maalmood markaad hesho codsiga.
* Ku soo dir adiga iyo *[insert MCO name]* go'aanka kama dambaysta ah ee cabashadaada todoba maalmood gudahooda markaad dhamaystirto dib u eegisteeda.

### Ka warran haddii lagu qanci waayo dibu-eegidda DHS?

Go'aanka MetaStar waa kama-dambeys. Ma codsan kartid dhageysi cadaalad ah oo gobolka ah cabasho.

## Racfaannada

### Waa maxay racfaan?

Racfaanku waa hab qof lagu weydiisto inuu eego go'aanka *[insert MCO name]* oo ah joojinta, hakinta, ama yareynta manaafacaadka ama waxyaabaha kale ee ku qoran qeybta hoose ee cinwaankeedu yahay “Waa maxay noocyada waxyaabaha aan racfaanka ka qaadan karo?” Go'aamadan waxaa loo yaqaan **waxyaabaha manaafacaadka u xun**.

### Arrimo noocee ah ayaa racfaan laga qaadan karaa?

Waxaad xaq u leedahay inaad xarayso racfaan haddii *[insert MCO name]*:

* In laguu soo diido codsigaaga adeegga.
* In lagaa yareeyo codsigaaga adeegga ah.
* In adeeg aad heleysay yareynta laga joojiyo, ama la hakiyo (meel gaar ahaan).
* In la diido bixinta lacagta adeeyada dhakhtarka.
* In laguu sheego in aad iska bixiso lacagta qeybta lagaa rabo.
* In wakhti sax ah laguugu sameyn waayo ama aad heli weydo adeegyada.
* In la diido codsigaaga ah inaad kala doorato adeeg ka baxsan meelaha laguu oggol yahay.
* Ma aha wax la socda cabashada iyo wakhtiyada racfaanka.
* DHS u sheego in lagaa saaro.

Waxaa loo soo dirsan karaa racfaanka *[insert MCO name]*:

* Haddii ay wax iska beddelaan xaalka waxqabsiga kirka.
* Hadda waxaad ku jirtaa heerka daryeelka ee guriga dadka aan xanuunsaneyn.
* In aadan rabin qorshaha daryeelka sababtoo ah:
  + Inaanan lagugu caawin in aad ku noolaato meel kuu fiican.
  + Inaadan haysan daryeel fiican, daaweyn, ama taageerid kale oo loo baahan yahay oo ku qoran natiijooyinka.
  + In la iska rabo aqbalaad ah daryeelka, daaweynta, ama waxyaabo caawimaad ah oo aan la rabin ama sharcigoodu aad u adag yahay.

Haddii mid ka mid ah xaaladahan ay dhacaan, *[insert MCO name]* waxay kuu soo diri doontaa **Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelka Manaafacaadka) oo** ay ku jirto xuquuqdaada racfaanka. Akhri si taxadar leh—it waxay kuu sheegi kartaa wakhtiga kama dambaysta ah ee xeraynta racfaankaaga iyo macluumaadka kale ee xasaasiga ah. Haddii aad su'aalo qabto, wac mid ka mid ah khabiirada xuquuqda xubintayada si aad u caawiso.

**Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelka Manaafacaadka) goaan qaadasho.** Ogeysiiska waxaa ku jira taariikhda la qorsheynayo joojinta, hakinta, ama yareynta adeegyada. Si aad u aragto sida uu u eg yahay Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelka Manaafacaadka), eeg lifaaqa *[insert appx #]*.

### Yaa xareyn kara racfaanka?

Racfaan waxaa laga yaabaa inaad xereyso ama:

* Kooxda go'aanka dacwoodaha. Tusaale ahaan, masuul sharciyeysan ama qof loo wakiishay qof kale arrimihiisa caafimaadka.
* Qof ama urur loo doortay oo uu dacwooduhu u wakiishay sababo ah Medicaid.
* Qof kasta oo haysta oggolaansho qoraal ah. Tusaale ahaan, xubin qoyska ka tirsan, saaxiib, ama bixiye.

### Sidee baa loo soo dirsadaa racfaanka?

Waxaad ku xarayn kartaa rafcaan hab kasta oo kuugu fudud.

* **Taleefanka**. Wac *[Appropriate contact (for example, Member Rights Specialist, MCO Grievances, etc.)]* *[Phone number]*(*TTY: [TTY number]*). Kahor intaadan wicin, hubi inaad diyaar u tahay *[describe what they need]*.
* **Boostada, fakiska, ama iimaylka**. U dir foom codsi ama warqad:

*[insert MCO name]*

*[Appropriate contact (e.g., Member Rights Specialist, MCO Grievances, etc.)]*

*[Address]*

*[Fax]*

*[Email]*

Waxaad ka heli kartaa foomka codsiga rafcaanka [dhs.wi.gov/familycare/mcoappeal.htm](https://www.dhs.wisconsin.gov/familycare/mcoappeal.htm) ama wakaaladdaada.

### Waa maxay wakhtiga kama dambaysta ah ee lagu xarayn karo rafcaan *[Insert MCO name]*?

Racfaanka *[insert MCO name]* waa in loogu soo diro boostada ama fakis ahaan ama boostada intarnetka **muddo ku siman 60 maalmood oo isku xigxiga laga soo bilaabo taariikhdii Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelka Manaafacaadka)**.

