



Wisconsin BadgerCare Plus Coj Qhia Txog HMO

(Wisconsin BadgerCare Plus HMO Guide)

Kev Pab Txhais Lus

English

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Spanish

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Russian

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Hmong

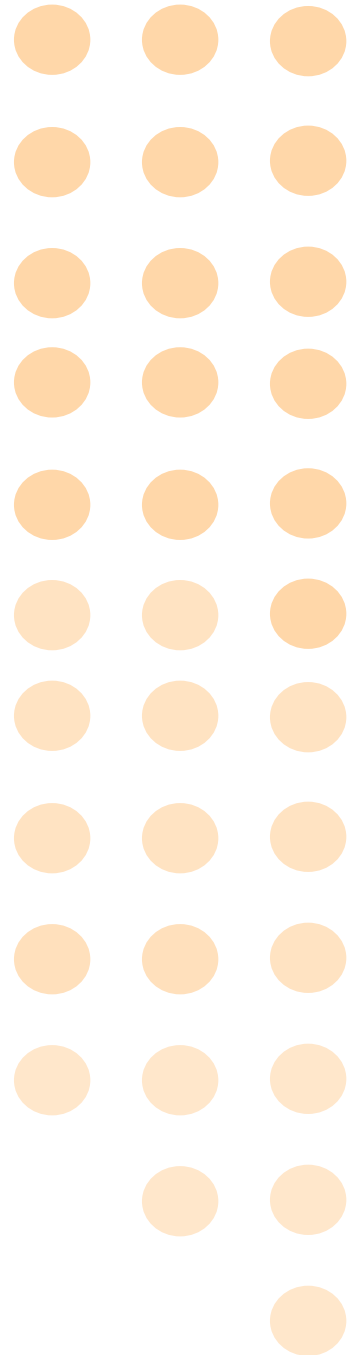
Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 800-291-2002.

Kev Tsis Hnov Lus

Xav tau kev pab kom nkag siab txog tsab ntawv no, thov hu rau TDD/TTY 800-291-2002.

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Kev Nthuav Qhia Txog BadgerCare Plus Cov HMO

Lus Nthuav Qhia

Koj tau txais phau ntawv qhia no vim yog koj tau BadgerCare Plus, thiab BadgerCare Plus feem tswv cuab coob yuav tsum tau koom nrog ib lub HMO. Koj kawm tau kom paub tias cov tswv cuab twg thiaj yuav tsum tau koom ib lub HMO nyob rau ntawm nplooj 4. Qhov laj thawj ntawm phau ntawv koj qhia no yog muab ncauj lus qhia rau koj txog cov HMO, piav qhia txog cov kev koj koom tau nrog ib lub HMO, teb cov nqe lus nug nquag muaj txog HMO thiab muab cov ncauj lus cuag kev pab txog BadgerCare Plus. Yog tias koj koom nrog ib lub HMO, koj yuav tau siv cov ncauj lus hauv phau ntawv qhia no los xaiv koj lub HMO.

Lub HMO yog dab tsi?

HMO sawv tam health maintenance organization (lub koom haum tswj xyuas kev kho kab mob kev nkeeg). Koj lub HMO puav leej hu ua txoj kev pab them nqi kho mob pab rau koj. HMO muaj ib cov kws kho mob, cov chaw kho mob, thiab cov tsev kho mob hauv pab pawg koom tes uas koj tuaj yeem tau txais kev pab cuam kho mob. Kev koom nrog ib lub HMO yuav pab koj txog:

- Kev nkag siab txog txoj kev kho kab mob kev nkeeg.
- Kev nrhiav cov hom kws kho mob yog rau koj cov kev tu ncu.
- Kev teem cov sij hawm.
- Kev txhawb thiab kev tswj xyuas koj cov kev tu ncu tshwj xeeb ntawm kab mob kev nkeeg xws li cov ntshav qab zib los sis cev xeeb me nyuam.

Cov HMO puav leej muaj cov txiaj ntsim kev pab, xws li cov kev pab rau txoj kev kho mob thiab kev noj qab nyob zoo uas tsis tsub nqi. Cov HMO cov txiaj ntsim kev pab uas muab yuav sib txawv.



Qhov sib txawv ntawm HMO cov kev pab them thiab kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg yog dab tsi?

Nyob ntawm seb koj koom los sis tsis koom nrog ib lub HMO, koj yuav tau cov kev pab them rau cov kev kho kab mob kev nkeeg ntawm ib txoj kev no:

1. HMO kev them rau
2. Kev-them-nqi-rau-kev-pab

Yog tias koj koom nrog BadgerCare Plus lub HMO, koj yuav tau HMO cov kev pab them rau cov kev kho kab mob kev nkeeg. BadgerCare Plus feem tswv cuab coob yeej koom nrog ib lub HMO. Thaum koj koom nrog ib lub HMO, koj yuav tau txais cov kev pab uas muaj nyob rau hauv koj lub koom haum HMO. Koj lub HMO yuav ua hauj lwm nrog BadgerCare Plus los txiav txim seb puas them los sis tsis them rau ib yam kev kho mob twg. Yog tias yuav tau them rau yam kev kho mob, koj lub HMO yuav them rau qhov nqi kho mob. Koj kawm tau ntxiv txog cov kev kho kab mob kev nkeeg uas yeej pab them rau nyob ntawm nplooj 5.

