

Kev Tuav Tswj Kev Saib Xyuas Uas Tau Txais Kev Txhim Kho

COV ME NYUAM YAUS THIAB COV TUB NTXHAIS HLUAS





ECM tuaj yeem pab cov me nyuam yaus thiab cov hluas hauv Medi-Cal tau li cas

Kev Tuav Tswj Kev Saib Xyuas Uas Tau Txais Kev Txhim Kho (ECM) muaj cov kev pab cuam ntau ntxiv yam tsis tau them nqi rau cov me nyuam yaus thiab cov hluas hauv Medi-Cal uas tej zaum yuav xav tau kev txhawb pab ntau ntxiv. Tej zaum qhov no yuav yog vim muaj kev txhawj xeeb txog fab vaj tse nyob; muaj kev txhawj xeeb txog kev mob puas hlwb los sis kev quav yeeb quav tshuaj; kev hloov chaw tawm los ntawm lub chaw loj kuj qhuab ntuas neeg; thiab lwm yam. ECM yog ntxiv rau lwm cov txiaj ntsig thiab kev pab cuam uas tus me nyuam yaus los sis cov hluas twb yeej muaj lawm. Kev teev npe rau cov me nyuam yaus thiab cov hluas nkag rau hauv ECM yuav ua rau lawv nkag tau mus rau ntau cov khoos kas, cov chaw muab kev pab cuam thiab pab pawg txhawb pab.

Thaum teev npe nkag rau hauv lub khoos kas ECM lawm, cov me nyuam yaus los sis cov hluas yuav muaj ib pab pawg neeg saib xyuas thiab muaj ECM tus thawj tuav tswj kev saib xyuas kho mob yuav yog tus neeg ua qhov chaw tiv tauj tseem ceeb rau txhua yam uas lawv xav tau.

ECM cov thawj tuav tswj kev saib xyuas kho mob yuav ua hauj lwm nrog:

- Cov kws kho mob thiab cov kws kho mob tshwj xeeb
- Cov nawj
- Cov kws muab tshuaj
- Cov tuam txhab cuab yeej kho mob
- Cov neeg tuav tswj kev saib xyuas dhau los ntawm cov khoos kas hauv zej zog los sis lub nroog
- Cov kws therapists
- Cov neeg hauv tsev neeg

ECM muaj tsib hom kev pab cuam uas tuaj yeem pab rau lawv txoj kev noj qab haus huv thiab kev noj qab nyob zoo. Cov kev pab cuam ntau ntxiv no yog ib feem ntawm lawv cov txiaj ntsig Medi-Cal rau CalViva Health tam sim no. Cov kev pab cuam hauv Medi-Cal uas lawv tau txais tam sim no yuav nyob zoo li qub. Lawv kuj tseem yuav tuaj yeem mus ntsib tau tib tug kws kho mob qub, tab sis tam sim no lawv yuav tuaj yeem tau txais kev pab cuam ntau ntxiv lawm. Koj tuaj yeem tsum tsis txais ECM cov kev pab cuam tau txhua lub sij hawm los ntawm kev hu rau CalViva Health.



ECM yog muaj rau Cov Tswv Cuab Hauv Txoj Phiaj Xwm Medi-Cal Managed Care

Cov me nyuam los sis cov hluas yuav tsum tau teev npe nkag rau hauv Medi-Cal txoj phiaj xwm kev kho mob txhawm rau kom nkag tau mus siv ECM cov kev pab cuam. Yog koj xav tau kev pab muab cov me nyuam yaus los sis cov hluas teev npe nkag rau hauv Medi-Cal txoj phiaj xwm kev kho mob, ces koj tuaj yeem hu rau Lub Lav li Medi-Cal Health Care Options ntawm 800-430-4263.

Tsib txoj hauv kev ua hauj lwm ntawm ECM rau cov me nyuam yaus thiab cov hluas



1 Pab kom tau nyob nraim rau hauv kev saib xyuas kho mob rau cov me nyuam yaus los sis cov hluas

ECM tus thawj tuav tswj kev saib xyuas kho mob thiab pab pawg saib xyuas kho mob yuav pab tsom mus rau cov me nyuam los sis cov hluas txoj kev noj qab haus huv thiab ua kom ntseeg tau tias lawv tau txais cov kev pab cuam thiab cov kev txhawb pab uas lawv xav tau. Tus thawj tuav tswj kev saib xyuas kho mob kuj tseem yuav tuaj yeem mus ntsib cov me nyuam yaus los sis cov hluas txog ntua ntawm qhov chaw lawv nyob los sis qhov chaw uas lawv tau txais kev pab cuam tib si thiab.