**Ma sii wadi karaa helitaanka adeegyada inta lagu jiro rafcaankayga?**

Haddii *[insert MCO name]* uu joojinayo, joojinayo, ama dhimayo adeegyadaada, waxaad waydiisan kartaa inaad sii wado helitaanka adeegyadaada inta lagu jiro racfaankaaga. Waa inaad calaamadisaa, fakis, ama iimayl u dirtaa codsigaagae **taariikhda** ama ka hor *[insert MCO name]* qorshayaasha lagu beddelayo adeegyadaada.

### Maxaa dhacaya marka xigta?

Haddii aad racfaan ka qaadato *[insert MCO name]*, waxaanu kuu soo diri doonaa warqad shan maalmood oo shaqo gudahood si aan kuu ogeysiino inaanu helnay. Waxaan isku dayi doonaa inaan gacan ka geysanno wax ka qabashada welwelkaaga ama aan la imaano xal u shaqeeya labadaba *[insert MCO name]* iyo adiga. Waxaa laga yaabaa inaanan awoodin inaan la nimaadno xal, ama waxaa laga yaabaa inaadan rabin inaad la shaqeyso *[insert MCO name]* shaqaalaha si aad wax uga qabato welwelkaaga. Xaaladdan oo kale, Guddigayaga Cabashada iyo Racfaanka ayaa kulmi doona si ay dib ugu eegaan racfaankaaga. Waa kan sida ay u shaqeyso:

* Dadka waxaa loo soo sheegayaa marka uu guddigu kulmayo si uu u eego racfaanka.
* Kulanku waa mid gaar ah.
* Waxaad xaq u leedahay in aad adigu timaaddo. Waxaad la iman kartaa u doode qof ka tirsan qoyskaaga, ama markhaatiyo.
* Kooxda daryeelka ama shaqaalaha *[insert MCO name]* ayey u badan tahay in ay kulanka yimaadaan.
* Guddigu waxa uu dadka siiyaa fursad ay ku sharxaan sababta uu u jiro dhibka ah dhinaca go'aanka kooxda daryeelka. Qofka ama wakiil ayaa soo bandhigi kara macluumaadka, caddeynta, iyo wixii maragfur ah. Waxaa la keensan karaa markhaatiyo ama waxaa guddiga loo faahfaahin karaa dhibka jira ee uu qofku ogyahay dhinaciisa.
* Ka dib markay guddigu dhageystaan racfaanka, *[insert MCO name]* ayaa soo direysa go'aan muddo ku siman 30 maalmood ka dib taariikhda la helo racfaan. *[Insert MCO name]* waxa ay qaadan karaan ilaa iyo 44 maalmood si loo soo saaro go'aanka:
* Marka guddiga in la siiyo macluumaad iyo wakhti dheeraad ah.
* Waxaan u baahanahay waqti dheeraad ah si aan u ururino macluumaadka. Haddii aan u baahanahay wakhti dheeraad ah, waxaan kuu soo diri doonaa warqad kuu sheegaysa sababta dib u dhigista.

### Xawaaraha racfaankaaga

*[Insert MCO name]* 30 maalmood ayey ku soo gaarayaan go'aanka racfaanka. Waxaa la soo codsan kartaa in racfaanka degdeg laga dhigo. Waxaan tan ugu yeernaa “racfaan degdeg ah.” Hadday sidaas tahay, waxaanu go'aansan doonaa haddii caafimaadkaaga ama kartidaada aad ku qaban karto hawl maalmeedkaaga ay u baahan tahay go'aan degdeg ah. Waxaan ku ogeysiin doonaa sida ugu dhakhsaha badan haddii aan dedejin doono racfaankaaga.

Racfaan degdeg ah, waxaad ku heli doontaa go'aan 72 saacadood gudahood codsigaaga. Si kastaba ha ahaatee, *[insert MCO name]* waxa laga yaabaa inay tan ku kordhiso wadar ahaan 14 maalmood haddii aan u baahanahay macluumaad dheeraad ah oo haddii daahitaanku uu dantaada ku jiro. Haddii aad hayso macluumaad dheeraad ah waxaad doonaysaa inaan tixgelinno, waxaad u baahan doontaa inaad si dhakhso ah u soo gudbiso.

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| **Si aad u codsato rafcaan degdeg ah, la xidhiidh**:  *[insert MCO name]*  *[Appropriate contact (e.g., Member Rights Specialist, MCO Grievances, etc.)]*  *[Phone number]*  *[TTY number]*  *[E-mail address]* |

## Dhagaysiyada cadaalada ee gobolka

Haddii aad ka diiddo go'aanka *[insert MCO name’s]*, waxaad codsan kartaa garmaqal caddaalad ah oo gobolka ah. Garmaqal caddaalad waxaad ku heli kartaa fursad aad garsooraha gobolka ugu sheegto sababtaad ugu maleyneyso inuu jiro go'aan khaldan oo ku jira codsiga ama manaafacaadka.