Yog koj tsis koom nrog ib lub HMO, koj tau kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg. Nyob rau ntawm txoj kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg, koj yuav tau cov kev kho mob los ntawm txhua tus kws kho mob los sis neeg kho mob uas kom txais BadgerCare Plus. Koj tus kws kho mob yuav ua hauj lwm nrog BadgerCare Plus los txiav txim seb puas them los sis tsis them rau ib yam kev kho mob twg. Yog tias yuav tau them rau yam kev kho mob, koj lub BadgerCare Plus yuav them tus kws kho mob rau qhov nqi kho mob. Yog tias koj muaj qhov kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg, koj yuav tsis tau HMO lwm cov txiaj ntsim kev pab xws li cov kev pab rau txoj kev kho mob thiab kev noj qab nyob zoo uas tsis tsub nqi.

BadgerCare Plus cov tswv cuab twg thiaj li xaiv tau ib lub HMO?

BadgerCare Plus feem tswv cuab coob yuav tau koom nrog ib lub HMO. Yog tias koj tsis haum rau ib pab twg nram no thiab tsis tag yuav tsum koom nrog ib lub HMO, yuav cia li xaiv ib lub rau koj. Yog koj tsis koom nrog ib lub HMO thiab tsis tag yuav tau koom nrog ib lub, koj yuav tau qhov kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg.

Koj tsis tag yuav tau koom nrog ib lub HMO tiam sis koj yuav tau xaiv koom nrog ib lub yog tias koj:

- Yog Neeg As Mes Kas Xeeb Txawm, Neeg Mes Kas Khab, Neeg Alaskan Xeeb Txawm, los sis ib tug tswv cuab ntawm pab pawg neeg uas tau txais kev lees paub ntawm tsoom fwv teb chaws.

Koj koom tsis tau nrog ib lub HMO yog tias koj:

- Muaj Medicare ntxiv rau BadgerCare Plus.
- Koom nrog ib txoj kev pab tu xyuas hauv tsev thiab hauv zej zog xws li Family Care, Family Care Partnership, IRIS (Include, Respect, I Self-Direct (Muaj Nrog, Kev Sib Hawm, Kuv Yog Tus Tswj Xyuas)), los sis Program of All Inclusive Care for the Elderly (Txoj Kev Pab Tu Xyuas Laus Neeg Txhua Yam) (PACE) los sis Children Long-Term Support (Txoj Kev Pab Txhawb Rau Me Nyuam Mus Ntev) (CLTS) Waiver Program (Txoj Kev Pab Zam).
- Nyob hauv ib lub tsev laus los sis chaw kho mob thaum lub sij hawm pib tsim nyog tau txais.

Muaj ob peb lwm yam laj thawj thaum koj tsis tas yuav koom nrog HMO thiab tuaj yeem tau txais kev duav roos tus nqi rau kev pab cuam uas hloov tau, ob qho laj thawj uas keev pom yog:

- Koj yuav tsum ua kom tiav cov kev kho mob nrog ib tus kws kho mob uas tsis tau tso npe rau hauv HMO pab pawg koom tes ua ntej koj mus sau npe rau hauv BadgerCare Plus HMO.
- Koj muaj kev tuav pov hwm kev lag luam uas txwv cov kws kho mob los sis cov kws muab kev pab cuam uas koj pom.

Koj tuaj yeem tiv tauj tus kws tshaj lij fab kev sau npe ntawm HMO tau ntawm 800-291-2002 yog xav paub ntxiv txog kev tsis koom nrog HMO.

BadgerCare Plus Cov Kev Pab Them Nqi Kho Mob Them Rau

Tag nrho BadgerCare Plus cov tswv cuab muaj kev mus cuag tib cov kev pab. Cov HMO yuav mus cuag tau kev kho mob 24 teev ib hnuv twg, xya hnuv ib lim tiam. Cov HMO yuav tsum xyuas kom koj mus cuag tau cov neeg kho mob nram no:

- Thawj kws kho mob
- Kws kho cev xeeb me nyuam/poj niam chaw mos OB/GYN
- Tus kws kho kev puas siab ntsws puas hlwb
- Lub tuam tsev kho mob
- Chaw kho mob sai
- Kev kho hniav hauv qee cov cheeb koog



Tag nrho cov HMO yuav tsum muab cov kev pab thiab cov khoom cuab yeej siv nram no rau BadgerCare Plus cov tswv cuab thaum twg muaj mob tsim nyog:

- Cov khoom siv kho mob tag pov tseg, xws li cov cuab yeej xov txuas khoom noj khoom haus rau lub cev, cov khoom txuas rau qhov zis, thiab cov hnab tes
- Cov khoom kho mob khov, xws li cov rooj zaum muaj log, cov laub txheem mus kev, cov rooj zaum da dej, thiab cov tais tso zis tso quav
- Cov kev ntsuam xyuas kab mob kev nkeeg HealthCheck rau cov me nyuam thiab cov neeg hluas*
- Cov kev kho qhov ntsej hnov lus
- Cov kev pab cuam saib xyuas hauv tsev, xws li cov neeg ua hauj lwm saib xyuas tus kheej thiab cov pab kho mob hauv tsev
- Cov kev pw kho mob hauv tuam tsev kho mob
- Kev kho kev puas siab ntsws puas hlwb
- Cov kev pab tu kho hauv tsev laus
- Cov kev kho mob hauv tuam tsev kho mob chav kho mob kub ceev uas tsis pw kho
- Cov kev kho mob hauv tuam tsev kho mob uas tsis pw kho
- Cov kev kho lub cev ntaj ntsug, kev siv lub cev, thiab kev hais lus
- Cov kev kho los ntawm kws kho mob
- Kev tu xyuas cev xeeb me nyuam thiab niam yug me nyuam
- Kev ntsuam xyuas qhov muag pom kev tsis tu ncu

*Koj kawm tau ntxiv txog HealthCheck ntawm dhs.wi.gov/forwardhealth/healthcheck.htm.

- Kev kho quav tshuaj yeej dej caw
- Cov kev kho hniav hauv cov cheeb koog Kenosha, Milwaukee, Ozaukee, Racine, Washington, thiab Waukesha

Muaj qee cov kev pab cuam uas HMOs tsis muab. Cov kev pab kho no yog muab los ntawm kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg. Qhov no txhais tau tias mus cuag tau cov kev pab kho no ntawm txhua tus kws kho mob uas txais BadgerCare Plus. Cov kev pab kho no muaj xws li:

- Cov kev pab cuam saib xyuas rau kev coj cwj pwm, suav nrog kev kho mob kev txawv txav hauv lub hlwb
- Cov kev kho qoj pob txha caj qaum
- Cov kev pab rau kev puas siab ntsws puas hlwb hauv zej zog muaj xws li cov kev pab kom rov zoo hauv zej zog, cov txiaj ntsim kev pab txhawb hauv lub zej zog, thiab cov kev pab cuam tshuam kev puas ntsoog
- Cov kev pab cuam kho hniav hauv cov cheeb tsam nroog uas tsis yog Kenosha, Milwaukee, Ozaukee, Racine, Washington, thiab Waukesha
- Cov kev pab hauv khw muag tshuaj, xws li cov tshuaj sau thiab cov khoom siv rau kev mob ntshav qab zib
- Cov kev pab rau kev tswj tu xyuas cev xeeb me nyuam
- Tsev kho quav tshuaj yeej dej caw
- Cov kev pab hauv tsev kawm ntawv, xws li kev ntsuas qhov ntsej hnov lus, kev kho lub cev ntaj ntsug, thiab kho kev hais lus uas lub tsev kawm ntawv muab pab
- Tsheb thauj mus thiab los ntawm cov kev kho kab mob kev nkeeg ua them rau
- Kev kho kab mob ntsws tuberculosis

Tej zaum koj yuav muaj kev sib koom them nqi rau cov kev pab tau txais kev duav roos uas raug nqi 50 xees rau \$3. Yog xav paub ntau ntxiv txog kev sib koom them nyiaj, mus rau dhs.wi.gov/badgercareplus/services.htm.

BadgerCare Plus Daim Yuaj Cim Thawj

BadgerCare Plus ib tug tswv cuab twg yuav tau ib daim yuaj ForwardHealth xa tuaj. Muab koj daim yuaj ForwardHealth qhia ib zaug twg koj mus cuag cov kev kho mob. Cov tswv cuab tuaj yeem saib daim npav ntawm lub app xov tooj ntawm tes MyACCESS. Kawm paub ntau ntxiv hais txog MyACCESS ntawm dhs.wi.gov/forwardhealth/myaccess.htm.



Daim Yuaj Cim Thawj rau Cov HMO

Qee cov HMO yuav muaj lawv cov yuaj cim thawj. Yog tias lub HMO uas koj koom nrog muaj daim yuaj cim thawj, nws yuav muab xa rau koj. Yog tias koj tau txais HMO daim yuaj cim thawj, koj yuav tsum nqa koj daim yuaj ForwardHealth thiab koj daim yuaj ntawm HMO nrog koj thaum twg koj mus cuag cov kev kho mob.

