

**Koj tus kws
pab saib xyuas
mob nkeeg yog
ib tug xov tooj
uas hu tau raws
li siab xav!**

Health Net Cal MediConnect Plan (Medicare-Medicaid Plan)

Kev Pab Saib Xyuas Mob Nkeeg

Koj puas xav tau kev pab nrhiav ib tug kws khomob? Koj puas muaj lus nug txog koj qhov khomob? Ib ntawm cov txiaj ntsig saib xyuas mob nkeet ntawm Health Net Cal MediConnect yog saib xyuas kom muaj ib Tug Kws Pab Saib Xyuas Mob Nkeeg.

Ib Tug Kws Pab Saib Xyuas Mob Nkeeg yog Dab Tsi?

Ib Tug Kws Pab Saib Xyuas Mob Nkeeg yog ib tug neeg uas raug cob qhia zoo los pab tswj xyuas mob nkeeg rau koj raws li koj xav tau. Feem ntau yog tus kw tu neeg mob lossis lwm cov kws kuaj mob uas muaj ntaub ntawv tso cai thiab paub saib xyuas los pab qhia kom koj nkag siab koj qhov kev npaj kho mob thiab qhia seb koj cov txiaj ntsig yuav zoo li cas.



Nce raws li feem koj xav tau, koj Tus Kws Saib Xyuas Mob Nkeeg tuaj yeem pab koj tau:

- Teem caij mus ntsib
- Khaws txhua yam kev kho mob ntawm koj.
- Pab khiav cov haujlwm thauj koj mus tom tsev muag tshuaj thiab mus ntsib tus kws khomob.
- Txuas koj nrog cov kev pab zoo uas nyob hauv koj lub zos.
- Ua haujlwm nrog koj thiab koj cov kws kuaj mob kom paub tias koj tau txais kev saib xyuas raws li siab xav.

Puas muaj lus nug?

Xav nrhiav seb koj puas muaj cai tau txais Ib Tug Kws Pab Saib Xyuas Mob Nkeeg, hu rau Health Net Cal MediConnect rauntawm **1-888-788-5395 (TTY: 711)** txij thaum 8 teev sawv ntxov txog 8 teev tsaus ntuj., hnuv Monday txog Friday. Tom qab ntau teev, rau hnuv qab asthiv thiab cov hnuv so, koj tuaj yeem faj lus tau. Yuav teb koj tsab ntawv tuaj rau koj rau hnuv ua haujlwm txuas mus ntxiv. Tus xov tooj no hu dawb xwb. Koj tuaj yeem tau txais cov ntaub ntawv ntau ntxiv los ntawm peb rau hauv online rau ntawm



www.healthnet.com/calmediconnect



Tej zaum yuav tau txo, cov nqi sib pab them thiab feem kev txawv raws li txoj cai. Yog xav paub ntau ntxiv hu rau Health Net Cal MediConnect Lub Chaw Pab Cuam Tswv Cuab lossis nyeem Phau Ntawv Tswv Cuab ntawm Health Net Cal MediConnect. Cov txiaj ntsig thiab/lossis cov nqi sib pab them yuav pauv hloov txij hnuv tim 1 Lub Ib Hlis hauv txhua xyoo.

Health Net Community Solutions, Inc. yog ib qho kev npaj saib xyuas mob nkeeg uas cog lus nrog Medicare thiab Medi-Cal los muab cov txiaj ntsig rau cov neeg tso npe rau ob qho kev pab txhawb no. Health Net Community Solutions, Inc. yog ib lub chaw ncau ntawm Health Net, Inc. Health Net yog ib lub chaw tso npe khomob ntawm Health Net, Inc. Txhua txoj cai raug tshwj tseg lawm.

Health Net Cal MediConnect Nondiscrimination Notice

Health Net Community Solutions, Inc. (Health Net Cal MediConnect Plan (Medicare-Medicaid Plan)) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health Net Cal MediConnect does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Health Net Cal MediConnect:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact the Health Net Cal MediConnect Customer Contact Center at 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned within the next business day. The call is free.

If you believe that Health Net Cal MediConnect has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance by calling the number above and telling them you need help filing a grievance; the Health Net Cal MediConnect Customer Contact Center is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, (TDD: 1-800-537-7697). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Insert

Multi-language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Chinese Mandarin: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)。

Chinese Cantonese: 注意：如果您說中文，您可獲得免費的語言協助服務。請致電 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)。

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711). 번으로 전화해 주십시오.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Arabic: ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل بالرقم 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Hindi: ध्यान दें: यदि आप बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711). पर कॉल करें।

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)。まで、お電話にてご連絡ください。

Farsi: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Armenian: ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակազմակերպչական ծառայություններ: Չանգահարեք 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)

Cambodian: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Laotian: ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາອັງກິດ, ການຊ່ວຍເຫຼືອດ້ານພາສາທີ່ບໍ່ເສຍຄ່າມີພ້ອມໃຫ້ທ່ານ. ກະລຸນາໂທ 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).