### Sideen u codsadaa dhageysi cadaalad ah oo gobolka ah?

* **U dir foom codsi Division of Hearings and Appeals (Qaybta Dhageysiga iyo Racfaanka)**. Foomka codsigu waa online a [dhs.wi.gov/library/f-00236.htm](https://www.dhs.wisconsin.gov/library/f-00236.htm). Waxa kale oo aad nuqul ka heli kartaa *[insert MCO name]* khabiirka xuquuqda xubnaha ama mid ka mid ah ururada u doodista ee ku taxan buug-gacmeedkan (eeg bogga 49). Tusaalaha foomka ayaa ku jira lifaaqa *[insert appendix #]*.
* **Warqad ku dheji**. Waa in lagu qoro magaca qofka, sida loola soo xiriirayo, iyo saxiix. Sharax waxa aad soo jiidanayso.

Foomka ama waraaqda soo dir si laguugu qabto garmaqal ah Division of Hearings and Appeals, PO Box 7875, Madison, WI 53707-7875. Fakiska: 608-264-9885. Ama boostada intarnetka: [DHAMail@wisconsin.gov](mailto:DHAMail@wisconsin.gov).

Hubi inaad saxeexdo foomka codsiga ama warqadda oo ku dar nuqul ka mid ah *[insert MCO name]* go'aanka rafcaanka codsigaaga. Haddii *[insert MCO name]* aanu bixin go'aan rafcaan, ku dar nuqul ka mid ah warqadda *[insert MCO name]* ee qiraysa helitaanka racfaankaaga. Ha soo dirin nuqulkaaga asalka ah ee labada xaraf.

### Waa maxay wakhtiga kama dambaysta ah ee lagu codsanayo dhageysiga caddaaladda ee gobolka?

* Codsigaaga dhageysi cadaalad ah waa in dib loo calaamadiyaa ugu dambayn 90 maalmood laga bilaabo taariikhda aad ka hesho warqad go'aan ah *[insert MCO name]* Guddiga Cabashada iyo Racfaanka.
* Waxa kale la soo codsan karaa dacwad-dhageysiga gobolka marka ay *[insert MCO name]* go'aanka ku soo diri waayaan 30 maalmood gudahood laga soo bilaabo taariikhdii ay heleen racfaanka. Markay taasi jirto, waxaa la haystaa 90 maalmood laga soo bilaabo ttaariikhda go'aanka *[insert MCO name]* iyo wakhtiga uu dhacayo codsiga dacwad-dhageysiga.

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| **Joogteynta Adeegyada Inta Lagu Jiro Racfaanka Yareyntiisa, Hakintiisa, ama Joojinta Adeegga**  Haddii aad sii waday helitaanka adeegyada inta lagu jiro rafcaankaaga *[insert MCO name]*, waxaad sii wadi kartaa inaad hesho adeegyo isku mid ah ilaa garsooraha sharciga maamulku uu go'aan ka gaaro codsigaaga dhegeysiga caddaaladda ah.  Haddii aad rabto inaad ilaaliso faa'iidooyinkaaga inta lagu jiro dhageysiga caddaaladda ee gobolkaaga, waa inaad:   * Ku calaamadee ama fakis codsigaaga dhageysiga ***cadaalada ee gobolka taariikhda*** ama ka hor *[insert MCO name]* waxay qorsheyneysaa inaad joojiso, hakiso, ama yareyso adeegyadaada. * In la soo codsado adeegyada in ay sii socdaan inta uu socdo dacwad-dhageysiga gobolka.   Haddii garsooraha dacwada go'aansado in go'aanka *[insert MCO name]* uu sax ahaa, **waxaa la iska rabaa in dib loo bixiyo manaafacaadkii socday ee dheeraadka ah wakhtigii codsiga racfaanka iyo wakhtigii uu soo baxay go'aanka garsooraha.** Si kastaba ha ahaatee, haddii ay kuu keeni karto culays dhaqaale oo weyn, waxaa laga yaabaa inaadan dib u bixin kharashkan. |

### Maxaa dhacaya marka xigta?

* Kadib markaad soo dirto codsigaaga dhageysiga cadaalada ee gobolka, Division of Hearings and Appeals (Qeybta Dhageysiga iyo Racfaanka) waxay kuu soo diri doontaa warqad leh taariikhda, waqtiga, iyo goobta dhageysigaaga.
* Dhageysiga waxaa lagu sameyn doonaa taleefan ama waxaa lagu qaban doonaa xafiis ku yaal degmadaada.
* Garsooraha sharciga maamulka ayaa maamuli doona dhageysiga.
* Waxaad xaq u leedahay inaad ka qayb qaadato dhageysiga. Waxaad la iman kartaa u doode qof ka tirsan qoyskaaga, ama markhaatiyo.
* Kooxdaada daryeelka ama shaqaalaha kale *[insert MCO name]* ayaa joogi doona dhageysiga si ay u sharxaan go'aankooda.
* Waxaad heli doontaa fursad aad ku sharaxdo sababta aad uga soo horjeedo kooxda daryeelkaaga waa go'aanka. Qofka ama wakiilkiisa ayaa so bandhigaya macluumaad, keeni kara markhaatiyo, ama sharxi kara dhibka jira si garsooruhu u fahmo waxyaabaha dhibka ah ee uu qofku ka tabanayo.
* Garsooraha waa in uu go'aan ku soo saaro 90 maalmood gudahood laga soo bilaabo ilaa taariikhdii codsiga dacwad-dhageysiga.