Koj Lub HMO Xaiv Tau

Kev Xaiv Ib Lub HMO

Nws tseem ceeb yuav tau xaiv lub HMO uas haum rau koj cov kev tu ncu ntawm txoj kev kho kab mob kev nkeeg. Thaum twg koj koom nrog ib lub HMO, koj yuav tsum mus ntsib cov kws kho mob thiab lwm cov neeg kho mob uas nyob rau hauv koj lub HMO lub koom haum, tshwj tsis yog koj tau ntawv xa pom zoo los ntawm koj lub HMO los sis koj muaj kev mob kub ceev. Nram no yog cov qauv ua piv txwv rau tej yam koj yuav tau xav txog thaum yuav xaiv ib lub HMO.

Koj Tus Kws Kho Mob los sis Cov Neeg Kho Mob Tam Sim No

Koj cov kws kho mob los sis cov neeg kho mob tam sim yuav tsis nyob rau hauv tib lub HMO txhua tus. Yog tias lawv tsis nyob, koj yuav tau xaiv lub HMO uas muaj tus neeg kho mob tseem ceeb tshaj plaws rau koj. Koj cov kws kho kab mob kev nkeeg muaj tau:

- Tus thawj kws kho mob
- Tus kws kho kev puas siab ntsws puas hlwb
- Tus kws kho mob tshwj xeeb
- Tus kws tu xyuas tib neeg
- Tus kws tu xyuas kev noj qab haus huv hauv tsev
- Lub chaw kho mob
- Lub tuam tsev kho mob

Koj yuav tau xav txog cov sij hawm qhib rau cov kws kho mob, cov chaw kho mob thiab lwm cov neeg kho mob nyob rau hauv lub HMO.

Lwm Txoj Kev Pov Hwm Them Nqi Kho Mob

Yog tias koj muaj lwm txoj kev pov hwm them nqi kho mob, nws yuav xyuas koj thawj qhov kev pov hwm them nqi kho mob. Qhia rau koj lub HMO paub yog tias koj muaj lwm txoj kev pov hwm them nqi kho mob kom lawv pab tswj xyuas tau txoj kev kho mob rau koj nrog cov kws kho mob uas txais koj thawj txoj kev pov hwm them nqi kho mob.



Cov Qib Ntsuas HMO

Cov qib ntsuas HMO yog raws cov fab loj, uas yog ntsuas qhov zoo ntawm txoj kev kho kab mob kev nkeeg tau los ntawm lub HMO. Koj tuaj yeem pom qhov kev ntaus nqi BadgerCare Plus HMO tsis ntev los no ntawm nplooj ntawv 15.

Cov Sij Hawm Tos

Qee cov HMO yuav teem tau koj cov sij hawm sai dua lwm cov. Koj hu cuag tau HMO tus kws rau npe tshwj xeeb ntawm 800-291-2002 mus nug txog HMO cov sij hawm tos.

Cov Kev Koom los sis Hloov Ib Lub HMO

Koj tuaj yeem koom los sis hloov HMO hauv oos lais, xa ntawv, xa fev, xov tooj, los sis ntawm tus kheej mus xa kiag. Yog tias koj tsis xaiv ib lub HMO thiab yuav tsum tau koom nrog ib lub HMO, yuav cia li xaiv ib lub rau koj.

Koj tuaj yeem hloov pauv koj li HMO thaum thawj qhov kev koom thib peb 90 hnuv. Qhov no yog hu ua “open enrollment (kev qhib rau npe).” Thaum twg lub caij nyoog kev qhib rau npe xaus lawm, koj yuav hloov tsis tau koj lub HMO mus cuaj lub hlis ntxiv. Qhov no yog hu ua caij nyoog “xauv tseg.” Yuav xa ib tsab ntawv tuaj qhia rau koj seb thaum twg koj lub caij nyoog xauv tseg xaus. Thaum twg koj lub caij nyoog xaus tseg xaus, koj yuav hloov tau mus rau lwm lub HMO rau txhua qhov laj thawj. Yog tias koj muaj teeb meem txog kev tau txais kev saib xyuas kev noj qab haus huv uas koj xav tau thaum lub sij hawm xauv, koj yuav tsum hu rau tus kws tshaj lij fab kev sau npe ntawm HMO txhawm rau los saib seb koj puas tuaj yeem hloov koj li HMO los sis tau txais kev duav roos cov nqi them rau kev pab cuam.



Saum huab cua

Xav koom los sis hloov koj lub HMO saum huab cua, mus rau access.wi.gov, txuas nkag, thiab mus rau Manage My HMO (Tswj Xyuas Kuv Lub HMO).



Xov Tooj

Xav koom los sis hloov koj lub HMO hauv xov tooj, hu rau HMO tus kws rau npe tshwj xeeb ntawm 800-291-2002.



Ntawv Xa los sis Xa Fev

Txhawm rau koom los sis hloov koj li HMO, ua kom tiav HMO daim foos Kev Sau Npe Rau Kev Xaiv, F-12025, uas tuaj nrog phau ntawv qhia no thiab ua raws li cov lus qhia xa ntawv los sis fev mus rau 608-416-1860.

