

# Kev Tso Cai rau muab Tej Ntaub Ntawv Kev Noj Qab Haus Huv Uas Raug Tiv Thaiv Tshaj Tawm



Thaum koj tau koom nrog CalViva Health lawm, peb qhia rau koj paub rau hauv koj Phau Ntawv Tswv Cuab tias koj muaj qee yam kev tswj xyuas thiab pab txhawb uas tau muab rau CalViva Health raws hauv tej ntaub ntawv cog lus nrog ntau feem neeg thib peb sab nrauv.

Kev sau daim ntawv no kom tiav yog tso cai cia muab koj tej ntaub ntawv kev noj qab haus huv uas raug tiv thaiv (PHI) tshaj tawm mus raws li nram qab no. Qhov kev tso cai no yuav tsum siv los sis tshaj tawm txog koj cov ntaub ntawv PHI rau tej kev siv thiab tej kev tshaj tawm rau kev them nqi, kev kho mob los sis tej kev saib xyuas kev noj qab haus huv kom mus raws li cov ntsiab lus ntawm HIPAA xoj cai 45 C.F.R. 164.508. Ib daim ntawv theej ntawm daim ntawv foos no yog siv tau ib yam nkaus li daim qauv xub thawj. Ntawm no koj tso cai rau CalViva Health los npaj nrhiav tus neeg los sis cov chaw raws li cov ntaub kev noj qab haus huv uas raug piav qhia rau hauv qab no.

## Kev txheeb xyuas qhov tseeb ntawm tus neeg tej ntaub ntawv yuav raug tshaj tawm - thov sau

Tswv cuab lub npe: \_\_\_\_\_ Hnub yug ntawm tswv cuab: \_\_\_\_\_

CalViva Health los sis Medi-Cal ID #: \_\_\_\_\_ Tswv cuab hnub nyoog (yog yog tus me nyuam yaus): \_\_\_\_\_

- Tag nrho kuv tej ntaub ntawv kev noj qab haus huv (SUAV NROG tej ntaub ntawv noob neej caj ceg, cov kev pab cuam los sis tej kuaj ntsuas tau los ntawm qhov kev kuaj ntsuas; tej ntaub ntawv HIV/AIDS thiab tej ntaub ntawv teev tseg; cov ntaub ntawv yuav tshuaj/cov ntaub ntawv kho mob thiab cov ntaub ntawv teev tseg; thiab cov ntaub ntawv teev tseg txog tshuaj kho mob thiab kev haus dej cawv).

LOS SIS tsuas yog tej ntaub ntawv hais txog cov ncauj lus uas tau kos rau hauv qab no:

## Kev piav qhia txog tej ntaub ntawv yuav raug tshaj tawm - thov sau

Qhov no Kev Tso Cai no raug txwv rau cov ntaub ntawv kev noj qab haus huv xws li nram qab no (kos rau cov kem plaub fab uas tsim nyog:

- Tej ntaub ntawv kev thov kev pab, kev tso npe, qhov muaj cai tsim nyog  Tej ntaub ntawv as qhaj
- Tej ntawv thov cov nqi/kev piav qhia txog cov txiaj ntsim  Tej ntaub ntawv ntawm ntsig txog chaw muag tshuaj
- Kev tso cai ua ntej  Tej ntaub ntawv kho mob teev tseg
- Cov nqi issalas/tej ntaub ntawv them nqi  Tshuaj kho mob
- Kev kho quav dej cawv
- Tej ntaub ntawv ntsig txog- HIV/AIDS, suav nrog tej ntaub ntawv ntawm- AIDS (ARC) los sis ntsig txog-tus kab mob sib kis uas yuav tau ceev zoo
- Lwm cov ntaub ntawv (thov piav qhia): \_\_\_\_\_

## Tus neeg los sis lub chaw uas tau txais cov ntaub ntawv

Npe: \_\_\_\_\_

Lub tuam txhab (yog tsim nyog): \_\_\_\_\_

Chaw Nyob: \_\_\_\_\_

Nroog: \_\_\_\_\_ Xeev: \_\_\_\_\_ ZIP: \_\_\_\_\_ Tus xov tooj: \_\_\_\_\_

## Qhov kawg ntawm kev tso cai

Qhov kev tso cai no yuav kawg rau \_\_\_\_\_ (hli/hnub/xyoo).