**Waxa kale oo aad xerayn kartaa rafcaan la xidhiidha go'aamada ku saabsan u‑qalmitaanka dhaqaale ee Family Care**.

* Haddii wakaaladdaadu ay go'aansato inaadan dhaqaale ahaan u qalmin Family Care ama aad tiraahdo lacag-bixinta qaybtaada kharashku way isbedeli doontaa, wakaaladu waxay kuu soo diri doontaa warqad ay ku qoran tahay macluumaadka ku saabsan u-qalmitaankaaga. Waxa ku jiri doona macluumaadka ku saabsan xaqa aad u leedahay inaad codsato dhegaysi cadaalad ah.

|  |
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| Ka xaraynta racfaanka Division of Hearings and Appeals (Qaybta Dhageysiga iyo Racfaanka) waa habka kaliya ee looga doodi karo go'aamada la **xiriira u-qalmitaanka maaliyadeed** ee Family Care. Waxaa ka mid ah go'aamada lacagta qeybta qofkalaga rabo. |

### Maxaa la sameyn karaa hadii lagu qanci waayo go'aanka garsooruhu soo saaro?

Haddii lagu qanci waayo go'aanka ka yimaada garsooraha, waxaa la sameyn karaa laba waxyaabood.

1. In la soo codsado dacwad-dhageysi labaad. Haddii aad rabto in Division of Hearings and Appeals (Qaybta Dhageysiga iyo Racfaanka) ay dib u eegto go'aankeeda, waa inaad ku weydiisaa 20 maalmood gudahooda laga bilaabo taariikhda garsooraha sharciga maamulka waa go'aanka. Garsooraha sharciga maamulka ayaa kaliya bixin doona ku celcelinta haddii mid ama labadaba ay codsadaan:

* Waxaad tusi kartaa in khalad weyn uu ka dhacay xaqiiqooyinka ama sharciga uu dhacay
* Waxaad haysaa macluumaad cusub oo aadan awoodin inaad hesho oo aad soo bandhigto dhageysiga koowaad

1. Kiiskaaga u qaado maxkamadda wareegga. Haddii la rabo in la aado maxkamadda wareegta, waxaa khasab ah in dacwo lagu soo dirsado 30 maalmood gudahood laga soo bilaabo taariikhdii uu soo baxay go'aanka garsooraha.

## Yaa dadka ku caawin kara cabashooyinka ama racfaanka?

Waxaad lala xiriiri karaa mid ka mid ah shaqaalaha xuquuqda dadka *[insert MCO name]* mar kasta oo loo baahdo caawimaadda cabashada ama racfaanka ama marka su'aal laga qabo xuquuqda. U doodayaashu waxay sidoo kale kaa caawin karaan ka jawaabista su'aalaha ku saabsan cabashooyinka iyo hababka rafcaanka. U doodaha ayaa sidoo kale wax badan kaaga sheegi kara xuquuqdaada wuxuuna kaa caawin karaa inaad hubiso *[insert MCO name]* inay taageerayso baahiyahaaga iyo natiijooyinkaaga. Waxaad waydiisan kartaa qof kasta inuu kuu noqdo u doode, oo ay ku jiraan xubnaha qoyska, asxaabta, qareenka, ama qof kasta oo kale oo raba inuu caawiyo.

### Barnaamijyada Ombudsman (dhexdhexaadiyeyaasha)

Barnaamijyada Regional ombudsmen (dhexdhexaadiyeyaasha gobolku) waxay ka caawiyaan dhammaan xubnaha Family Care cabashooyinka iyo rafcaannada, lacag la'aan. Labada Barnaamijyada Ombudsman (dhexdhexaadiyeyaasha) waxay caadi ahaan isku dayi doonaan inay xalliyaan arrimahaaga dhegaysi la'aan. Hay'adahani waxay caawiyaan xubnaha Family Care:

* Haddii aad tahay  **60 jir ama ka weyn**, la xiriir Board on Aging and Long-Term Care:
  + Booqo barta [longtermcare.wi.gov](https://longtermcare.wi.gov/Pages/Home.aspx),
  + Soo garaac 800-815-0015 (TTY: 711),
  + Boostada intarnetka [BOALTC@wisconsin.gov](mailto:BOALTC@wisconsin.gov),
  + Fakis: 608-246-7001, ama
  + Waraaq u soo dir: Wisconsin Board on Aging and Long Term Care

1402 Pankratz Street, Suite 111

Madison, WI 53704-4001

* Haddii aad tahay  **18 ilaa 59 jir**, la xidhiidh Disability Rights Wisconsin:
  + Booqo barta [disabilityrightswi.org](https://disabilityrightswi.org/),
  + Soo garaac 800-928-8778 (TTY: 711),
  + Boostada intarnetkal [info@drwi.org](mailto:info@drwi.org),
  + Fakiska: 833-635-1968, ama
  + Waraaq u soo dir: Disability Rights Wisconsin

1502 West Broadway, Suite 201

Madison, WI 53713

***[MCOs can insert other local advocacy agencies as well.]***

# Cutubka 9-aad. Soo afjarida xubinimadaada *[insert MCO name]*

Waxaa jira dhowr siyaabood oo xubinimadaada *[insert MCO name]* ay ku dhammaan karto:

* Waxaad dooran kartaa inaad soo afjarto xubinnimadaada *[insert MCO name]* wakhti kasta.
  + Haddii aad rabto inaad joojiso xubinnimadaada Family Care, la xidhiidh mid ka mid ah ADRCs-yada *[insert MCO name]*’adeegyada gobollada:

*[List ADRCs, Tribal ADRSs, and contact information]*

Booqo [dhs.wi.gov/adrc](http://dhs.wisconsin.gov/adrc) wixii macluumaad dheeraad ah oo ku saabsan ADRC-yada.