BadgerCare Plus Cov HMO Muaj Nyob Rau Hauv Koj Cheeb Tsam

Yuav muaj ib los sis ntau lub HMO rau koj raws li qhov chaw uas koj nyob. Koj mus xyuas tau seb muaj cov HMO twg rau koj los ntawm:

- Kev saib tsab HMO Enrollment Choice (Ntawv Xaiv HMO) uas tuaj ua ke nrog phau ntawv qhia no.
- Kev mus rau saum huab cua ntawm [access.wi.gov](https://www.access.wi.gov).
- Hu rau HMO tus kws rau npe tshwj xeeb ntawm 800-291-2002.

Cov Nqe Lus Nquag Nug Txog HMO

Yuav zoo li cas tom qab kuv koom nrog ib lub HMO tag?

Tom qab koj koom nrog HMO, koj yuav tau txais ib pob ntawv txais tos los ntawm HMO. Pob ntawv yuav piav qhia txog cov kev pab cuam uas HMO yuav muab. Tej zaum koj li HMO tseem yuav hu rau koj thiab. Qhov no yog kev hu txais tos koj, sib qhia cov ntaub ntawv, thiab lees paub koj cov ntaub ntawv tiv tauj. Nws tseem ceeb heev rau koj los tham nrog koj li HMO tshiab kom tau txais txiaj ntsig zoo tshaj plaws.

Koj yuav pom cov npe kws kho mob, tuam tsev kho mob thiab chaw kho mob uas nyob rau hauv lub HMO yog mus xyuas lub HMO qhov vas sab, los sis koj hais tau kom lub HMO muab xa tuaj rau koj.

Yog tias koj muaj cov lus nug txog koj lub HMO, koj hu cuag tau lawv ntawm lub HMO tus xov tooj uas teev muaj hauv cov nplooj 12 thiab 13.

Koj tau txoj kev tu xyuas kab mob kev nkeeg zoo tshaj plaws, koj muaj tes luag num:

- Qhia rau cov kws kho mob thiab neeg tu mob txog koj txoj kev mob zoo li cas.
- Mus cuag kev kho mob thaum twg koj yuav tau kev kho.
- Siv koj tshuaj thiab ua raws tus kws kho mob cov lus qhia.
- Coj raws lub HMO cov txheej txheem mus cuag cov kev kho mob.
- Mus cuag raws cov sij hawm koj teem muaj.
- Nug koj tus kws kho mob, lub HMO los sis tus neeg tswj xyuas kev kho mob tej lus nug.
- Qhia rau koj lub HMO txog koj txoj kev xav kom lawv pab tau koj mus cuag txoj kev kho mob zoo tshaj plaws.

Yuav ua li cas yog kuv tsis nco xaiv ib lub HMO?

Yog tias koj yuav tsum tau koom nrog ib lub HMO thiab koj tsis xaiv ib lub, yuav cia li xaiv ib lub rau koj. Koj yuav tau txais ib tsab ntawv sau tuaj qhia rau koj txog lub HMO uas tau xaiv rau koj. Yog tias cia li xaiv ib lub HMO rau koj, tej zaum koj cov kws kho mob los sis chaw kho mob yuav tsis nyob rau hauv lub HMO lub koom haum. Yog koj tsis tag koom nrog ib lub HMO thiab tsis tau koom nrog ib lub, koj yuav tau qhov kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg. Koj kawm tau ntxiv txog kev-them-nqi-rau-kev-pab kho kab mob kev nkeeg nyob ntawm nplooj 4.

Yuav ua li cas yog kuv txis txaus siab rau lub HMO uas kuv koom nrog?

Yog tias koj txis txaus siab rau HMO uas koj tau koom nrog, koj tuaj yeem hloov koj li HMO thaum thawj peb lub hlis ntawm kev koom nrog. Qhov no yog hu ua “kev qhib rau npe.”

Thaum twg lub caij nyoog kev qhib rau npe xaus lawm, koj yuav hloov txis tau koj lub HMO mus cuaj lub hlis ntxiv. Qhov no yog hu ua caij nyoog “xauv tseg.” Yuav xa ib tsab ntawv tuaj qhia rau koj seb thaum twg koj lub caij nyoog xauv tseg xaus. Thaum twg koj lub caij nyoog xaus tseg xaus, koj yuav hloov tau mus rau lwm lub HMO rau txhua qhov laj thawj.

Yog tias koj muaj teeb meem nrog qhov zoo ntawm txoj kev tu xyuas los sis kev mus cuag kev kho mob rau thaum koj lub caij nyoog xauv tseg, koj hu tau rau HMO tus kws rau npe tshwj xeeb.

Tam ib tug tswv cuab ntawm BadgerCare Plus lub HMO, koj muaj cov cai. Koj muaj txoj cai:

- Tau txais cov ntaub ntawv hais txog koj li HMO thiab txoj hau kev nws ua hauj lwm.
- Nug cov lus nug, hais cov kev txis txaus siab, thiab ua ntawv txis txaus siab.
- Tau txais kev kho mob yam ncaj ncees.

