

Merced County

Behavioral Health and Recovery Services (BHRS)

Mental Health Plan

Beneficiary Handbook

Specialty Mental Health Services

**PO Box 2087
Merced, CA 95344**

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English

LUS TSEEM CEEB: Yog koj hais lwm haiv lus, kev txhais lus yuav muaj pab rau koj yam tsis yuav nyiaj los ntawm koj. Hu rau [1-209-381-6800] (TTY: 1-866-293-1818).

LUS TSEEM CEEB: Kev pab muaj ntxiv rau lwm yam, yuav tsis muaj kev txwv los ntawm kev pab rau kev luam cov ntawv kom cov tshiaj ntawv loj zog koj thiaj pom zoo. Yuav muaj pab rau koj yam tsis yuav nqi yog koj nug txog. Hu [1-209-381-6800] (TTY: 1-866-293-1818).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al [1-209-381-6800] (TTY: 1-866-293-1818).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số [1-209-381-6800] (TTY: 1-866-293-1818).

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa [1-209-381-6800] (TTY: 1-866-293-1818).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. [1-209-381-6800] (TTY: 1-866-293-1818) 번으로 전화해 주십시오.

繁體中文 (Chinese)

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 [1-209-381-6800] (TTY: 1-866-293-1818)。

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք [1-209-381-6800] (TTY (հեռատիպ)) (TTY: 1-866-293-1818)։



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните [1-209-381-6800] (телетайп: (TTY: 1-866-293-1818).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. ب [1-209-381-6800] (TTY: 1-866-293-1818) تماس بگیرید.

日本語 (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。 [1-209-381-6800] (TTY: 1-866-293-1818) まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau [1-209-381-6800] (TTY: 1-866-293-1818).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। [1-209-381-6800] (TTY: 1-866-293-1818) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم [1-209-381-6800]

(TTY: 1-866-293-1818).

- (رقم هاتف الصم والبكم)

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। [1-209-381-6800] (TTY: 1-866-293-1818) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร [1-209-381-6800] (TTY: 1-866-293-1818).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: រ រ សើ ិនជាអ្នកនិយាយ ភាសាខ្មែរ , រសវាជំនួយមនុស្សភាសា រោយមិនគិត ្ន



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<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

ສື່ສານສຳລັບ ອົງການ ສຸກຍາມ ຈຸດ ສູ ສັຕູ [1-209-381-6800] (TTY: 1-866-293-1818).

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຮ [209-381-6800] (TTY: 1-866-293-1818).



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

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<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

LWM HAIV LUS THIAB KEV PAB LWM YAM

Lwm Haiv Lus

Koj yuav tau txais txiaj ntsim ntawm phau ntawv muaj sau ua lwm haiv lus pub dawb rau koj. Hu rau Behavioral Health thiab Recovery Services (BHRS) ntawm (888) 334-0163. Tus xov tooj no hu dawb xwb.

Lwm Yam Txog Ntawm Cov Ntawv

Koj muaj cai tau cov ntaub ntawv txog kev pab no dawb yog koj tsis pom kev zoo es xav kom muab sau ua tus ntawv kom loj me ntsis los sis muab kaw ua lus los tau. Hu rau Behavioral Health thiab Recovery Services (BHRS) ntawm (888) 334-0163. Tus xov tooj no hu dawb xwb.

Kev Pab Txog Txhais Lus

Koj tsis tas yuav txib koj tej txheeb ze los yog tej phooj ywg tuaj txhais lus rau koj. Muaj neeg pab txog kev txhais lus, kev hais lus, thiab kev paub txog koj li kab lis kev cai pab rau koj txhua lub sij hawm 24/7. Yog xav tau phau ntawv no hais ua lwm haiv lus los sis xav tau neeg txhais lus thiab kev pab rau kab lis kev cai, hu rau Behavioral Health thiab Recovery Services (BHRS) ntawm (888) 334-0163. Tus xov tooj no hu dawb xwb.



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

LUS CEEB TOOM RAU TXOJ KEV SAIB TISIS TAUS LWM HOM NEEG

Txoj kev saib tisis taus lwm hom neeg yog ib yam txhaum cai. Behavioral Health thiab Recovery Services (BHRS) yuav ua raws tsoom fww txoj cai nyob rau lub xeev thiab rau nom tswv txoj cai kom muaj kev ncaj ncees.

Behavioral Health thiab Recovery Services (BHRS) yuav tisis lom txwm ua yam saib tisis taus lwm tus neeg, lwm haiv neeg, los sis ua tisis ncaj rau ib leej ib tug twg los ntawm lawv kev coj kev cai, lawv kev xaiv txij nkawm, lwm haiv neeg cev nqaij daim tawv, hnoob nyoog, kev noj qab nyob zoo, los sis lwm yam.

Behavioral Health thiab Recovery Services (BHRS) muaj xws li:

- Muaj kev pab dawb rau cov neeg uas mus tisis taus kom lawv muaj feem nrog peb tham kom meej, xws li:



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

- Muaj neeg txawj piav tes
- Muaj kev sau ntawv lwm yam lus (Sau tus ntawv kom loj, kaw ua lus, los yog lwm yam)
- Muaj neeg txhais lus pub dawb pab rau koj yog koj tsis paub lus Askiv, xws li:
 - muaj cov neeg muaj cai txhais lus pab
 - Ntaub ntawv sau ua lwm haiv lus

Yog koj xav tau cov kev pab nov, hu rau Behavioral Health thiab Recovery Services (BHRS) li ntawm 24/7. Yog koj tsis hnov lus los sis hais lus tsis meej, thov hu rau (TTY: 1-866-293-1818).



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

YUAV SAU IB DAIM NTAWV/HAIS TXOG KEV TSI TXAUS SIAB LI CAS?

Yog koj ntseeg tau hais tias Behavioral Health thiab Recovery Services (BHRS) tsis ua li lawv cov cai hauv no los sis tau ua saib tsis taus koj vim koj yog poj niam los yog txiv neej, koj yog lwm haiv neeg, nqaij tawv txawv, koj kab lis kev cai dab qhua, koj yug lwm lub teb chaws tuaj, hnoob nyoog, kev noj qab nyob zoo, los sis koj txoj kev xaiv txij nkawm, koj sau tau ib daim ntawv hais txog kev tsis txaus siab nrog Behavioral Health thiab Recovery Services (BHRS) – Ua txhawm rau kom zoo tshaj qub. Koj xav hais txog kev tsis txaus siab nov tau txawm hu xov tooj, sau ntawv, mus hais kiag koj tus kheej, los sis xa email:

- Xov Tooj: Hu tau mus rau Behavioral Health thiab Recovery Services (BHRS) sij hawm 8 a.m.-5 p.m. tus xov tooj yog (209) 381-6800. Los sis, yog koj tsis hnov lus zoo los yog hais tsis tau lus, thov hu rau (TTY: 1-866-293-1818).
- Sau Ntawv: Sau ib daim ntawv hais txog qhov tsis txaus siab es xa mus rau:

Behavioral Health and Recovery Services (BHRS) – Quality Improvement
P.O. Box 2087, Merced, CA 95344

- Cia Li Mus: Koj tuaj mus rau ntawm koj tus kws kho mob qhov chaw ua hauj lwm los sis mus rau ntawm Behavioral Health thiab Recovery Services (BHRS) es qhia hais tias koj tsis txaus siab xav sau ib daim ntawv hais txog kev tsis txaus siab.
- Koj tauj yeem xa daim ntawv sau txog qhov koj tsis txaus siab online, xa hauv computer/internet: BHRSGrievance@co.merced.ca.us



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb
Los sis nrhiav peb rau hauv internet:
<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

QHOV CHAW UA HAUJ LWM NTAWM CIVIL RIGHTS – CALIFORNIA
DEPARTMENT OF HEALTH CARE SERVICES

Koj muaj cai hais txog kev tsis txaus siab mus rau civil rights nrog California Department of Health Care Services, Office of Civil Rights los ntawm hu xov tooj, sau ntawv, los yog hauv internet:

- Xov Tooj: Hu **(916) 440-7370**. Yog koj tsis hnov lus zoo los yog hais tsis tau lus, thov hu rau **711 (Telecommunications Relay Service)**.
- Sau Ntawv: sau ib daim ntawv hais txog qhov tsis txaus siab xa mus rau:

Michele Villados
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

Daim ntawv nov muaj nyob rau ntawm website no:

http://www.dhcs.ca.gov/Pages/Language_Access.aspx

- Xa hauv internet tuaj: email yog: CivilRights@dhcs.ca.gov.