* *[Insert MCO name]* waa in aad xogta u sheegtaa wakaaladdaada. Xaalado xaddidan xubinnimadaadu way dhammaan doontaa xitaa haddii taasi ay ahayd doorashadaada:
  + Haddii u-qalmashadaadu dhammaato.
  + Dhaqaalahaagu wuu isbedelaa, kaas oo kaa dhigaya inaad lumiso u-qalmitaanka dhaqaale ee Family Care.
  + Hadda uma qalantid shaqo ahaan sida ay go'aamisay Shaashada Shaqada ee Adult Long Term Care Functional Screen (Baaritaanka Shaqada Daryeelka Muddada Dheer ee Dadka Waaweyn) ee Wisconsin.
  + Ma bixinaysid qaybtaada kharashka.
  + Waxaad si ula kac ah noo siisaa macluumaad khaldan oo saameeya u-qalmitaanka barnaamijka.
* Iyadoo ogolaansho laga helayo DHS
  + Waxaad joojisaa aqbalka adeegyada in ka badan 30 maalmood mana garanayno sababta.
  + Marka qofku diido inuu aqbalo qorshaha daryeelka iyo in aan la xaqiijin karin caafimaadka iyo badqabidda qofka.
  + Marka si joogto ah qofku u dhaqmo hab carqalad ah ama aan badqabid u ahayn shaqaalaha, ama dadka kale.

**Qofku inuu ku jiro barnaamijka lagama bixin karin marka uu xumaado caafimaadka ama marka uu u baahdo adeegyo badan.**

**Waxaad xaq u leedahay inaad xarayso rafcaan haddii lagaa saaro Family Care ama xubinnimadaada *[Insert MCO name]* ay dhammaanayso.**

Lifaaqyada

## Lifaaqa 1. Qaamuuskaan

***[MCOs can re-format definitions; for example, two-column layout, put into a table, etc.]***

**Xadgudub:** Xadgudubka jireed, maskaxeed, ama galmo ee qofka. Tacaddiga waxaa ka mid ah dayac, dhibaateyn dhaqaale, daawo aan raalli ahayn oo la isa siiyo, iyo xirxirid ama celcelin aan sabab loo haysan.

**Garsooraha sharciga maamulka:** Sarkaal maamula dhageysi cadaalad ah oo gobolka ah si uu u xaliyo khilaafka adiga iyo managed care organization (ururkaaga daryeelka la maareeyay) (MCO).

**Dardaaranka hore:** Qoraal ah oo ku saabsan rabitaanka qofka ee ku saabsan daaweynta. Dardaaranka caafimaadka waa wax lagu xaqiijinayo in ay shaqaalaha caafimaadka fuliyaan waxay dadku rabaan marka uusan qofku hadli karin.

**U doodid:** Qof kaa caawin kara inaad hubiso in MCO-gaagu uu wax ka qabanayo baahiyahaaga iyo natiijooyinkaaga.

Waxay kaa caawin karaan inaad si aan rasmi ahayn u xalliso khilaafaadka waxaana laga yaabaa inay ku matali karaan haddii aad go'aansato inaad gudbiso racfaan ama cabasho.

**Aging and disability resource center (Xarunta agabka gabowga iyo naafada) (ADRC):** Xarumaha adeegga ee bixiya macluumaadka iyo caawinta dhammaan dhinacyada nolosha ee la xiriira gabowga ama la noolaanshaha naafada. ADRC-yadu waxay mas'uul ka yihiin maaraynta diiwaangelinta iyo diiwaangelinta barnaamijka Family Care.

**Racfaan:** Codsiga MCO-gaaga inuu dib u eego go'aanka diiday, dhimay, ama hakiyay adeegga. Tusaale ahaan, haddii ay kooxda daryeelka diidaan in ay dadka u qabtaan adeeg ama ay joojiyaan, waxaa la soo dirsanayaa racfaan.

**Hantida:** Alaabooyinka qiimaha leh ee aad leedahay, sida baabuurta, lacagta caddaanka ah, xisaabaadka hubinta iyo kaydka, shahaadooyinka dhigaalka, xisaabaadka suuqa lacagta, iyo qiimaha lacagta caddaanka ah ee caymiska nolosha.

**Wakiilka la oggol yahay ee Medicaid:** Qof ama urur aad magacawdo si uu kaaga caawiyo inaad hesho oo aad ku hayso Medicaid adoo isticmaalaya foom. U isticmaal F‑10126A ([dhs.wi.gov/library/collection/f-10126a](file:///C:\Users\chasehl\Downloads\dhs.wi.gov\library\collection\f-10126a)) qof ama F-10126B ([dhs.wi.gov/library/collection/f-10126b](file:///C:\Users\chasehl\Downloads\dhs.wi.gov\library\collection\f-10126b)) urur.