**Nco Tseg:** Qhov ntev ntawm qhov kev tso cai no tej zaum yuav tsis tshaj ib lub xyoos rau hauv California. Yog tsis ua dab tsi, qhov kev tso cai no yuav tag sij hawm rau 365 hnub suav txij hnub kos npe rau daim ntawv tso cai no mus.

# Kev Tso Cai rau muab Tej Ntaub Ntawv Kev Noj Qab Haus Huv Uas Raug Tiv Thav Tshaj Tawm



## Cov ntaub ntawv tseem ceeb

- Yog tus neeg los sis lub chaw uas koj tau tso cai cia txais cov ntaub ntawv tau piav qhia rau saum toj saud tsis muaj nyob rau hauv tsoom fww cov cai lij choj ntsig txog kev ceev tus kheej ntiag tug tej ntaub ntawv kev noj qab haus huv, lawv yuav muab cov ntaub ntawv kev noj qab haus huv uas raug tiv thav tshaj tawm thiab nws yuav tsis raug tiv thav mus ntxiv raws li tsoom fww cov cai ceev tus kheej ntiag tug lawm.
- Koj tuaj yeem thim qhov kev tso cai no tau txhua lub sij hawm los ntawm kev sau ntawv xa mus rau CalViva Health Privacy Office 7625 N. Palm Ave., Suite 109 Fresno, CA 93711, raws li tau npaj tseg rau hauv CalViva Health Txoj Cai Ceeb Toom Txog Kev Ceev Tus Kheej Ntiag Tug. Koj qhov kev thim yuav siv tau kiag thaum tau txais daim ntawv tab sis yuav siv tsis tau rau feem uas CalViva Health los sis lwm tus twb tau ua raws li qhov tso cai no lawm.
- Kev them nqi, kev tso npe los sis kev muaj cai tsim nyog rau cov nyiaj pab yuav tsis muaj yam sib khi nrog rau koj qhov kam los sis tsis kam rau qhov kev tso cai no. Qhov kev txwv no siv tsis tau yog CalViva Health tab tom nrhiav tej ntaub ntawv uas sib txuas nrog koj qhov muaj cai tsim nyog los sis kev tso npe rau hauv CalViva Health, thaum koj tsis tau yog ib tswv cuab, los sis xav tau txais tej ntaub ntawv uas yuav tsum siv rau kev them nqi ntawm ib yam kev thov tshwj xeeb rau cov nyiaj pab.
- Koj muaj cai tau txais ib daim ntawv theej ntawm daim ntawv tso cai no.
- Rau tej ntaub ntawv ntawm tus neeg quav tshuaj muaj yees: Tau muab cov ntaub ntawv no tshaj tawm rau koj uas yog cov ntaub ntawv teev tseg raug pov thav los ntawm tsoom fww cov cai kev ceev tsis pub lwm tus paub (42 CFR Phaj 2). Tsoom fww cov cai txwv tsis pub koj tshaj tawm lwm yam ntaub ntawv ntxiv nyob rau hauv cov ntaub ntawv teev tseg no uas yuav txheeb xyuas tau ib tug neeg mob tias muaj los sis tau siv tshuaj muaj yees, los ntawm kev ua pov thawj rau tej ntaub ntawv uas tshaj tawm rau sawv daws, los sis los ntawm kev txheeb xyuas qhov tseeb ntawm tej ntaub ntawv ntiag tug los ntawm lwm tus neeg tshwj tsis yog raug tso cai cia tshaj tawm ntxiv raws li kev pom zoo ntawm tus neeg uas yuav tau ua raws los sis raug tso cai raws li 42 CFR Phaj 2. Kev tso cai muab cov ntaub ntawv kho mob los sis lwm cov ntaub ntawv tshaj tawm ib txwm yeej TSIS pub siv rau lub hom phiaj no. Tsoom Fww cov cai txwv tsis pub siv tej ntaub ntawv no los tshuaj xyuas txog kev ua txhaum los sis kev rau txim rau ib tug neeg mob uas tshuaj xyuas pom tias quav tshuaj muaj yees.