QHOV CHAW UA HAUJ LWM NTAWM CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Yog koj ntseeg tau hais tias cov neeg ua hauj lwm rau peb no ua tau tej yam saib tsis taus koj vim tias koj txawv haiv, koj hnoob nyoob laus los yog mos, los yog lwm yam, koj muaj cai hais txog qhov luag ua tsis yog los yog yuam cai ntawv ncaj qha mus rau U.S. Department of Health thiab Human Services, Office of Civil Rights hu xov tooj, sau ntawv, los sis nrhiav peb hauv internet los yog email:

- Xov Tooj: Hu rau **1 (800) 368-1019**. Yog koj tsis hnov lus zoo los yog hais tsis tau lus, thov hu rau **TTY/TDD 1 (800) 537-7697**.
- Sau Ntawv: sau daim ntawv tsis txaus siab xa mus rau:

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

Cov ntawv sau hais txog kev tsis txaus siab muaj nyob rau ntawm website nov <https://www.hhs.gov/ocr/complaints/index.html>.

- Xa email rau peb hauv internet: Koj mus tau rau Civil Rights lub chaw ua hauj lwm ntawm <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services> 11

LUS TEB PAB RAU KOJ

Vim li cas thiaj li tseem ceeb rau yus nyeem phau ntawv no?

Zoo siab txais tos koj rau hauv Merced County qhov Mental Health Plan uas yuav pab rau koj. Cov ntawv no nws yuav qhia rau koj hais tias yuav pab tau koj dab tsi thiab ua pab li cas los ntawm Mental Health Npaj tseg los sis MPH, Cov txheej txheem thiab kev pab uas tau kev tso cia rau hauv Merced County.

Nyob rau hauv phau ntawv no, peb yuav siv “MPH” los hloov Mental Health Treatment Services uas yuav muaj pab dawb rau koj yog koj muaj Medi-Cal, thiab cov cai siv rau tej kev mob kev nkeeg no. MPH muaj pab rau cov neeg nyob rau hauv ib cheeb tsam lub nroog Merced, Merced County, no uas muaj Medi-Cal.

Phau ntawv no yuav qhia rau koj txog kev nrhiav Medi-Cal pab rau koj mus rau sab mental health los sis kev puas hlwb nyob rau lub nroog koj nyob los ntawm MPH. Yuav muaj qhia ntxiv rau kev pab koj thiab koj muaj lus nug dab tsi los yuav teb tau rau koj.

Koj yuav kawm tau:

- Yuav ua li cas koj thiaj tau kev pab tshwj xeeb rau kev puas hlwb los ntawm MPH
- Kev pab muaj li cas rau koj
- Yuav ua li cas yog koj muaj lus nug los yog teeb meem dab tsi
- Koj muaj cai li cas yog koj muaj Medi-Cal

Koj tsis nyeem phau ntawm nov tam sim no, los thov khaws zoo cia rau koj muab coj los saib rau lawm yav tom ntej. Phau ntawv no yeej muaj rau koj mus nrhiav los ntawm lwm yam ntawv los sis muaj nyob rau <http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services> los sis luam tawm los ntawm MPH, yam tsis yuav koj nyiaj. Hu tau rau MPH yog koj xav tau ib phau.



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

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Siv phau ntawv nov pab nrog rau tej kev qhia txog peb tej kev pab thaum koj tuaj tso npe thov Medi-Cal

Yog xav tau phau ntawv nov hais ua lwm haiv lus los yog sau ua lwm yam ntawv?

Yog tias koj hais lwm haiv lus, muaj neeg txhais lus pab rau koj. Hu Behavioral Health and Recovery Services (BHRS) rau ntawm tus xov tooj hauv kab kawg hauv daim ntawv nov. koj li MPH yuav muaj pab 24 teev ib hnuv , 7 hnuv rau ib lub lim piam (24/7).

Koj tseem hu tau rau MPH ntawm (888) 334-0163 Yog hais tias koj xav tau no phau ntawv los yog lwm yam ntaub ntawv xws li luam kom tus ntawv loj, Ntawv rau cov tsis pom kev, los yog kaw hais ua lus. Koj li MPH mam pab koj.

Yog koj xav tau phau ntawv nov sau ua lwm haiv lus, hu koj li MPH. Koj li MPH mam pab hais ua koj haiv lus thaum neb tham xov tooj.

Cov ntaub ntawv nov muaj sau ua lwm haiv lus xws li nram qab no. Lus Aaskiv, lus Mev thiab lus Hmong uas yog cov lus twb muaj sau tseg lawm.

Kuv li MPH lub luag hauj lwm yog dab tsi?

Koj li MPH lub luag hauj lwm yog muaj raws li nram nov:

- Xyuas seb koj puas tsim nyog tau txais kev pab tshwj xeeb txog kev nyuaj siab ntxov plawv los ntawm lub nroog koj nyob, county, thiab cov kws khob mob uas muaj kev sib koom tes pab
- Muab ib tug xov tooj hu dawb uas yuav teb 24 teev ib hnuv twg, xya hnuv hauv ib lub lim piam uas tuaj yeem qhia seb koj yuav ua cas thiaj tau txais kev pab los ntawm MPH. Cwj Pwm Kev Noj Qab Haus Huv thiab Rov Ua Hauj lwm hu dawb yog: (888) 334-0163.



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

- Muaj cov kws kho mob txaus kom paub tseeb tias koj tuaj yeem tau txais cov kev pab cuam txog kho tej kev nyuab siab ntxhov plawv hauv MPH yog thaum koj xav tau.
- Qhia koj txog tej kev pab cuam muaj los ntawm koj li MPH.
- Muab kev pab uas yog hais ua koj haiv lus los sis muaj ib tug neeg txhais lus (yog tias tsim nyog) yam tsis tsub nqi ntxiv thiab qhia rau koj tias muaj cov neeg txhais lus nov yog npaj tseg tau pab koj.
- Muaj tej ntaub ntawv sau qhia seb muaj dab tsi rau koj ua yog sau ua lwm haiv lus los sis lwm hom ntawv xws li ntawv rau cov tsis pom kev los sis cov ntawv loj loj. Behavioral Health and Recovery Services muab tag nrho cov ntaub ntawv ntawm cov lus uas feem ntau siv tshaj (Lus Askiv, Lus Mev thiab Lus Hmoob), thiab muaj lwm hom ntawv xws li cov siv pab thiab sau cov ntawv kom loj. Yog xav paub ntxiv haiv lus uas tsis muaj nyob rau hauv nov, thov hu rau Behavioral Health and Recovery Services ntawm (209) 381-6800 thiab thov tham nrog Lub Chaw Saib Xyuas Kev Txhim Kho.
- Qhia rau koj paub txog cov kev hloov hauv phau ntawv qhia no tsawg kawg 30 hnuv ua ntej hnuv pib siv ntawm qhov kev hloov. Kev hloov yuav tseem ceeb thaum muaj kev pab ntxiv los sis txo cov kev pab cuam uas muaj, los sis yog tias muaj kev nce los sis tsawg dua ntawm cov chaw muab kev pab cuam, los sis muaj lwm yam kev hloov uas yuav cuam tshuam rau tej koj tau txais los ntawm MPH.

QHIA TXOG KEV PAB LOS NTAWM MEDI-CAL

Leej Twg Thiaj Tau Medi-Cal?

muaj ntau yam siv los txiav txim seb hom kev pab cuam kho mob uas koj tuaj yeem tau txais los ntawm Medi-Cal. xws li:

- Koj tau nyiaj npaum cas
- Koj lub hnuv nyoog
- Hnuv nyoog ntawm cov me nyuam koj tu
- Seb koj cev puas xeeb tub, tsis pom kev, los sis puas tes law
- Seb koj puas tau Medicare

Tsis tag li koj yuav tsum yog ib tug neeg nyob hauv California thiaj tau Medi-Cal. Yog koj xav tias koj muaj feem tau Medi-Cal, saib raws li nram qab no seb yuav thov li cas.



Hu tuaj rau BHRS ntawm (209) 381-6800 los sis (888) 334-0163, 24/7, hu dawb xwb

Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

Kuv Yuav Tso Npe Thov Medi-Cal Li Cas?