**Faa'iidooyinka:** Adeegyada ay heli karaan xubnaha Family Care. Kuwaas waxaa ka mid ah daryeelka shakhsi ahaaneed, caafimaadka guriga, gaadiidka, sahayda caafimaadka, iyo daryeelka kalkaalinta.

**Qorshaha daryeelka:** Qorshe socda oo diiwaangeliya natiijooyinkaaga shakhsi ahaaneed iyo natiijooyinka daryeelka muddada-dheer, baahiyaha, dookhyada, iyo meelaha aad ku wanaagsan tahay. Qorshuhu wuxuu tilmaamayaa adeegyada aad ka heli doonto qoyska iyo asxaabta wuxuuna tilmaamayaa adeegyada la ansixiyay ee MCO-gaagu bixin doono.

**Kooxda daryeelka:** Xubin kasta oo ka tirsan Family Care waxaa loo qoondeeyay koox daryeel, oo ay ku jiraan shaqaale bulsho *[or care manager or social services coordinator],* iyo kalkaaliye diiwaangashan. Adiga iyo kooxda daryeelkaagu waxaad qiimaynaysaan baahiyahaaga, aqoonsa natiijooyinkaaga, oo abuur qorshahaaga daryeel. Way ansixin doonaan, isku dubaridi doonaan, oo la socon doonaan adeegyadaada.

**Lacag bixinta:** Qadar go'an oo aad ku bixiso adeegga daryeelka caafimaadka ee daboolan.

**Qiimaha Wadaagga:** Qadarka bishii waxaa laga yaabaa inaad bixiso si aad ugu sii jirto Family Care.

**Qiimaha-saamaynta:** Doorashada si wax ku ool ah u taageerta natiijooyinkaaga daryeelka muddada-dheer qiimo iyo dadaal macquul ah.

**Department of Health Services (Waaxda Adeegyada Caafimaadka) (DHS):** Wakaalada Gobolka Wisconsin ee maamusha Wisconsin’s Medicaid barnaamijyada, oo ay ku jiraan Family Care.

**Is-diiwaangeli ama diiwaan-gelin:** Habka soo afjarida xubinnimadaada Family Care.

**Division of Hearings and Appeals (Qaybta Dhageysiga iyo Racfaanka):** Wakaalada Gobolka Wisconsin ee masuulka ka ah dhageysiga cadaalada gobolka.

**Isdiiwaangeli ama isdiiwaangelin:** Habka codsashada ama diiwaangelinta barnaamijka.

**Estate recovery (Soo kabashada hantida):** Habka uu Gobolka Wisconsin u raadsado dib u bixinta kharashyada adeegyada Medicaid ee qofku ka helo daryeelka muddada-dheer ee ay maalgeliso Medicaid. Dawladdu waxay lacag ka soo ceshataa hanti shakhsi ah ka dib markay dhintaan iyaga iyo xaaskoodu.

**Racfaan degdeg ah:** Habka aad isticmaali karto si aad u dedejiso rafcaankaaga haddii aad u malaynayso in sugitaanka wakhtiga caadiga ah ay si xun u dhaawici karto caafimaadkaaga ama awoodda aad u leedahay inaad qabato hawl maalmeedka.

**Family Care**: Barnaamijka daryeelka muddada-dheer ee Medicaid kaas oo caawiya dadka waaweyn iyo dadka waaweyn ee qaba naafo jireed, korriin, ama maskaxeed. Dadka barnaamijka ku jira waxay helaan adeegyo ka caawiya inay ku noolaadaan gurigooda mar kasta oo ay suurtagal tahay.

**U qalmida maaliyadeed**: U-qalmitaanka maaliyadeed macnaheedu waa u-qalmitaanka Medicaid. Wakaaladu waxay eegtaa dakhligaaga iyo hantidaada si ay go'aan uga gaadho haddii aad u qalanto Medicaid. Waa inaad u qalantaa Medicaid inay ku jirto Family Care.

**U qalmida shaqaynaysa**: Adult Long Term Care Functional Screen (Baaritaanka Shaqada Daryeelka Muddada Dheer ee Dadka Waaweyn) ee Wisconsin ayaa go'aamisa haddii aad si shaqaynaysa ugu qalanto Family Care. Waxay ururisaa macluumaadka ku saabsan xaaladdaada caafimaad waxayna u baahan tahay in laga caawiyo hawlaha sida maydhashada, labbiska, iyo isticmaalka musqusha.

**Cabashada**: Cabasho ku saabsan daryeelka, adeegyada, ama arrimaha kale ee guud. Waxaad gudbin kartaa cabasho haddii aadan ku faraxsanayn tayada daryeelkaaga, xiriirka adiga iyo kooxda daryeelkaaga, xuquuqda xubintaada.

**Ilaaliyaha**: Maxkamaddu waxay kuu magacaabi kartaa mas'uul haddii aadan awoodin inaad go'aan ka gaarto noloshaada.

**Income maintenance agency (Hay'adda dayactirka dakhliga)**: Wakaalada deegaankaaga ayaa go'aamisa u-qalmitaanka maaliyadeed ee Medicaid, Family Care, iyo faa'iidooyinka kale ee dadweynaha. Tag [dhs.wi.gov/im-agency](https://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm) si aad u hesho wakaalada ugu dhow.