Txoj Kev Mus Cuag Kev Pab

HMO Tus Kws Rau Npe Tshwj Xeeb

HMO tus kws rau tshwj xeeb yog ib tug neeg uas yuav teb tau koj lus nug txog cov HMO. Koj hu tau rau HMO tus kws rau npe tshwj xeeb ntawm 800-291-2002 thaum 7 teev sawv ntxov txog 6 teev tsaus ntuj, hnub Monday (Zwj Hli) txog Friday (Zwj Kuab). Koj tuaj yeem xa email mus rau tus kws tshaj lij fab kev sau npe ntawm HMO ntawm WIEBSMemberSupport@maximus.com. HMO tus kws rau npe tshwj xeeb yuav muab cov ntaub ntawv txhais yog xav tau.

Lub HMO tus kws rau npe tshwj xeeb yuav:

- Qhia rau koj yog seb thaum twg koj yuav tsum tau xaiv ib lub HMO.
- Tshawb nrhiav seb koj tus kws kho mob, lub tuam tsev kho mob los sis lub chaw kho mob twg koom nrog lub (cov) HMO twg.
- Pab koj muab cuag cov npe kws kho mob, chaw kho mob thiab lwm cov neeg kho mob uas yog ib feem ntawm lub HMO.
- Pab koj xaiv ib lub HMO hauv xov tooj, hauv ntawv xa los sis saum huab cua.
- Teb rau koj cov lus nug txog lub BadgerCare Plus lub HMO ua hauj lwm li cas.
- Pab koj hloov koj lub HMO yog tias koj txis txaus siab nrog nws.

HMO Kws Txhawb Tswv Yim Rau Tswv Cuab

HMO kws txhawb tswv yim rau tswv cuab yog ib tug neeg uas ua hauj lwm rau koj lub HMO thiab khoom yuav pab koj. Koj yuav sib tham tau nrog HMO kws txhawb tswv yim rau tswv cuab yog hu rau koj lub HMO thiab thov tham nrog HMO kws txhawb tswv yim rau tswv cuab. Xyuas cov nplooj 12 thiab 13 txog HMO cov xov tooj.

HMO kws txhawb tswv yim rau tswv cuab yuav:

- Qhia tau rau koj txog cov kev pab uas HMO muab.
- Nrhiav cov kws kho mob thiab cov chaw kho mob uas koj siv tau.
- Pab koj xaiv los sis hloov koj tus thawj kws kho mob.
- Teem cov sij hawm kho mob rau koj.

Cov Ombuds (Kws daws kev tsis txaus siab)

Tus ombud (kws daws kev tsis txaus siab) yog ib tug neeg teb rau cov kev chim siab ntawm HMO cov tswv cuab. Xa tau koj cov lus chim siab yog tias koj muaj ib txoj kev tsis txaus siab los sis ib qho teeb meem nrog koj txoj kev kho kab mob kev nkeeg. Tus ombud (kws daws kev tsis txaus siab) yuav tshawb fawb thiab daws cov teeb meem, nrog rau qhia tej ncauj lus, muab cov kev xa cuag thiab cov tswv yim. Koj hu cuag tau tus ombud (kws daws kev tsis txaus siab) ntawm 800-760-0001 thaum 8 teev sawv ntxov txog 4:30 tav su, hnuv Monday (Zwj Hli) txog Friday (Zwj Kuab).

Tus ombud (kws daws kev tsis txaus siab) yuav:

- Tshawb fawb thiab daws koj cov kev chim siab txog txoj kev kho mob rau koj los ntawm koj lub HMO.
- Pab koj txog cov kev chim siab.
- Pab kom koj nkag siab txog koj cov cai thiab cov tes dej num ntawm HMO kev tu xyuas kab mob keb nkeeg.
- Sawv cev tam koj cov cai hauv cov HMO.
- Sib tham nrog koj thiab lub HMO kom daws tau cov kev tsis sib haum xeeb.

Ncauj Lus Saum Huab Cua Txog BadgerCare Plus

Xav paub ntxiv txog BadgerCare Plus los sis Medicaid lwm txoj kev pab, mus rau dhs.wi.gov/forwardhealth/resources.htm.

Ncauj Lus Kev Sib Cuag Nrog HMO

Yog koj muaj cov lus nug txog cov kev kho kab mob kev nkeeg uas lub HMO muab, cov lus nug txog cov neeg kho mob, los sis muaj lwm yam lus nug dog dig txog HMO, hu rau HMO tus xov tooj pab cuam tswv cuab uas teev muaj nram no.

Cim Tseg: Pib Lub Xya Hlis Ntuj Tim 1, 2024, txhua tus tswv cuab hauv My Choice Wisconsin HMO yuav dhau los ua Molina HMO cov tswv cuab.