Koj yuav tso npe thov Medi-Cal thaum twg los tau. Koj yuav tau xaiv ib txoj hauv kev nram qab nov los thov Medi-Cal.

Xa Ntawv: Thov Medi-Cal nrog Single Streamlined Application, muaj lus Aaskiv thiab lwm haiv lus ntawm <http://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SingleStreamApps.aspx>. Sau daim ntawv thov kom tiav log xa mus rau ntawm qhov chaw ua hauj lwm ntawm lub nroog koj nyob. Nriav tej chaw ua hauj lwm nyob se koj ntawm <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>.

Merced County – Human Services Agency

Mailing Address:

PO BOX 112

Merced, CA 95341-0112

Hu xov tooj: Hu xov tooj mus tso npe/thov, rau hu tej chaw ua hauj lwm ntawm lub nrog koj nyob. Koj yuav nriav tau tus xov tooj ntawm <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>.

Merced County – Human Services Agency – tus xov tooj: (209) 385-3000.

Online: tso npe thov online ntawm www.benefitscal.com los sis www.coveredca.com. Cov ntaub ntawv tso npe thov yuav muab xa mus rau tej chaw ua hauj lwm, county social services office, rau qhov Medi-Cal yog muaj pab los ntawm county.

Cia li mus thov: Yog yuav cia li mus thov/tso npe, nriav lub chaw ua hauj lwm ntawm lub nroog koj nyob ntawm <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>, Yog qhov muaj neeg pab txog koj daim ntawv tso npe kom tiav log.



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Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services> 15

Merced County – Human Services Agency – Merced Location

Chaw nyob:

2115 West Wardrobe Avenue

Merced, CA 95340

(209) 385-3000

Merced County – Human Services Agency – Los Banos Location

Chaw nyob:

415 F Street

Los Banos, CA 93635

(209) 826-1821

Merced County – Human Services Agency – Atwater Location

Chaw nyob:

1920 Customer Care Way

Atwater, CA 95301

(209) 385-3000

Yog tias koj xav tau kev pab txog thov/tso npe, los sis muaj lus nug, koj tuaj yeem hu rau tus Neeg Kawm Tias los Pab uas yog pab dawb xwb. Hu rau 1-800-300-1506, los sis nrias tus neeg kawm tias los pab koj ntawm <http://www.coveredca.com/get-help/local>.

Yog koj muaj lus nug txog Medi-Cal, koj mus saib ntawm

<http://www.dhcs.ca.gov/individuals/Pages/Steps-to-Medi-Cal.aspx>.

Cov Kev pab thaum muaj xwm ceev yog dab tsi?

Cov kev pab thaum muaj xwm ceev yog tej kev pab cuam rau cov neeg tau txais kev muaj mob muaj nkeeg yam tsis xav txog, nrog rau kev kho thaum muaj xwm ceev nrog kev puas hlwb, nyuaj siab ntxhov plawv tej.

Qho xwm txheej kub ntxhov, muaj mob ceev, yog muaj tsos mob heev heev (tej zaum muaj xws li mob hnyav) raws lis yog ib tug tib neeg xwb mas tej zaum yuav muaj tej xwm txheej nraws li nram qab nov tshwm sim tau txhua lub sij hawm:



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Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

- Kev noj qab haus huv ntawm ib tug tib neeg (los sis yog tus poj niam cev xeeb tub, kev noj qab haus huv ntawm nws tus me nyuam hauv plab) yuav muaj teeb meem loj
- Muaj teeb meem loj nrog lub cev (kev ua hauj lwm ntawm lub cev)
- Muaj teeb meem loj rau tej plab plawv siab ntws los sis cev nqaij daim tawv

Thaum muaj xwm txheej ceev rau cov neeg mob puas hlwb yog muaj tshwm sim rau ib tug tib neeg thaum nws xav tias:

- Muaj lwm tus ua txaus ntshai rau nws tus kheej los sis lwm tus neeg vim zoo li nws puas hlwb
- Tam sim nov pab tsis tau txog kev noj zaub mov, hnav/hloov tsoos tso los sis chaw nyob chaw pw vim ryog tej yaj uas zoo li neeg puas hlwb.

Kev pab kho thaum muaj xwm ceev nov yuav muaj pab 24 teev ib hnuv twg, xya hnuv rau ib lub lim pias rau cov neeg tau txais Medi-Cal. Tsis tas tos kom tau kev tso cai. Medi-Cal yuav them txog tej nqi kho thaum muaj mob ceev nov, tsis hais yog muaj mob muaj nkeeg los sis puas hlwb (kev xav los kev puas hlwb). Yog koj muaj npe rau hauv Medi-Cal, koj yuav tsis tau txais daim nqi kho mob rau qhov koj mus kho rau hauv chav kho thaum muaj xwm ceev, txawm tias nws ho tsis yog muaj mob ceev. Yog koj xav tias koj muaj mob, muaj xwm ceev, hu rau 911 los sis mus rau ib lub tsev kho mob los yog tej qhov muaj kev pab.

Puas Muaj Tshe Thaum Mus Los?

Tej zaum yuav muaj kev pab thauj mus los rau cov tau txais Medi-Cal txawm tias tsis yog thaum muaj xwm txheej ceev los sis tsis yog kev kho mob nrog rau cov uas yuav tsum tau muaj kev mob nkeeg kom tau txais Medi-Cal cov kev pab cuam kho mob.

Yog koj xav tau kev pab txog kev thaum mus los, hu rau tus tuav koj cov ntaub ntawv kom nws qhia thiab pab koj.



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Los sis nrhiav peb rau hauv internet:

<http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services>

Yog tias koj muaj Medi-Cal tab sis tsis tau tso npe rau hauv cov kev pab cuam kho mob, thiab koj xav tau neeg thauj koj tsis yog rau kev muaj mob nkeeg, koj tuaj yeem hu rau lub tuam txhab thauj neeg mus kho mob uas tau txais kev tso cai, los sis koj tuaj yeem hu rau koj tus kws kho mob thiab nug txog cov tsheb thauj neeg hauv thaj tsam koj nyob. Thaum koj hu mus rau lub tuam tsev pab kev thauj mus los, lawv yuav nug txog koj cai nyoog teem tseg ntawv. Yog tias koj xav tau kev thauj mus los tsis yog muaj xwm txheej ceev, koj tus kws kho mob tuaj yeem sau ntawv xa mus rau cov thauj neeg uas tsis yog muaj mob ceev thiab qhia koj hu rau cov thaum neeg es nej mam sib tham txog kev thaum mus los rau koj tej caij koj tau teem tseg.

Yuav Hu Rau Leej Twg Yog Thaum Kuv Xav Tais Yus Yuav Txov Yus Tus Kheej Txoj Sia?

Yog koj los sis koj paub lwm tus yuav muaj teeb meem, thov hu rau National Suicide Prevention Lifeline ntawm 1-800-273-TALK (8255).

Cov pej xeeb uas xav nriav kev pab thaum muaj teeb meem thiab nriav kev pab rau tej kev nyuaj siab ntxhov plawv, thov hu rau Crisis Stabilization Unit ntawm (209) 381-6819 los sis hu tus xov hu dawb ntawm: (888) 334-0163.

YUAV QHIA LI CAS YOG THAUM KOJ LOS SIS KOJ PAUB TIAS LWM TUS XAV TAU KEV PAB?

Kuv Ho Paub Tias Kuv Xav Tau Kev Pab Li Cas?

Ntau tus neeg muaj teeb meem nyob rau hauv lub neej thiab tej zaum yuav ntsib teeb meem txog kev, nyuaj siab ntxhov plawv, puas hlwb.

Qhov tseem ceeb tshaj plaws kom nco ntsoov nug koj tus kheej tias sev koj puas xav tau kev pab cuam yog kom ntseeg koj tus kheej. Yog tias koj muaj feem txais Medi-Cal, thiab koj xav tias xav tau kev pab, koj yuav tau kom koj li MPH tshuaj ntsuam xyuas.