**Go'aan qaadasho sharci**: Qofka awood sharci u leh inuu go'aan kuu gaaro. Go'aan-qaade sharci ah wuxuu noqon karaa ilaaliyaha adiga, ama hantidaada (ama labadaba), ilaaliye, ama qof loo magacaabay wakiil hoos yimaada awoodda qareenka ee daryeelka caafimaadka ama dukumeentiga maaliyadda.

**Heerka daryeelka**: Waxa loola jeedaa qadarka caawimada aad u baahan tahay si aad u qabato hawl maalmeedkaaga. Waa inaad la kulantaa mid ka mid ah “heerka daryeelka home” ee kalkaalinta ama “heerka daryeelka home” ee aan kalkaalisada ahayn si aad ugu qalanto Family Care.

**Long-term care (Daryeelka muddada-dheer):** Adeegyada iyo taageerada aad u baahan karto sababtoo ah naafo, sii weynaan, ama jirro dabadheeraad ah oo xaddidaya awooddaada inaad sameyso waxyaabaha qayb ka ah hawl maalmeedkaaga. Tan waxaa ka mid ah waxyaabo ay ka mid yihiin maydhashada, labbiska, samaynta cuntada, shaqada aadida, iyo bixinta biilasha.

**Natiijada daryeelka muddada-dheer**: Xaalad, xaalad, ama xaalad adiga ama kooxdaada daryeelku ay aqoonsadaan taas oo kordhinaysa madax-banaanidaada.

**Managed care organization (Ururka daryeelka la maareeyey) (MCO)**: Wakaalada maamusha barnaamijka Family Care.

**Medicaid**: Barnaamij daryeel caafimaad iyo mid fog oo ay maamusho Department of Health Services (Waaxda Adeegyada Caafimaadka) ee Wisconsin (DHS). Waa inaad buuxisaa shuruudaha u-qalmitaanka Medicaid si aad xubin uga noqoto Family Care.

**Medicare:** Barnaamijka caymiska caafimaadka federaalka ee dadka da'doodu tahay 65 ama ka weyn, dadka qaar ee ka yar da'da 65 ee qaba naafo gaar ah, iyo dadka qaba cudurka kelyaha ee heerka dhamaadka (kelyaha joogtada ah ee u baahan sifeyn ama kelyaha beddelka). Medicare waxa ay dabooshaa cusbitaalada la seexiyo, adeegyada takhaatiirta, dawooyinka dhakhtarku qoray, iyo adeegyada kale.

**Hubin:** Qofka buuxiya shuruudaha u-qalmitaanka shaqada iyo maaliyadda oo iska diiwaangeliya Family Care.

**Khabiirka xuquuqda xubinta:** Shaqaale MCO ah oo kaa caawin kara inaad fahanto xuquuqdaada iyo mas'uuliyadahaaga. Khabiirka xuquuqda xubinta ayaa ka caawiya welwelka ku saabsan daryeelka iyo adeegyada wuxuuna kaa caawin karaa inaad gudbiso cabasho ama racfaan.

**MetaStar:** Wakaalada Department of Health Services (Waaxda Adeegyada Caafimaadka) ee Wisconsin (DHS) waxay la shaqeysaa dib u eegista iyo samaynta go'aamada kama dambaysta ah ee cabashooyinka xubnaha.

**Taageerada dabiiciga ah**: Dadka noloshaada ku jira ee hore u doortay inay ku caawiyaan.

**Heerka daryeelka ee xarumaha dadka xanunsan aan ahayn:** Qadarka caawimada aad u baahan tahay waxaa ku jira qaar ka mid ah adeegyada daryeelka muddada-dheer, laakiin maaha adeegyada guriga dadka lagu xanaaneeyo. Qayb xaddidan oo ah adeegyada Family Care ayaa laga heli karaa heerkan daryeelka.

**Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelka Manaafacaadka):** Ogeysiis qoran oo ka yimid MCO oo sharaxaya isbeddelka adeegga iyo sababta isbeddelka. MCO waa inay kuu soo dirtaa ogaysiiskan haddii ay diidaan codsigaaga adeegga daboolan, diidaan inay bixiyaan adeegga daboolan, ama ay qorsheeyaan joojinta, joojinta, ama dhimista adeegga.

**Ogeysiinta xuquuqda racfaanka:** Warqad sharraxaysa fursadahaaga aad ku xerayn karto racfaan. MCO-yadu waa inay soo diraan warqad xuquuqaha rafcaanka haddii aysan ku bixin adeegyada waqti ku habboon ama aysan buuxin waqtiyada kama dambaysta ah ee maaraynta racfaanka.

**Heerka daryeelka xarumaha dadka xanuunsan**: Qadarka caawimada aad u baahan tahay ayaa ah mid aad u weyn oo aad xaq u leedahay inaad adeegyo ka hesho guriga dadka lagu xanaaneeyo. Adeegyo Family Care oo ballaaran ayaa laga heli karaa heerkan daryeelka.

**Ombudsman (Dhexdhexaadiyaha):** Qofka baara welwelka la soo sheegay oo kaa caawin kara inaad xalliso arrimaha daryeelkaaga iyo adeegyadaada.