 <p>Anthem Blue Cross and Blue Shield Foundation</p>	<p>Anthem BlueCross BlueShield 855-690-7800 (TTY 711)</p>
 <p>COMMUNITY HEALTH PLANS</p>	<p>Chorus Community Health Plans 800-482-8010 (TTY 711)</p>
<p>DeanHealthPlan by  Medica</p>	<p>Dean Health Plan 800-279-1301 (TTY 711)</p>
	<p>Group Health Cooperative of Eau Claire 888-203-7770 800-947-3529 TTY</p>
	<p>Group Health Cooperative of South Central 608-828-4853 (TTY 711)</p>
 <p>INDEPENDENT CARE HEALTH PLAN</p>	<p>Independent Care Health Plan 800-777-4376 800-947-3529 TTY</p>
	<p>MHS Health Wisconsin 888-713-6180 800-947-3529 TTY</p>

 <p>MERCYCARE INSURANCE COMPANY P.O. BOX 2770, JANESVILLE, WI 53547-2770</p>	<p>MercyCare Insurance Company 800-895-2421 800-947-3529 TTY</p>
 <p>MOLINA[®] HEALTHCARE</p>	<p>Molina Healthcare 888-999-2404 (TTY 711)</p>
 <p>network health</p>	<p>Network Health Plan 888-713-6180 800-947-3529 TTY</p>
 <p>Quartz</p>	<p>Quartz 800-362-3310 (TTY 711)</p>
 <p>Security Health Plan</p>	<p>Security Health Plan 800-791-3044 (TTY 711)</p>
 <p>United Healthcare Community Plan</p>	<p>UnitedHealthcare Community Plan 800-504-9660 (TTY 711)</p>

Kev Ntsuas Cov Qib Rau BadgerCare Plus lub HMO

Kev Tshab Xyuas

Lub kem hauv qab no muab kev ntsuam xyuas qhia txog kev kho mob uas Wisconsin Medicaid cov tswv cuab tau txais los ntawm BadgerCare Plus HMOs hauv xyoo 2022 uas yog cov ntaub ntawv tshiab tshaj plaws uas muaj. Nws muaj cov qib ntsuas kev kho mob zoo hauv rau fab ntawm BadgerCare Plus:

- 1. Kev mus saib tsev kho mob thiab lub chaw kho mob xwm txheej ceev:** Qhia txog tus nqi uas yuav tsum tau rov qab nkag mus rau hauv tsev kho mob dua tom qab tau tawm ntawm tsev kho mob rau kev so nyob hauv tsev kho mob
- 2. Kev nyob muaj mob:** Qhia txog kev tswj ntshav siab hauv qee cov neeg mob thiab kev kuaj thiab kev tswj theem HbA1c rau cov neeg mob ntshav qab zib
- 3. Kev saib xyuas kev noj qab haus huv fab hlwb ke xav:** Qhia txog kev saib xyuas rau dej cawv thiab lwm yam yeeb tshuaj muaj yees, kev saib xyuas tom qab tawm hauv tsev kho mob rau kev noj qab haus huv fab hlwb kev xav, kev saib xyuas tom qab tso tawm los ntawm lub chaw kho mob xwm txheej ceev rau kev noj qab haus huv fab hlwb kev xav thiab kev quav yeeb tshuaj, kev tswj cov tshuaj tiv thaiv kev nyuaj siab, thiab tshuaj tiv thaiv kab mob fab hlwb kev xav rau tib neeg uas muaj tus kab mob hlwb schizophrenia
- 4. Txuam nrog cev Xeeb me nyuam- thiab kev yug me nyuam:** Yog kev saib xyuas cov poj niam ua ntej thiab tom qab yug me nyuam kom raws sij hawm
- 5. Nyob zoo neej:** Qhia txog kev txhaj tshuaj tiv thaiv kab mob rau cov me nyuam yaus thiab cov tub ntxhais hluas, kev kuaj mob khees xaws hauv cov neeg laus (mob khees xaws lub mis thiab mob kees xaws lub ncauj tsev me nyuam), kev tshuaj ntsuam tus kab mob ua paug, thiab tshuaj xyuas kua hlau hauv cov me nyuam yaus

Txheej Txheem Kev Ntsuas Qib Raws Hnub Qub

Txhua lub HMO tau txais ib txog tsib lub hnub qub (yim tau cov hnub qub ntau rau kev tu xyuas zoo dua) rau hauv txhua fab kev kho mob tseem ceeb, raws li qhov lawv tu xyuas tau zoo ntawm tej yam ntsuas txog twg thaum muab sib piv nrog cov qauv hauv lub teb chaws. Daim teev nram no piav qhia ib lub hnub qub twg ntsuas li cas.