Tej zaum koj yuav tau txais kev pab yog koj muaj ib yam raws li nram qab nov:

- Muaj kev ntxhov siab (los sis tsis muaj kev cia siab, pab tsis tau tus kheej los sis poob tsag qhis) yuav luag txhua hnuv
- Tsis nyiam tej qav nus uas yus ib txwm nyiam



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Los sis nrhiav peb rau hauv internet:

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- Ib pliag xwb cia li sem los sis puv ntxiv tuaj
- Pw heev los sis pw tsis txaus
- Siv dag zog qeeb los sis ceev dua qub lawm
- Hnov nkees nkees yuav luag txhua hnuv
- Xav tias yus tsis muaj nqi los sis xav tias yus yog tus txhaum
- Xav tsis tawm, ua tsis tsheej dab tsi, thiab/los sis txiav txim siab tsis tau
- Pw tsis tau ntev (pw li ob peb teev xwb zoo li twb txaus lawm)
- Xav ceev heev ua yus twb xav tsis tawm li
- Tham ceev ceev lo sis tham tsis paub tsum
- Pheej ntseeg tias lwm tus yog yuav nrhiav yus xwb
- Hnov suab sab thiab/los sis tej suab lws tus tsis hnov
- Pom tej yam lwm tus tsis pom
- Mus tsis tau hauj lwm los sis mus kawm ntawv
- Tsis tu ib ce (tu tus kheej kom huv si)
- Muaj teeb meem loj nrog lwm tus
- Tsis kam koom nrog lwm tus
- Quaj yam tsis muaj laij thawj
- Npau npau taws thiab cem neeg yam tsis muaj laij thawj
- Hloov cwj pwm sai heev
- Zoo li muaj kev txhawj xeeb yuav luag txhua lub sij hawm
- Muaj lwm yam uas luag lwm tus hu tias coj txawv los tus cwj pwm txawv

Ua Cas Kuv Thiag Yuav Paub This Tej Me Nyuam Yaus Los Sis Tej Tub Ntxais Hluas Xav Tau Kev Pab?

Hu rau koj tus MPH koj muab tus me nyuam yaus los sis tus tub ntxhais hluas mus txhuaj ntsuam xyuav yog koj xav tias lawv muaj teeb meem txog kev nyuaj siab ntxov plawv.

Yog tias koj tus me nyuam los sis tus hluas tsim nyog tau Medi-Cal thiab county qhov kev soj ntsuam qhia tias cov kev pab cuam kev nyuaj siab ntxhov plawv tshwj xeeb tsim



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nyog uas MPH them rau, MPH yuav nriav kev pab rau tus me nyuam/tus hluas ntawv. Tsis tag li, tseem muaj kev pab rau cov ua niam thiab txiv uas muaj tej me nyuam muaj mob txog kev nyuaj siab los sis tus niam/txiv uas muaj teeb meem txog kev nyuaj siab (puas hlwb).

Cov nqe lus teev tseg nram qab no tuaj yeem yuav pab koj soj ntsuam xyuas seb koj tus me nyuam puas xav tau kev pab, xws li pab txog kev nyuaj siab ntxhov plawv (puas hlwb). Yog tias muaj ntau tshaj ib nqe lus nram qab los sis muaj los lawm ntev, nws yuav qhia tau tias muaj teeb meem loj lawm uas xav tau kev pab cuam. Nov yog qee cov cim qhia kom paub txog:

- Hloov tus cwj pwm ceev yam qhia tsis tau
- Nroo tias muaj mob muaj nkeeg yam kws kho mob soj ntsuam tsis pom dab tsi
- Kheev nyob ib leeg tsis xyaw phooj ywg
- Nkees yooj yim thiab tsis tshua muaj zog
- Nyob thiab zaum tsis taus twj ywm
- Tsis tshua nyiam mus kawm ntawv yam qhia tsis tau seb yog vim li cas
- Nyuaj siab yooj yim
- Ntshai tej xwm txheej tshiab
- Tu siab los yog tsis zoo siab yam tsis muaj laij thawj
- Meem txom los yog npau taws yam tsis muaj laij thawj
- Tsis muaj kev cia siab
- Muaj teeb meem tswj tus kheej
- Tsis tshua nyiam phooj ywg
- Nrog lwm tus sib ntaus
- Tsis mus kawm ntawv yam tsis muaj laij thawj
- Kawm ntawv tsis tau zoo
- Saib tus kheej tsis muaj nqi
- Pwb tsis tsug zog
- Txhawj xeeb heev
- Zoo li muaj kev yuaj siab thaum tsis nyob nrog koj
- Xav tias ua tsi los ua tsis yog



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Los sis nrhiav peb rau hauv internet:

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- Ua tej yam muaj kev phom sij
- Pheej xav txog kev tu siab los yog tsim txom tus kheej
- Coj li nws tseem me li cov me nyuam nrog nws ib phaum
- Tsis to tau txog lwm tus kev xav
- Siab phem rau lwm tus
- Tsis lees paub txog tej yam lawv ua
- Muab tej yam khoom tsis yog nws tug thiab tsis lees tej yam nws tau ua ntawv

MUAB KEV PAB CUAM TSHWJ XEEB RAU KEV MOB NYUAJ SIAB NTXOV PLAWV (MENTAL HEALTH)

Cov Kev Pab Tshwj Xeeb Rau Cov Mob Nyuaj Siab Ntxov Plawv Yog Dab Tsi?

Cov kev pab cuam tshwj xeeb rau kev nyuaj siab yog cov kev pab rau cov neeg uas muaj kev puas hlwb los yog kev ntxhov siab uas tus kws kho mob tsis tuaj yeem kho. Tej kev mob los yog teeb meem loj heev txog qhov lawv ua dab tsi los ua tsis tsheej los sis muaj kev cuam tshuam rau lawv tej qav num txhua hnuv.

Cov kev pab cuam muaj li nram nov:

- Pab cuam rau kev nyuaj siab txhov plawv (puas hlwb)
- Pab cuam txog kev noj tshuaj
- Saib rau kev tswj ntaub ntawv
- Kev pab rau thaum muaj xwm ceev los sis hu ua Crisis intervention services
- Tiv thaiv kev puas tsuaj
- Pab tswj kev puas tsuaj
- Pab tu/kho cov neeg laus
- Pab tswj kev puas tsuaj rau cov muaj chaw nyob chaw pw
- Pab rau cov yuav tsum tau tuaj txhua hnuv
- Cov rov tuaj kho txhua hnuv
- Cov kev pab rau hauv tej tsev kho mob rau cov mob kev nyuaj siab, puas hlwb.
- Cov kev pab rau cov mob kev nyuaj siab, puas hlwb, hauv tej tsev kho neeg puas hlwb.



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Dhau ntawm tej kev pab hais los saum nov lawm, cov tsis tau txog 21 xyos tseem mauj tej kev pab raws li Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit. Tej kev pab muaj xws li:

- Kev pab rau cov muaj mob nyob tom tsev
- Kev koom tes sib pab kho cov muaj mob
- Kev pab kho tej cwj pwm
- Kho cov me nyuam nyob nrog lwm tus

Yog koj xav paub txog tej kev pab cuam ntau tshaj nov nws yuav muaj nyob rau ntawm “Scope of Services” section hauv phau ntawv no.

Kuv Yuav Nrhiav Kev Pab Tshwj Xeeb Rau Kev Nyuaj Siab (Puas hlwb) No Li Cas?

Yog koj xav tias koj yuav tsum tau muaj kev pab tshwj xeeb rau kev nyuaj siab, puas hlwb, hu rau koj tus MPH thiab nug kom nws teem caij rau koj mus ntsib mus soj ntsuam thawj zaug. Koj hu tau rau ntawm county tus xov tooj hu dawb.

Lwm tus neeg los sis koom haum, nrog rau koj tus kws kho mob, tsev kawm ntawv, ib tug hauv tsev neeg, tus neeg saib xyuas, koj qhov kev tswj npaj kho mob Medi-Cal, los sis lwm lub koom haum ntawm koj lub county tuaj yeem xa mus rau koj lub MPH rau cov kev pab tshwj xeeb rau kev puas hlwb los ntawm MPH. Feem tau koj tus kws kho mob los sis tus pab tswj koj tej ntaub ntawv kho mob yuav tsum tau kev tso cai los ntawm koj los sis tau saib yuas koj los sis tus saib xyuas ntawm tus me nyuam ua daim ntawv xav mus rau MPH, los sis yuav tsum yog muaj xwm ceev.