2 Pab tsim ib daim phiaj xwm

Tus tswv cuab, tsev neeg thiab pab pawg saib xyuas yuav sib cog ua hauj lwm ua ke los tsim daim phiaj xwm kev kho mob rau cov me nyuam yaus los sis cov hluas. Daim phiaj xwm yuav muaj:

- Tus kws ntsuam xyuas kev kho mob/tus muab kev pab cuam kho mob
- Kev teev lub hom phiaj
- Cov kev pab cuam uas xav qhia kom muaj
- Cov kev xav tau fab kev saib xyuas kho mob uas xav qhia kom muaj
- Cov kev xav tau kev noj qab haus huv fab lub cev thiab fab cwj pwm
- Cov kev xav tau kev noj qab haus huv fab kaus hniav
- Cov kev xav tau kev kho kev quav yeeb tshuaj
- Cov kev pab cuam hauv zej zog thiab fab sim neej (piv txwv li, kev pab cuam fab kev loj hlob)



3 Pab txuas lus nrog thiab ceeb toom qhia rau cov me nyuam los sis cov hluas cov kws kho mob

Pab pawg saib xyuas yuav suav nrog tus thawj tuav tswj kev saib xyuas kho mob tib si. Tus neeg no yuav pab ceeb toom qhia rau txhua tus me nyuam yaus los sis cov hluas cov kws kho mob paub txog lawv txoj kev noj qab haus huv thiab cov kev pab cuam uas lawv tau txais nyob rau tam sim no. Tsis tas li xwb, pab pawg sain xyuas kuj tseem yuav tuaj yeem:

- Txheeb xyuas cov me nyuam los sis cov hluas tej kev xav tau fab kev noj qab haus huv thiab kev loj hlob tseem ceeb
- Teem sij hawm thiab tshuaj xyuas cov ntawv sau yuav tshuaj thiab mus ntxiv tshuaj
- Nrhiav cov kws kho mob kom raug



4 Pab ua hauj lwm nrog cov neeg txhawb pab cov me nyuam los sis cov hluas

Pab ua hauj lwm nrog tus me nyuam cov kev txhawb pab uas txheeb tau kom lawv pab pawg saib xyuas tuaj yeem ua kom ntseeg tau tias lawv tsev neeg, cov neeg zov me nyuam thiab lwm tus neeg uas txhawb pab tus me nyuam los sis cov hluas tuaj yeem sib cog ua hauj lwm ua ke kom paub tias seb yuav pab lawv kom tau zoo tshaj plaws li cas.

5 Pab muab tus me nyuam yaus los sis cov hluas txuas mus rau cov kev pab cuam hauv zej zog thiab zej tsoom

ECM tuaj yeem pab muab tus me nyuam yaus los sis cov hluas txuas mus rau lwm cov kev pab cuam tsis yog fab kev noj qab haus huv, tau tib si thiab. Pab pawg saib xyuas tuaj yeem pab tus me nyuam yaus los sis cov hluas nrhiav cov khoos kas hauv zej zog thiab zej tsoom uas lawv xav tau. Cov no yog muaj xws li:

- Cov txiaj ntsig rau zej tsoom
- Kev teem caij ntsib kws kho mob
- Cov kev pab cuam kev txhim kho tus me nyuam

California Advancing and Innovating Medi-Cal (CalAIM) muab cov kev pab cuam ECM dhau los ntawm Feem Hauj Lwm Saib Xyuas Kev Noj Qab Haus Huv (Department of Health Care Services, DHCS). Lub hom phiaj yog txhawm rau txhim kho txoj kev noj qab haus huv ntawm Medi-Cal cov tswv cuab thoob plaws hauv lub lav.

CalViva Health yuav ua hauj lwm nrog ECM cov neeg muab kev pab cuam, nrog cov feem hauj lwm thiab cov khoos kas ntawm lub nroog hauv cheeb tsam, thiab cov koom haum hauv zej zog. ECM cov neeg muab kev pab cuam no yog cov kws paub tshwj xeeb uas ua hauj lwm ncaj nraim rau hauv lub zej zog. Lawv thiaj paub txog yam uas cov tswv cuab xav tau.



- 1 Ib “tug me nyuam yaus los sis ib tug hluas” yog ib tug neeg uas muaj hnuv nyooq qis dua 21 xyoos.¹
- 2 Lawv muaj cai tsim nyog tau txais cov kev pab cuam ECM raws li ib los sis ntau qhov ntawm cov no:



Kev txhawj xeeb fab vaj tse nyob

- Yog neeg tsis muaj vaj tse nyob los tsis muaj tsev
- Sib koom nyob ib lub tsev vim lawv poob lawv tus kheej lub tsev mus lawm
- Nyob rau hauv ib lub motel, hotel, chaw nres tsheb los sis chaw pw tshav puam
- Nyob rau hauv tsev kho mob lub chaw cawm siav yam tsis muaj ib qho chaw nyab xeeb uas yuav tawm mus nyob