Pes Tsawg Lub Hnub Qub	Lus Piav Qhia
<p>★★★★★ Tau Zoo Tshaj Plaws</p>	<p>HMO yog ib lub ntawm thawj 25 feem pua ntawm tag nrho BadgerCare Plus cov HMO nyob hauv lub teb chaws; nws ua tau zoo dua 75 feem pua (los sis 3/4 npaug) ntawm tag nrho cov kev pab them nqi kho mob hauv BadgerCare Plus. Los sis yog tsis muaj cov ntaub ntawv txog lub teb chaws, lub HMO ua tau zoo txog qib los sis zoo tshaj 110 feem pua ntawm qib nruab nrab hauv lub xeev.</p>
<p>★★★★★ Tau Zoo Heev</p>	<p>HMO yog ib lub ntawm thawj 33 feem pua ntawm tag nrho BadgerCare Plus cov HMO nyob hauv lub teb chaws; nws ua tau zoo dua 67 feem pua (los sis 2/3 npaug) ntawm tag nrho cov kev pab them nqi kho mob hauv BadgerCare Plus. Los sis yog tsis muaj cov ntaub ntawv txog lub teb chaws, lub chaw HMO ua tau zoo txog qib 100 mus txog 109 feem pua ntawm qib nruab nrab hauv lub xeev.</p>
<p>★★★ Tau Zoo</p>	<p>HMO yog ib lub ntawm thawj 50 feem pua ntawm tag nrho BadgerCare Plus cov HMO nyob hauv lub teb chaws; nws ua tau zoo dua 50 feem pua (los sis ib nrab npaug) ntawm tag nrho cov kev pab them nqi kho mob hauv BadgerCare Plus. Los sis yog tsis muaj cov ntaub ntawv txog lub teb chaws, lub chaw HMO ua tau zoo txog qib 90 mus txog 99 feem pua ntawm qib nruab nrab hauv lub xeev.</p>

★★ Tau Zoo Nruab Nrab	HMO qis dua qib nruab nrab ntawm lub teb chaws; nws ua tau zoo dua 33 feem pua (los sis 1/3 npaug) ntawm tag nrho cov kev pab them nqi kho mob ntawm BadgerCare Plus hauv lub teb chaws. Los sis yog tsis muaj cov ntaub ntawv txog lub teb chaws, lub chaw HMO ua tau zoo txog qib 80 mus txog 89 feem pua ntawm qib nruab nrab hauv lub xeev.
★ Tau Tsis Zoo	HMO ua tau qis tshaj 1/3 npaug ntawm tag nrho cov kev pab them nqi kho mob ntawm BadgerCare Plus hauv lub teb chaws. Los sis yog tsis muaj cov ntaub ntawv txog lub teb chaws, lub chaw HMO ua tau zoo txog los sis qis dua 79 feem pua ntawm qib nruab nrab hauv lub xeev.

BadgerCare Plus HMO	Kev Mus Ntsib Tsev Kho Mob thiab ED	Kev Nyob Muaj Mob	Kev Puas Siab Ntsws Puas Hlwb	Cev Xeeb Me Nyuam thiab Yug Me Nyuam	Nyob Zoo Neej	Cov Qhab Nias Tag Nrho (txwm 5)
United Healthcare Community Plan	★★★★★	★★★★)	★★★★)	★★★★★	★★★	4.1
Dean Health Plan	★★★★★	★★★★)	★★★★	★★★★)	★★★★)	3.9
Group Health Cooperative of Eau Claire	★★★★★	★★★★)	★★★	★★★★★	★★)	3.5
MHS Health Wisconsin	★	★★★★	★★★★)	★★★★★	★★)	3.5

Security Health Plan	★★★★★	★★★★	★★↓	★★★★↓	★★★★↓	3.3
Chorus Community Health Plans	★★	★★★	★★★★↓	★★★	★★★	3.2
Quartz	★★★	★★★	★★↓	★★★★★	★★★★↓	3.2
Group Health Cooperative of South Central	★★★★★	★★	★★★★↓	★★★★↓	★★★	3.1
Molina Health Care	★★★★★	★↓	★★↓	★★★	★★★★↓	2.8
Network Health Plan	★	★★★	★★★	★★★★★	★★↓	2.8
MercyCare Insurance Company	★★	★★↓	★★↓	★★★★★	★★	2.7

Anthem Blue Cross Blue Shield**	★★★★	★★★↓	★★★↓	★★↓	★★★↓	2.5
Independent Care Health Plan	★★★★★	★★↓	★★★★	★	★★	2.3
My Choice Wisconsin Health Plan*	★★	★★	★★★★	★	★★↓	2.2
All Wisconsin BadgerCare Plus HMOs	★★★★	★★★★↓	★★★★↓	★★★★	★★★★	3.3

*Pib Lub Xya Hlis Ntuj Tim 1, 2024, txhua tus tswv cuab hauv My Choice Wisconsin HMO yuav dhau los ua Molina HMO cov tswv cuab.

**DHS cov tseeb meem hais txog cov ntaub ntawv yuav cuam tshuam rau Anthem cov txiaj ntsig xyoo 2022.



WISCONSIN DEPARTMENT
of HEALTH SERVICES

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