Koj tus MPH yuav tsis muaj cai tsis leej txais koj mus tshuaj ntsuam xyuas seb puas tsim nyog koj tau kev pab los ntawm MPH.

Cov kev pab cuam tshwj xeeb rau kev nyuaj siab, puas hlwb, yog muaj los ntawm MPH cov kws kho mob (xws li cov chaw tshuaj ntsuam kev mob nkeeg, chaw kho mob, cov koom haum hauv zej zog, los sis cov chaw kho mob).

Kuv Yuav Nriav Tej Kev Pab Txog Kev Mob Nyuaj Siab, Puas hlwb, Nov Qhov Twg?



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Koj nriav tau tej kev pab tshwj xeeb nov rau ntawm ib ceeb tsam koj nyob. Thov hu rau Behavioral Health and Recovery Services ntawm (209) 381-6800 nug txog tej chaw tshuaj kev mob nkeeg los sis tej chaw ua hauj lwm pab nyob hauv ib ceeb tsam Merced, Merced County,. Txhua lub county muaj chaw pab tshwj xeeb rau tej me nyuam me, cov hluas, cov laus thiab cov laus muaj hnuv nyoog siab. Yog koj tsis tau muaj 21 xyoos, koj muaj feem tau kev pab ntxiv los ntawm EPSDT.

Koj tus MPH yuav soj ntsuam seb koj puas txim nyog tau txoj kev pab tshwj xeeb. Yog koj tsim nyog lawm, tus MPH mas li ua ntawv xa koj mus ntsib tus kws kho mob kho txog kev nyuaj siab los yog puas hlwb.

MPH yuav tsum xa koj mus rau tus kws kho mob uas yuav pab tau koj thiab nyob se rau ntawm koj.

Thaum twg kuv thiaj yuav tau txais txoj kev pab tshwj xeeb no?

Koj tus MPH yuav tau ua raws li lub xeev ntawm koj txoj cai teem sij hawm mas thiaj yuav teem tau ib lub sij hawm rau koj mus ntsib MPH. MPH yuav tsum teem caij koj raws li luag tus txheej txheem nram qab nov:

- Tsis pub dhau 10 hnuv, hnuv ua hauj lwm xwb, rau cov tsis muaj xwm ceev koj mas ntsib tau MPH;
- Tsis pub dhau 48 teev yog koj xav tau kev pab rau thaum muaj mob nkeeg nyhav/ceev
- Tsis pub dhau 15 hnuv, hnuv ua hauj lwm , yog koj xav tau kev pab nrog tus kws kho cov neeg nyuaj siab, puas hlwb; thiab,
- Cov tau kev pab (rov tuaj ntsib tom qab mus soj ntshum thauj zaug tas), yuav muab teem raws li koj tus mob thiab txoj kev pab koj yuav tsum tau.



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Leej Twg Yog Tus Txiaiv Txim Siab Seb Kuv Yuav Tau Txais Yam Kev Pab Twg?

Koj, koj tus kws kho mob, thiab MPH yog cov txiaiv txim siab seb yuav pab koj li cas thiab yuav pab raws li koj txoj kev mob nrog rau tej kev pab them tej nqi kho mob. MPH yuav tsum siv tus neeg muaj txuj ci tsim nyog los soj ntsuam xyuas rau txoj kev tso cai. Txoj kev ntsuam xyuas no yog hu tias kev tso cai ntawm cov kev pab cuam tshwj xeeb rau kev puas hlwb.

Qhov kev tso cai no MPH yuav tau ua raws sij hawm caij nyoog. Rau kev tso cai, MPH yuav tsum txiaiv txim siab raws li koj tus kws kho mob kev thov tsis pub dhau 5 hnuv. Yog koj tus kws kho mob thov los sis yog MPH pom tau tias tej yam luag xav paub me ntsis txog koj ntxiv ntawd yuav pab koj no ces luag yuav ncuu li 14 hnuv. Piv txwv li ncuu ntev yuav muaj txiaj ntsim rau koj yog thaum luag xav paub me ntsis txog ntawm koj es nug/tos rau koj tus kws kho mob mas yuav muaj kev tso cai rau koj tus kws kho mob thov saib dua. Yog tias MPH siv lub sij hawm ntxiv rau koj tus neeg pab/kho mob tej kev thov, county yuav xa ib tsab ntawv tuaj qhia koj txog qhov kev ncuu no. Koj tuaj yeem nug MPH kom paub ntau ntxiv txog nws txoj kev tso cai. Hu rau koj li MPH kom paub meej ntxiv.

Yog MPH txiaiv txim siab tias koj tsis tau kev pab raws li thov, MPH yuav tsum xa ib tsab ntawv hu tias Adverse Benefit Determination tuaj qhia koj tias luag tsis muab tej kev pab ntawv rau koj thiab qhia seb yog koj tsis txaus siab koj yuav mus hais/sau kom luag rov saib xyuas dua li cas. Yog xav paub txog koj txoj cai hais txog sau/hais koj tej kev tsis txaus siab los yog kom luag rov xyuas dua thaum koj tsis pom zoo raws li MPH txiaiv txim siab yuav tsis muab tej kev pab rau koj los yog ua tej yam koj tsis pom zoo, xyuas pab ntawm saib mus rau nplooj 42 hauv phau ntawv nov.

Kuv yuav ua cas thiaj tau lwm txoj kev pab rau kev nyuaj siab, puas hlwb, rau tej kev MPH tsis muaj/pab?

Yog tias koj tau rau npe hauv Medi-Cal txog kev pab saib xyuas kev noj qab haus huv, koj tuaj yeem tau txais cov kev pab cuam rau kev nyuaj siab ntxhov plawv (puas hlwb) li hais nram qab nov los ntawm Medi-Cal tej kev pab saib xyuas kev mob nkeeg uas muaj tseg:



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- Kev soj ntsuam thiab kho (cov nyuaj siab ntxov plawv, puas hlwb,) rau ib leeg los sis ib pab pawg
- Soj ntsuam xyuas txog kev nyuaj siab, puas hlwb.
- Muaj kev pab xws li tso ntshav mus tshuaj ntsuam, muab tshuaj noj, thiab khoom siv pab kho mob
- Pab tsom kwm txog kev siv yeeb tshuaj
- Sab laj tawm tswv yim rau tej kev nyuaj siab, puas hlwb.

Yuav kom koj tau txais ib txoj kev pab li hais tag los saum no, hu ncaj qha rau Medi-Cal qhov kev npaj pab kho mob. Yog koj tsis nyob rau hauv Medi-cal qhov kev npaj pab kho mob, tej zaum koj yuav muaj feem tau tej kev pab no los ntawm ib tug kws kho mob los yog ib qhov (ib lub tsev kho mob) uas lawv txais Medi-Cal. Tej zaum MPH yuav pab nrhiav ib tug kws kho mob los sis ib qhov chaw kho mob los pab koj los sis pab tawm tswv yim seb yuav nrhiav ib tug kws kho mob los yog ib qho chaw kho mob li cas.

Txhua lub tsev muab tshuaj uas txais Medi-cal tuaj yeem muab tau koj tej tshuaj noj pab rau koj tej kev nyuaj siab ntxhov plawv, puas hlwb tau.

Yuav Ua Cas Kuv Thiaj Tau Tej Kev Pab Medi-Cal Services (Primary Care/Medical) Uas MPH Tsis Pab?

Muaj ob txoj hauv kev rau koj nriav kev pab los ntawm Medi-Cal uas MPH tsis pab:

1. Tso npe nrog Medi-cal txoj kev pab saib nyuas kev noj qab haus huv
 - Koj li kev pab kho mob nkeeg yuav nriav ib tug kws kho mob rau koj yog tias koj xav tau tej kev pab kho mob nkeeg.



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- Koj tau koj tej kev pab kho mob nkeeg los ntawm qhov chaw pab kho mob, lub koom haum kho mob (HMO) los sis tus tswj koj tej ntaub ntawv kho mob nkeeg.
- Koj yuav tsum siv ib tug kws kho mob los yog ib qho chaw/tsev, kho mob rau tej kev npaj tseg kho mob nkeeg rau koj, tsuas yog thaum muaj xwm ceev koj thiaj mus tau lwm qhov.
- Tej zaum koj siv tau cov kws kho mob uas tsis nyob rau koj tej chaw kho mob raws li hais tseg.