**Natiijada shakhsi ahaaneed**: Hadafka aad u leedahay noloshaada.

**Awoodda qareenka ee daryeelka caafimaadka**: Dukumeenti sharci ah oo aad isticmaali karto si aad ugu ogolaato qof inuu sameeyo go'aamo daryeel caafimaad adiga oo wakiil ka ah haddii aad awoodi waydo inaad keligaa go'aamadaas gaadho.

**Oggolaanshaha hore (ogolaanshaha hore)** – Kooxda daryeelku waa inay oggolaadaan adeegyadaada ka hor intaadan helin (marka laga reebo xaalad degdeg ah). Haddii aad hesho adeeg ama aad u tagto bixiye ka baxsan shabakadda, MCO ma bixin karto kharashka adeegga.

**Shabakadda bixiyaha**: Wakaaladaha iyo shakhsiyaadka MCO waxay qandaraas kula jiraan bixinta adeegyada. Bixiyeyaasha waxaa ka mid ah kaqeybgalayaasha, daryeelka shakhsi ahaaneed, daryeelka guriga ee taageerada, wakaaladaha caafimaadka guriga, xarumaha daryeelka nolosha ee la caawiyay, iyo guryaha dadka lagu xanaaneeyo. Kooxda daryeelka waa inn ay oggolaato adeegyada ka hor inta aysan dadku kala dooran meelaha ay adeegyada ka rabaan.

**Adeegyada deegaanka**: Goobaha daryeelka deegaanka waxaa ka mid ah guryaha qoyska ee dadka waaweyn, tas-hiilaadka deegaanka ee bulshada ku salaysan, guryaha daryeelka deegaanka, iyo guryaha dadka lagu xanaaneeyo.

**Habka go'aanka qoondaynta kheyraadka**: Qalab adiga iyo kooxda daryeelkaagu ay isticmaalaan si ay kaaga caawiyaan helida habab wax ku ool ah oo hufan oo aad ku dabooli karto baahiyahaaga oo aad ku taageerto natiijooyinka daryeelkaaga muddada-dheer.

**Qolka iyo boodhka**: Kirada iyo kharashka cuntada ee ku noolaanshaha goobta daryeelka deegaanka. Adiga ayaa mas'uul ka ah bixinta kharashka qolkaaga iyo guddiga.

**Self-directed supports (Taageerada is-hagidda) (SDS)**: Hab aad ku habayn karto, ku iibsan karto, oo aad u hagi karto qaar ka mid ah adeegyadaada daryeelka muddada-dheer. Waxaad dooran kartaa inaad maamusho miisaaniyadaada adeegyada. Waxa kale oo laga yaabaa inaad leedahay mas'uuliyadda bixiyayaasha, oo ay ku jiraan shaqaaleysiinta, tababarka, kormeerka, iyo cayrinta shaqaalahaaga daryeelka tooska ah.

**Aagga adeegga**: Aagga ay tahay inaad ku noolaato si aad isu diiwaangeliso oo aad uga diiwaan gashan tahay *[insert MCO name]*.

**Dhageysiga cadaalada gobolka**: Dhagaysi uu qabtay garsooraha sharciga maamulka oo u shaqeeya Division of Hearing and Appeals (Qaybta Maqalka iyo Racfaanka ee Gobolka) Wisconsin.

## Lifaaqa 2. Codsiga dhimista Saamiga Qiimaha

*[Insert sample Application for Reduction of Cost Share]*

*Use the current version of the* [*Application for Reduction of Cost Share, F-01827*](https://www.dhs.wisconsin.gov/library/f-01827.htm) *located on DHS website at* [*dhs.wisconsin.gov/library/f-01827.htm*](https://www.dhs.wisconsin.gov/library/f-01827.htm)*.*

*[DHS can supply images of the forms that are size adjustable if needed for insertion as samples.]*

## Lifaaqa 3. Tusaalaha Notice of Adverse Benefit Determination (Ogeysiiska Go'aanka Beddelka Manaafacaadka)

*[Insert sample Notice Adverse Benefit Determination]*

*Use the current version of the Notice of Adverse Benefit Determination (Notice of Action), F-00232 located on DHS website at* [dhs.wi.gov/library/f-00232.htm](https://www.dhs.wisconsin.gov/library/f-00232.htm)*.*

*[DHS can supply images of the forms that are size adjustable if needed for insertion as samples.]*

## Lifaaqa 4. *[Insert MCO name]* foomka codsiga racfaanka

*[Insert MCO appeal request form.]*

*Use the current version of the Appeal Request-MCOs-[Insert MCO name], F-00237 on DHS website at* [*dhs.wi.gov/familycare/mcoappeal.htm*](https://www.dhs.wisconsin.gov/familycare/mcoappeal.htm)

*[DHS can supply images of the forms that are size adjustable if needed for insertion as samples.]*

## Lifaaqa 5. Foomka codsiga dhegeysiga caddaaladda ee gobolka

*[Insert State fair hearing request form.]*

*Use the current version of the Request for a State Fair Hearing, F-00236 located on DHS website at:*[dhs.wi.gov/library/f-00236.htm](https://www.dhs.wisconsin.gov/library/f-00236.htm)

*[DHS can supply images of the forms that are size adjustable if needed for insertion as samples.]*

## Lifaaqa 6. Ogeysiiska ku dhaqanka sirta

*[Insert notice of privacy practices]*