### **Xa daim ntawv foos ua tiav mus rau:**

CalViva Health, NCO, PO Box 10697, San Rafael, CA 94912

**Xov Tooj Fej Ntawv:** (415) 257-1484

**Kev kos npe rau daim ntawv tso cai no, koj pom zoo tias koj twb nyeem thiab nkag siab tej ntaub ntawv saum toj saud lawm thiab tias koj qhov kos npe tso cai kam muab tej ntaub ntawv uas raug piav qhia saum toj saud tshaj tawm tau.**

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Tus tswv cuab kos npe, tus neeg sawv cev rau tus kheej, niam txiv/tus neeg saib xyuas me nyuam uas raug tso cai cia tshaj tawm.

Hnub

Yog qhov kev tso cai no raug kos npe rau ntawm ib tug neeg sawv cev ntawm tus tswv cuab peb yuav tsum txheeb xyuas qhov tseeb ntawm tus neeg no qhov muaj cai los sawv cev tam ua tus neeg sawv cev ntawm tus kheej ua ntej txhua cov ntaub ntawv PHI yuav raug tshaj tawm mus raws li qhov tso cai no. Yog qhov tso cai no raug kos npe los ntawm ib tug niam txiv/tus neeg saib xyuas ntawm ib tug tswv cuab me nyuam yaus, peb yuav tsum xav tau lwm cov ntaub ntawv ntxiv, suav txog ib daim ntawv tso cai kos npe ntxiv los ntawm tus tswv cuab me nyuam yaus no ua ntej yuav muab ib qho ntaub ntawv PHI ntsig txog tus tswv cuab no tshaj tawm.

# Nondiscrimination Notice

CalViva Health complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

## CalViva Health:

- 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 CalViva Health Member Services Department at 1-888-893-1569 (TTY: 711) toll free 24 hours a day, 7 days a week. Or if you cannot hear or speak well, please call TTY: 711.

## How to file a grievance

If you believe that CalViva Health has failed to provide these services or discriminated in another way, you can file a grievance by phone, in writing, or electronically:

- **By phone:** Call CalViva Health toll free 24 hours a day, 7 days a week at 1-888-893-1569. Or if you cannot hear or speak well, please call TTY: 711.
- **In writing:** Call CalViva Health toll free 24 hours a day, 7 days a week at 1-888-893-1569 (TTY: 711) and ask to have a form sent to you. Your doctor's office will also have grievance forms available. Fill out the grievance form or send a letter to:

CalViva Health Member Appeals and Grievances Department  
P.O. Box 10348  
Van Nuys, CA 91410-0348  
Fax: 1-877-713-6189

- **Electronically:** Visit CalViva Health's website at [www.calvivahealth.org](http://www.calvivahealth.org).

## Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights if there is a concern of discrimination based on race, color, national origin, age, disability, or sex by phone, in writing, or electronically:

- **By phone:** Call 1-800-368-1019 or if you cannot hear or speak well, please call TTY/TDD 1-800-537-7697.
- **In writing:** Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

**English:** If you, or someone you're helping, has questions about CalViva Health, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-888-893-1569 (TTY: 711).

**Arabic:** إذا كان لديك أو شخص ما تساعدك أية استفسارات عن CalViva Health, لديك الحق في تلقي المساعدة والمعلومات بلغتك مجاناً. للتحدث إلى مترجم فوري، اتصل على الرقم 1-888-893-1569 (TTY: 711).

**Armenian:** Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, հարցեր CalViva Health-ի մասին, դուք իրավունք ունեք ստանալ օգնություն և ձեր լեզվով անվճար տեղեկություններ: Թարգմանչի հետ խոսելու համար զանգահարեք 1-888-893-1569 հեռախոսահամարով (TTY: 711)

**Cambodian (Khmer):** បើសិនលោកអ្នក ឬនរណាម្នាក់ដែលលោកអ្នកកំពុងជួយមានសំណួរអំពី CalViva Health លោកអ្នកមានសិទ្ធិ ទទួលបានជំនួយ និងព័ត៌មានជាភាសារបស់លោកអ្នកដោយឥតគិតថ្លៃ។ ដើម្បីប្រឹក្សាជាមួយអ្នកបកប្រែ សូមហៅទូរស័ព្ទទៅលេខ 1-888-893-1569 (TTY: 711)។