2. Tau txais kev pab los ntawm cov kws kho mob los sis chaw kho mob uas txais Medi Cal.

- Koj tau txais kev pab cuam nrog lwm tus kws kho mob los sis tej chaw kho mob uas txais Medi-Cal.
- Koj yuav tau qhia rau koj tus kws kho mob tias koj muaj Medi-Cal ua ntej koj yuav tau kev pab. Tsis li, tej zaum koj yuav tau txais ib daim nqi kho mob.
- Lwm tus kws kho mob thiab tej chaw kho mob tsis ntsib cov neeg tau Medi-Cal los tau, los sis lawv xais ntsib pes tsawg leej los tau.

Ua Yog Kuv Muaj Teeb Meem Txog Kev Siv Dej Caw Yeeb Tshuaj Nev?

Yog koj xav tias xav tau kev pab txog teeb meem dej caw los sis yeeb tshuaj, hu rau lub nroog ntawm koj, county, txog kev pab rau cov siv yeeb tshuaj (Substance Use and Disorder Services, SUDs) ntaw:

Merced County- BHRS – The Center

301 East 13th Street

Merced, CA 95341

(209) 385-6880



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Los sis nrhiav peb rau hauv internet:

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*Muab kev pab rau cov siv yeeb tshuaj muaj hnuv xyoo 18 rov (18+), cov muaj mob tuaj thiab cov yuav tsum tau tuaj nrog rau cov poj niam cev tsis tab seeb.

Kev Tso Npe/Ntsuam Xyuas, Muaj Kev Cob Qhia, Ib Leeg , Pab Tawm Tswv Yim Rau Ib Tsev Neeg Thiab Ib Pab/Pawg Neeg, Kev Npaj Kho, Npaj Saib Yuav Seb Yuav Tso Tawm Tej Kev Kho Mob Li Cas , Kev Pab Tsom Kwm Txog Cov Ntaub Ntawv Thiab Kev Muaj Yeej.

Merced County- BHRS – Recovery Assistance for Teens (R.A.F.T.)

1275 B Street & 480 East 13th Street

Merced, CA 95341

(209) 385-6880

*Muab kev pab txog kev siv yeeb tshuaj rau cov tub ntxais hluas hnuv nyoog (12-17 xyoo). Qhov chaw nov yuav pab rau cov muaj mob tuaj thiab cov yuav tsum tau tuaj (tuaj heev/tau zaus).

Kev Tso Npe/Ntsuam Xyuas, Muaj Kev Cob Qhia, Ib Leeg , Pab Tawm Tswv Yim Rau Ib Tsev Neeg Thiab Ib Pab/Pawg Neeg, Kev Npaj Kho, Npaj Saib Yuav Seb Yuav Tso Tawm Tej Kev Kho Mob Li Cas , Kev Pab Tsom Kwm Txog Cov Ntaub Ntawv Thiab Kev Muaj Yeej.

Merced County- BHRS – Los Banos Clinic

40 West G Street

Los Banos, CA 93635

(209) 710-6100

*Muab kev pab txog kev siv yeeb tshuaj rau cov tub ntxais hluas hnuv nyoog (12-17 xyoo) thiab cov laus muaj hnuv xyoo (18+), cov muaj mob tuaj thiab cov yuav tsum tau tuaj nrog rau cov poj niam cev tsis tab seeb. Kev Tso Npe/Ntsuam Xyuas, Muaj Kev Cob Qhia, Ib Leeg , Pab Tawm Tswv Yim Rau Ib Tsev Neeg Thiab Ib Pab/Pawg Neeg, Kev Npaj Kho, Npaj Saib Yuav Seb Yuav Tso Tawm Tej Kev Kho Mob Li Cas , Kev Pab Tsom Kwm Txog Cov Ntaub Ntawv Thiab Kev Muaj Yeej.



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TXHEEJ XWM NTAWM KEV KHO MOB NKEEG TSIM NYOG UAS YUAV TSUM MUAJ

Kev kho mob nkeeg tsim nyog yuav tsum tau muaj yog dab tsi thiab ua cas thiaj yog ib qho tseem ceeb?

Kev kho mob tsim nyog txhais tau tias muaj kev kho mob xav tau kev pab tshwj xeeb rau kev nyuaj siab ntxhov plawv (puas hlwb) thiab koj tuaj yeem tau kev pab yog tias koj muaj txoj kev pab li hais los.

Cov kws kho mob rau fab muaj kev nyuaj siab ntxhov plawv, puas hlwb, uas muaj ntaub ntauv raug cai yuav nrog koj tham thiab yuav pab txiav txim seb koj puas tsim nyog tau txais cov kev pab tshwj xeeb rau kev puas hlwb thiab hom kev pab twg thiaj tsim nyog rau koj. Kev txiav txim siab rau kev kho mob yog thawj kauj ruam hauv kev tau txais cov kev pab tshwj xeeb rau kev puas hlwb.

Koj tsis tas yuav paub seb koj muaj kev puas hlwb tshwj xeeb li cas los thov kev pab. MPH yuav pab koj txog tej ntaub ntauv qhia txog uas yog yuav tau tshuaj ntsuam txog koj tus mob. Yog tej kev tshuaj ntsuam no qhia tau rau luag tias koj muaj kev puas hlwb thiab tsim nyog rau tej kev pab koj yuav tsum tau, yuav muab kev pab tshwj xeeb rau kev puas hlwb kom raws li tej kev pab uas koj yuav tsum tau.

Txheej Xwm Ntawm Kev Kho Mob Nkeeg Tsim Nyog Uas Yuav Tsum Muaj Rau Cov Tib Neeg Tsis Tau Txog 21 Xyoos Yog Dab Tsi?

Yog tias koj tsis tau muaj 21 xyoos, muaj Medi-Cal kho tau txhua yam, thiab muaj kev pab los ntawm MPH, MPH yuav tsum muab kev pab tshwj xeeb txog kev puas hlwb rau koj yog tias cov kev pab cuam no yuav pab kho los sis pab tiv thiav koj tej teeb meem kev puas siab puas ntsws koj tsis txhob mob ntxiv.

Cov txheej xwm tsim nyog txog Medi-Cal kev pab rau cov puas siab puas ntsws tuaj pw rau hauv tej tsev kho mob yog dab tsi?



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Tej zaum koj yuav tau pw rau hauv tsev kho mob yog tias koj muaj tus mob los sis tus yam ntxwv mob puas siab ntsws es luag tsis tuaj yeej tswj/kho tau koj rau tom tej chaw tsis yog tsev kho mob, thiab vim koj muaj kev nyuaj siab ntxov plawv, puas hlwb, koj:

- Yuav muaj kev ploj sij rau koj los yog lwm leej lwm tus, los sis muaj puas ntsoog
- Tsis muaj khoom noj hus, ris tsho, los yog chaw nyob chaw pw
- Muaj kev plhom sij rau kev noj qb haus huv
- Tam sim no, qaug zog heev ua tsis tau dab tsi
- Xav tau kev tshuaj ntsuam txog kev puas siab puas ntxws, kev kho mob nkeeg, los sis kev kho uas txuas yog muaj rau hauv tej tsev kho mob loj xwb

XAIV IB TUG KWS KHO MOB

Thauj Kuv Xav Tau Ib Tug Kws Kho Mob Rau Tej Kev Kho Mob Tshwj Xeeb Rau Kev Nyuaj Siab Ntxhov Plawv, Puas hlwb , Kuv Yuav Nriav Li Cas?

Ib txhia MPHs kom koj yuav tsum tau kev tso cai los ntawm koj tus MPH ua ntej koj yuav hu rau ib tug kws kho mob. Ib txhia MPHs yuav ua ntawv xa koj mus rau tej twg kws kho mob uas ntsib koj thaum twg los tau. lwm tus MPHs ho tso cai rau kho hu ncaj qha mus rau ib tug kws kho mob.

Tej zaum MPH yuav tsis muab ntau txoj hauv kev rau koj xaiv cov kws kho mob. Koj li MPH yuav tsum muab li ntawm ob tug kws kho mob rau koj xaiv thaum koj niam qhuav tau txais tej kev pab, tsuaj yog tias MPH pom qhov twg tias tsis pub koj xaiv (piv txwv tias, tsuas muaj ib tug kws kho mob nkauj xwb thiaj yuav muaj tej kev pab uas koj xav tau). Koj li MPH yuav tsum tso cai rau koj hloov koj cov kws kho mob. Yog thaum koj hais tias koj xav hloov kws kho mob, MPH yuav tsum muaj tsawg kawg los yog ob tug kws kho mob rau koj xaiv, tshwj tsis yog tias lawm muaj laj thawj zoo tshav lawm.