Txo qis qhov yuav tsum tau mus rau hauv tsev kho mob los sis chav kho mob xwm txheej ti tes ti taw (ER)

- Tau mus kho mob hauv chav ER rau yam mob uas tuaj yeem zam tsis mus tau txij li peb zaug nce mus nyob rau hauv ncuaj sij hawm 12 lub hlis; los sis
- Mus pw hauv tsev kho mob yam tsis tau npaj siab tseg txij ob zaug nce mus nyob rau hauv ncuaj sij hawm 12 lub hlis



Hloov chaw tawm los ntawm lub chaw loj kuj qhuab qhia cov hluas

- Tab tom tawm los sis tau tawm ntawm lub chaw loj kuj qhuab qhia cov hluas mus lawm nyob rau hauv 12 lub hlis dhau los



Tau teev npe nkag rau hauv California Children Services (CCS) nrog rau muaj kev xav tau ntau ntxiv

Muaj yam tsawg kawg yog ib yam twg hauv fab sim neej uas tsim kev kub ntxhov rau lawv txoj kev noj qab haus huv:

- Tsis tuaj yeem nkag mus txog rau zaub mov noj
- Tsis muaj vaj tse nyob rauj khov
- Tsis muaj tsheb thauj mus los
- Kev tshuaj xyuas txog Yam Tsis Zoo Uas Tau Paub Tau Pom Nyob Rau Thaum tseem Yau (Adverse Childhood Experiences, ACE) yog poob rau qib siab (plaub zaug nce mus).
- Keeb kwm kev sib cuag tsis ntev los no nrog tub ceev xwm uas cuam tshuam txog kev mob puas hlwb/los sis kev haus yeeb tshuaj



Nkag rau kev pab xoom qhaub rau me nyuam yaus

- Muaj hnuv nyooq qis dua 21 xyoos thiab nyob hauv California cov chaw saws me nyuam tu
- Muaj hnuv nyooq qis dua 21 xyoos thiab hom kheev tau nyob dua ib zaug dhau los rau hauv ib lub lav twg lub chaw saws me nyuam tu hauv 12 lub hlis dhau los
- Muaj hnuv nyooq qis dua 18 xyoo thiab muaj cai tsim nyog tau txais thiab/los sis nyob rau hauv California Lub Khoos Kas Pab Kev Saws Me Nyuam Los Tu (Adoption Assistance Program)



Kev txhawj xeeb txog kev mob puas hlwb los sis kev quav yeeb quav tshuaj

- Muaj cai tsim nyog tau txais Medi-Cal Cov Kev Pab Cuam Kho Mob Puas Hlwb Tshwj Xeeb (Medi-Cal Specialty Mental Health Services, SMHS)
- Muaj cai tsim nyog tau txais Drug Medi-Cal Organized Delivery System (DMC-ODS) LOS SIS, lub khoos kas Drug Medi-CAL (DMC)



Kev muaj vaj huam sib luag txog kev yug me nyuam

Cov me nyuam yaus thiab cov hluas uas:

- Cev xeeb tub los sis tom qab yug me nyuam tas (mus thoob plaws ncuaj sij hawm 12 lub hlis) THIAJ
- Muaj kev tsis sib luab fab hom neeg thiab haiv neeg raws li tau teev tseg los ntawm California cov ntaub ntawv fab kev noj qab haus huv txog kev muaj mob ntawm leej niam thiab kev ploj tuag.

¹Muaj hnuv nyooq dhau kev ua me nyuam tu mus txog rau hnuv nyooq 26 xyoo (tau nyob rau hauv kev saws me nyuam tu nyob rau lawv hnuv nyooq 18 xyoo los sis tom qab ntawd) hauv ib lub lav twg.

Notice of non-discrimination

Discrimination is against the law. CalViva Health follows State and Federal civil rights laws. CalViva Health does not unlawfully discriminate, exclude people or treat them differently because 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 help them communicate better, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats and other formats).
- 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 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service. Upon request, this document can be made available to you in braille or accessible PDF, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to: CalViva Health, 7625 N. Palm Ave., Suite #109, Fresno, CA 93711, 1-888-893-1569, California Relay 711.