**Chinese (Traditional):** 如果您或您協助的人士對 CalViva Health 有疑問，您有權免費取得以您的語言提供的協助及資訊。如欲取得口譯員協助，請致電 1-888-893-1569 (TTY: 711)。

**Hindi:** यदि आप, या कोई व्यक्ति जिसकी आप मदद कर रहे हैं, के CalViva Health के बारे में प्रश्न हैं, तो आपको अपनी भाषा में निःशुल्क मदद प्राप्त करने और जानकारी प्राप्त करने का अधिकार है। एक अनुवादक से बात करने के लिए, 1-888-893-1569 (TTY: 711) पर कॉल करें।

**Hmong (White):** Yog koj, lossis lwm tus koj pab, muaj lus nug txog CalViva Health, koj muaj txoj cai tau kev pab thiab ntaub ntawv ua koj hom lus tsis muaj nqi them. Xav nrog ib tug neeg txhais lus, hu 1-888-893-1569 (TTY: 711).

**Japanese:** あなたご自身またはあなたが援助している方がCalViva Healthに関する質問をお持ちの場合、あなたには無料で日本語によるサポートと情報を得る権利があります。通訳とお話になるには、1-888-893-1569 (TTY : 711) までお電話ください。

**Korean:** 귀하 또는 귀하가 도와드리고 있는 분이 CalViva Health에 관한 질문이 있을 경우, 귀하에게는 무료로 본인이 구사하는 언어로 도움과 정보를 받을 권리가 있습니다. 통역사와 통화하려면 1-888-893-1569 (TTY: 711) 번으로 전화해 주십시오.

**Laotian:** ຖ້າທ່ານ ຫຼື ຜູ້ໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອມີຄຳຖາມກ່ຽວກັບ CalViva Health, ທ່ານມີສິດໃນການຮັບການຊ່ວຍເຫຼືອ ແລະ ຮັບຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆ. ລົມກັບລ່າມພາສາ, ໂທ 1-888-893-1569 (TTY: 711).

**Persian (Farsi):** اگر شما یا شخصی که به وی کمک می کنید، سوالاتی در مورد CalViva Health دارید، شما حق دارید که کمک و اطلاعات را به زبان خودتان و به طور رایگان دریافت کنید. برای گفتگو با مترجم شفاهی، با شماره 1-888-893-1569 (TTY: 711) تماس بگیرید.

**Panjabi (Punjabi):** ਜੇ ਤੁਹਾਡੇ, ਜਾਂ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ, ਜਿਸਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਦੇ CalViva Health ਹੈਲਥ) ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ, ਤਾਂ ਤੁਹਾਨੂੰ ਮੁਫਤ ਵਿੱਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਹੱਕ ਹੈ। ਇੱਕ ਦੁਭਾਸ਼ਿਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-888-893-1569 (TTY: 711) 'ਤੇ ਫੋਨ ਕਰੋ।

**Russian:** Если у Вас или у кого-то, кому Вы помогаете, есть вопросы о плане CalViva Health, Вы имеет право бесплатно получить необходимые сведения в переводе на Ваш язык. Для того чтобы воспользоваться помощью устного переводчика, позвоните по телефону 1-888-893-1569 (TTY:711).

**Spanish:** Si usted, o alguna persona a la que asiste, tiene preguntas sobre CalViva Health, tiene derecho a obtener ayuda e información en su idioma sin cargo. Para hablar con un intérprete, llame al 1-888-893-1569 (TTY: 711).

**Tagalog:** Kung ikaw o ang isang taong tinutulongan mo ay mayroong mga tanong tungkol sa CalViva Health, mayroon kang karapatang makakuha ng tulong at impormasyon na nasa wika mo nang walang babayaran. Para makipag-usap sa isang interpreter, tumawag sa 1-888-893-1569 (TTY: 711).

**Thai:** หากคุณ หรือคนที่คุณกำลังให้ความช่วยเหลือ มีคำถามเกี่ยวกับ CalViva Health คุณมีสิทธิที่จะขอรับความช่วยเหลือและข้อมูลเป็นภาษาของคุณได้โดยไม่มีค่าใช้จ่าย หากต้องการคุยกับล่าม โทร 1-888-893-1569 (TTY: 711).

**Vietnamese:** Nếu quý vị, hoặc một người nào đó quý vị đang giúp đỡ, có thắc mắc về CalViva Health, quý vị có quyền nhận được trợ giúp và thông tin bằng ngôn ngữ của quý vị miễn phí. Để trao đổi với phiên dịch viên, hãy gọi số 1-888-893-1569 (TTY: 711).