Qee zaus MPH cov neeg uas muaj kev koom tes nrog lawv yuav muab lawv tso tseg los sis MPH tus kheej yuav muab tso tseg. Thaum zoo li no lawm, tug MPH yuav tau sau ntawv qhia rau cov neeg uas tuaj rau nws ntawd, kom lawv paub txog tej no, nyob rau



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ntawm 15 hnuv tom qab tug MPH paub tias tus kws kho mob yuav tsis ua hauj lwm lawm. Thaum zoo li no lawm, koj tug MPH yuav tau cia koj ntsib koj tug kws kho mob tauj mus ntxiv rau tug kws kho mob ntawd yog hais tias ua tau. Nug koj tug MPH rau kev pab “continuity of care” yog koj tseem xav mus ntsib tug kws kho mob qub ntawd.

Koj tug MPH yuav tsum tso cov kws kho mob uas tseem ua dej num nyob rau online kom koj mus nrhiav tau. Yog koj muaj lus nug txog qee tug kws kho mob twg los sis xav kom peb muab cov kws kho mob uas tseem koom tes nrog peb ntawd, mus saib koj tug MPH qhov website ntawm <http://www.co.merced.ca.us/78/Behavioral-Health-and-Recovery-Services> los sis hu rau MPH tug xov tooj uas hu dawb. Muaj cov kws kho mob uas tseem muaj kev koom tes nrog peb yog koj xav paub los ntawm kev saib hauv internet, los yog koj xav tau ib daim ntawv qhia.

Kuv Puas Tseem Mus Cuag Tau Kuv Tus Kws kho mob Uas Kuv Kheev Ntsib?

Yog koj tab tom txais peb kev pab rau sab kev puas hlwb, (los ntawm lwm tus MPH, ib qhov kev pab tswv yim rau kev tu koj tug mob, los yog kev saib mob los ntawm Medi-Cal ib tug kws kho mob), koj muaj cai thov rau kev pab hu ua “continuity of care”. Li no, es koj thiaj muaj cai mus cuag tau koj tus kws kho mob qub uas ib txwm ntsuam xyuas koj. Tsuas muaj tau mus txog li 12 lub hli los sis 1 xyoos xwb, los ntawm qee yam, nrog rau, tabsis tsis txwv, tag nrho ua muaj raws li hauv qab no:

- Koj muaj kev sib raug zoo nrog rau tus kws kho mob uas koj thov ntawd;
- Koj yuav tau nyob nrog koj tus kws kho mob es nws thiaj paub ntsuam koj tus mob los sis vim yuav ua rau koj tug mob no huam tuaj yog hais tias peb muab hloov;
- Tus kws kho mob thiaj muaj cai vim nws ua raws li txoj cai tswj kav rau lub xeev no, thiab;
- Tus kws kho mob ntawd pom zoo nrog rau tug MPH cov cai kev koom tes los sib pab rau MPH.



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MUAJ KEV PAB CUAM

Yog tias koj tau txais cov kev kho mob uas yuav tsum tau muaj rau cov kev pab tshwj xeeb rau kev puas hlwb, cov kev pabcuam hauv qab no muaj rau koj raws li koj xav tau. Koj tus kws kho mob yuav nrog koj los txiav txim seb cov kev pab cuam twg yuav zoo rau koj tshaj.

- **Kev Pab Cuam Txog Kev Nyuaj Siab, Puas hlwb**

- Mental health services yog ib tug neeg, ib pab neeg, los sis yog pab rau ib tse neeg uas pab rau cov neeg muaj kev puas hlwb rau fab kev noj qab nyob zoo rau txhua hnuv. Cov kev pab no muaj txuas ntxiv rau tus kws kho mob yuav los pab kom tau cov no rau tug neeg uas xav tau kev pab. Cov no muaj xws li: kev ntsuam mob seb koj puas tsim nyog tau cov kev pab no thiab seb nws puas ua hauj lwm rau koj; thiab “collateral” uas txhais tau hais tias muaj kev koom tes nrog tsev neeg thiab cov neeg tshwj xeeb nyob rau hauv koj lub neej (yog koj tso cai) los pab kom koj muaj kev noj qab nyob zoo. Mental Health Services yuav muaj los ntawm koj tus kws tsuaj thiab qhov chaw ua hauj lwm, hauv xov tooj, los sis nyob rau hauv koj vaj koj tsev thiab lub zej zog

- **Kev Muab Tshuaj (Medication Support Services)**

- Cov kev pab uas xws li kev muab tshuaj, kev tuav ntaub ntawv, kev khaws tshuaj, thiab kev saib xyuas cov neeg mob cov tshuaj. Kev muab tshuaj no muaj los ntawm koj tus kws kho mob qhov chaw ua hauj lwm, hauv xov tooj, los yog nyob rau tom vaj tom tsev los yog hauv koj lub zej zog.



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- **Kev Tuav Ntaub Ntawv Tshwj Xeeb (Targeted Case Management)**
 - Qhov no nws pab rau kev thov medical, kev kawm, kev poo nrog lwm tus, kev kawm ua hauj lwm, kev nrhiav hauj lwm, kev tu mob, los yog lwm yam uas muaj nyob rau koj lub zej zog es nyuab rau cov neeg mob no mus nrhiav los pab rau nws tus kheej. Kev tuaj ntaub ntawv tshwj xeeb no los sis hu ua Targeted case management muaj ntxiv rau kev tuav tswvyim, kev sib tham, kev koom tes, thiab kev sib pab; los pab rau ib tus neeg uas nkag rau peb kev pab, thiab yuav soj ntsuam tus neeg no.

- **Thaum Muaj Xwm Ceev (Crisis Intervention Services)**
 - Qhov kev pab no nws muaj los qhia txog tej xwm ceev. Lub hom phiaj no yog muaj los pab rau lub sij hawm thaum muaj xwm ceev. Qhov tshwj xeeb rau kev muaj xwm ceev yog los pab cov tib neeg uas nyob rau hauv lub zej zog no, kom lawv tsis txhob muab teeb meem yam yuav tau mus pw rau tsev kho mob. Kev pab rau kev muaj xwm ceev los sis hu ua Crisis intervention muaj mus txog li 8 teev thiab muaj rau hauv ib lub chaw kuaj mob los sis ib tug kws kho mob qhov chaw ua hauj lwm, hauv xov tooj, los sis nyob rau hauv vaj hauv tsev los yog hauv lub zej zog.

- **Kev Pab Tswj Thaum Muaj Xwm Ceev (Crisis Stabilization Services)**
 - Qhov kev pab no yog muaj rau thaum muaj xwm ceev. Crisis Stabilization muaj txog 20 teev thiab yuav tsum muaj nyob rau qhov chaw ua muaj cai saib xyuas uas yog 24 teev qhov chaws ua hauj lwm, rau tom tsev kho mob, los sis rau tom ib tug kws kho mob uas soj ntsuam txog tej no.



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- **Kev Pab Rau Cov Neeg Laus (Adult Residential Treatment Services)**

- Cov kev pab no yog los pab rau cov neeg puas hlwb kom lawv muaj txoj kev sib raug zoo nrog tib neeg los sis nrog lwm tus nyob rau qhov chaw uas muaj cai tswj thiab tsom kwm lawv. Cov kev pab no muaj mus txog 24 teev nyob rau ib hnuv, xya hnuv tauj ib lub lim piam. Medi-Cal yuav tsis muaj pab nyiaj kom tus neeg ntawd muaj chaw nyob chaw pw rau hauv qhov chaw ua hauj lwm ntawd.

- **Crisis Residential Treatment Services**

- Cov kev pab no yog los pab rau cov neeg uas muaj teeb meem rau kev puas hlwb los sis muaj kev nyuab siab, tabsis tsis tau tsim nyog rau tus neeg ntawd mus tu nws tus mob rau hauv tsev kho mob rau cov neeg puas hlwb. Kev pab muaj txog 24 teev rau ib hnuv, xya hnuv rau ib lub lim piam rau cov chaw kho mob rau kev puas hlwb. Medi-Cal yuav tsis muaj pab nyiaj kom tus neeg ntawd muaj chaw nyob chaw pw rau hauv qhov chaw ua hauj lwm ntawd.