HOW TO FILE A GRIEVANCE

If you believe that CalViva Health has failed to provide these services or unlawfully discriminated in another way 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, you can file a grievance with CalViva Health Member Services. You can file a grievance in writing, in person, or electronically:

- By phone: Contact us 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service
- In writing: Fill out a complaint form or write a letter and send it to: CalViva Health Member Appeals and Grievances Department, P.O. Box 10348, Van Nuys, CA 91410-0348. 1-888-893-1569 (TTY/TDD 711) Fax: 1-877-831-6019
- In person: Visit your doctor's office or CalViva Health and say you want to file a grievance.
- Electronically: Visit CalViva Health's website at www.CalVivaHealth.org.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Services)**.
- In writing: Fill out a complaint form or write a letter and send it to Deputy Director, Office of Civil Rights, Department of Health Care Services, Office of Civil Rights, P.O. Box 997413, MS 0009, Sacramento, CA 95899-7413.
Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx
- Electronically: Send an email to CivilRights@dhcs.ca.gov

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OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against because of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD: 1-800-537-7697** or **711** to use the California Relay Service.
- 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 are helping, need language services, call Toll-Free 1-888-893-1569 (TTY: 711). Aids and services for people with disabilities, like documents in braille, accessible PDF and large print, are also available. These services are at no cost to you.

Arabic: إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى المساعدة في الحصول على الخدمات اللغوية، فاتصل بالرقم المجاني (TTY: 711) 1-888-893-1569. المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل، والملفات المنقولة (PDF) التي يمكن الوصول إليها، والطباعة الكبيرة، متوفرة أيضا. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք անվճար 1-888-893-1569 (TTY՝ 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ բրեյլով փաստաթղթեր, մատչելի PDF և մեծ տպագրության փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian: ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខទូរសព្ទដោយគិតថ្លៃ 1-888-893-1569 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា ឯកសារអក្សរសម្រាប់មនុស្សពិការ PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការ និងឯកសារព្រីនអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតថ្លៃសម្រាប់អ្នកទេ។

Chinese: 如果您或您正在帮助的其他人需要协助语言服务，请拨打免费电话 1-888-893-1569 (TTY: 711)。另外，还为残疾人士提供辅助和服务，例如点字版、易于读取的 PDF 和大字版文件。这些服务对您免费提供。

Farsi: اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره رایگان 1-888-893-1569 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل، چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो इस टॉल फ्री नंबर पर कॉल करें 1-888-893-1569 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे ब्रेले लिपि में दस्तावेज़, सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong: Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau Tus Xov Tooj Hu Dawb 1-888-893-1569 (TTY: 711). Tsis tas li ntawd, pab kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv su uas cov neeg tsis pom kev siv tau, cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese: ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、トールフリーダイヤル 1-888-893-1569 (TTY: 711) にお問い合わせください。点字、アクセシブル PDF、大活字など、障がいのある方のための補助・サービスもご用意しています。これらのサービスは無料で提供されています。

Korean: 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 무료 전화 1-888-893-1569 (TTY: 711) 번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자, 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

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Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທຫາເບີໂທຟຣີ 1-888-893-1569 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານແບບບຣາແລ (braille) ສຳລັບຄົນຕາບອດ, ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານດ້ວຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

Mien: Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix help Janx-kaeqv waac gong, Heuc Bieqcll-Free 1-888-893-1569 (TTY: 711). Jomc Caux gong Bun Yangh mienh Caux mv fungc, Oix dimc in braille, dongh eix PDF Caux Bunh Fiev , Haih yaac kungx nyei. Deix gong Haih buatac Yietc liuz maiv jaax-zinh Bieqc Meih.

Punjabi: ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-888-893-1569 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਰਜ ਲੇਵਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните на бесплатную линию 1-888-893-1569 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF, напечатанные крупным шрифтом или шрифтом Брайля. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al número gratuito 1-888-893-1569 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille, en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

Tagalog: Kung ikaw o ang taong tinutulungan mo ay kailangan ng tulong sa mga serbisyo sa wika, tumawag nang Walang Bayad sa 1-888-893-1569 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille, naa-access na PDF at malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทรแบบไม่เสียค่าธรรมเนียม บริการ 1-888-893-1569 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารอักษรเบรลล์, PDF ที่เข้าถึงได้, และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на безкоштовну лінію 1-888-893-1569 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF, надруковані великим шрифтом чи шрифтом Брайля. Ці послуги для вас безкоштовні.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi Số miễn phí 1-888-893-1569 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng chữ nổi braille, bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.



Kawm paub ntxiv txog cov me nyuam yaus thiab cov hluas hauv ECM

- 1 Hu rau CalViva Health tus xov tooj hu dawb ntawm 888-893-1569 (TTY 711), 24 teev hauv ib hnuv, 7 hnuv hauv ib lub lim tiam.
- 2 Hu Lub Lav li Medi-Cal Health Care Options ntawm tus xov tooj 800-430-4263 (TTY 800-430-7077).
- 3 Nug koj tus me nyuam los sis tus hluas tus kws kho mob los sis lub chaw kuaj mob txog cov txiaj ntsig.

Hais txog rau cov ntaub ntawv qhia paub ntau ntxiv txog ECM rau cov neeg loj



 XAB KEES KUV