- **Kev Pab Nruab Hnuv Rau Cov Neeg Muaj Mob Hnyav (Day Treatment Intensive Services)**

- Qhov no nws yog ib yam los pab rau cov neeg uas tsim nyog pab rau kev puas hlwb uas muaj rau ib pawg neeg uas yuav tau mus nyob rau hauv lub tsev kho mob puas hlwb los sis qhov chaw tu mob uas muaj 24 teev. Nws muaj txog pev teev tauj ib hnuv. Cov neeg uas tuaj rau ntawm no tuaj nyob tag mam mus tsev rau hmo ntuj. Cov kev pab no nws muaj kev qhia rau kom muaj kev sib raug zoo nrog lwm tus thiab muaj neeg nrog tham thiab muaj kev pab rau kev puas hlwb.



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- **Kev Kho Nyob Rau Nruab Hnub (Day Rehabilitation)**

- Cov kev pab no yog muaj tsim los pab rau cov neeg muaj mob puas hlwb kom lawv paub los tswj lawv tus kheej thiab kev ua neej thiab yog thaum lawv muaj mob huam tuaj lawm, lawv yuav pab lawv tus kheej li cas. Peb cov kev pab no muaj txog 3 teev tauj ib hnub. Nws muaj pab rau kev sib raug zoo thiab muaj neeg nrog tham.

- **Tsev Kho Mob Rau Cov Neeg Mob Puas hlwb (Psychiatric Inpatient Hospital Services)**

- Cov kev pab no yog muaj rau cov tsev kho mob uas muaj cai sab mob xwb. Tus kws kho mob uas muaj cai saib mob ntawd mam txiav txim seb tus neeg mob ntawd puas tsim nyog tau nyob 24 teev rau qhov chaw ntawd tu nws.

- **Cov Tsev Kho Mob Los Tu Mob Rau Cov Neeg Puas hlwb P(sychiatric Health Facility Services)**

- Cov kev pab no yog muaj rau cov neeg uas muaj cai nyob rau cov tsev kho mob ua soj ntsuam tshwj xeeb 24 teev rau cov neeg muaj mob puas hlwb loj. Cov kws kho mob ua hauj lwm rau cov chaw no yuav tsum muaj kev koom tes nrog rau tej tsev kho mob kom los pab tau cov neeg uas tsim nyog los nyob rau hauv peb kev pab.



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Puas Muaj Kev Pab Tshwj Xeeb Rau Cov Menyuum Yaus, los sis Cov Tub Ntxhais Hluas?

Cov menyuum los sis cov neeg uas tsis tau muaj txog 21 xyoos muaj cai txais tau kev pab ntxiv rau lawv los ntawm Medi-Cal hu ua Early and Periodic Screening, Diagnostic, and Treatment (EPSDT).

Yuav kom leej rau EPSDT cov kev pab, ib tug neeg yuav tsum yog muaj hnoob nyoog 21 xyoos rov los thiab muaj Medi-Cal los pab rau nws. EPSDT los pab tau tag nrho tej yam uas tsim nyog rau nws uas muaj kev mob rau kev puas hlwb los yog los pab rau nws ua ntej yuav tshwm sij loj tuaj.

Nug koj tus kws kho mob txog kev pab rau EPSDT. Yog koj tus kws kho mob thiab tug MPH pom tau hais tias tsim nyog rau koj muaj kev pab rau qhov no, koj muaj cai tau cov kev pab no.

Yog koj muaj lus nug dab tsi txog EPSDT cov kev pab, thov hu rau (209) 381-6800 thiab hais rau cov neeg ua hauj lwm hais tias koj xav nrog tus thawj ntawm Division Director for Children System of Care tham.

Tom qab no cov no muaj rau cov menyuum yaus, cov tub ntxhais hluas, thiab cov uas muaj txog 21 xyoos los ntawm MPH. Muaj rau: Therapeutic Behavioral Services (TBS), Intensive Care Coordination (ICC), Intensive Home Based Services (IHBS), and Therapeutic Foster Care (TFC) Services.

Kev Pab Rau Neeg Tug Cwj Pwm (Therapeutic Behavioral Services)

TBS yog ib yam uas kho kom tob, ib leeg tauj ib leeg, tsis siv sij hawm ntev los pab rau cov neeg xav tau kev pab mus txog rau cov uas muaj 21 xyoos. Cov neeg uas tau los txais cov kev pab no yog cov uas nyob nyob es nws cia li hloov tam sim ntawd, muaj



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kev nyuab siab rau hauv nws lub neej, thiab tsim nyog rau nws muaj kev pab ceev, tshwj xeeb rau qhov uas thaum lawv ntsuam nws es cov ntaub ntawv tau ceev tseg.

Yog koj muaj kev nyuab siab, MPH yuav pab tau koj rau kev tshwj xeeb rau ntawm kev puas hlwb. TBS yog ib hom pab rau kev puas hlwb tshwj xeeb uas muaj los ntawm MPH yog koj muaj teeb meem hnyab rau kev nyuab siab. Yuav kom tau TBS, koj yuav tsum muaj kev txais mental health cov kev pab, tsis tau muaj tshaj 21 xyoos, thiab muaj Medi-Cal pab tag nrho.

- Yog koj nyob rau tom tsev, ib tug neeg ua hauj lwm rau TBS yuav tuaj pab koj kom koj tsis txhob muaj teeb meem loj rau koj tug cwj pwm, xws li rau ib pawg neeg uas nyob rau ib qho chaw uake, xwli rau menyuam yaus, cov tub ntxhais hluas, thiab cov hluas ua muaj teeb meem loj rau lawv tug cwj pwm.
- Yog koj raug nyob rau ib lub tsev rau cov menyuam yaus, cov tub ntxhais hluas, thiab cov neeg uas tsis tau muaj noob nyoog uas muaj mob loj rau nws tug cwj pwm, ib tug neeg ua hauj lwm rau TBS yuav ua hauj lwm nrog koj kom koj tau los nyob qib me, xws li los tu mob rau tom vaj tom tsev. TBS mam pab koj thiab koj tsev neeg, tus neeg uas tsom kwm koj, los sis tus neeg uas muaj cai saib xyuas koj, kom nws paub txog kev yuav pab tau koj. Koj, tus uas yog tus neeg ua hauj lwm rau TBS, thiab koj tsev neeg, cov neeg uas saib xyuas koj yuav muaj kev koom tes uake los cev lus txog cov teeb meem txog rau hnuv uas koj tsis muaj kev pab los ntawm TBS lawm. Koj yuav muaj ib lub tswvyim uas TBS yuav qhia rau koj, koj tsev neeg, los sis cov neeg uas tsom kwm koj ntawd hais tias yuav pab li cas rau lub sij hawm koj tau txais TBS thiab nyob rau qhov twg. Tus neeg uas tsom kwm koj rau lub sij hawm uas koj tau txais kev pab (tus neeg uas ua hauj lwm rau TBS) yuav nrog koj thiab pab koj rau koj kev mob. Xws li rau tom koj vaj koj tsev, qhov chaw uas lawv xa koj mus nyob, tom tsev kawm ntawv, kev tu mob rau thaum nruab hnuv, los sis lwm qhov chaw uas nyob rau ib cheeb tsam no.



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Kev Tu Mob Hnyav, Intensive Care Coordination (ICC)

ICC yog ib qho program uas muaj kev soj ntsuam neeg mob, pab tswvyim rau kev tu mob, thiab pab rau cov neeg uas tsis tau muaj tshaj 21 xyoos uas muaj Medi-Cal uas cover tag nrho rau cov kev pab no.

ICC muaj kev ntsuam xyuas, pab tawm tswvyim, soj ntsuam koj; pab kom koj muaj kev swm rau lwm yam; thiab pab rau koj txav chaw. ICC cov kev pab muaj los ntawm peb cov cai uas yog Core Practice Model (ICPM), nrog rau Child and Family Team (CFT) kom muaj kev koom tes los sib raug zoo nrog ib tug menyuam, lawv tsev neeg, thiab nrog rau lawv cov koom haum uas pab rau cov menyuam.

CFT muaj kev pab (xws li tug uas yuav los tuav koj cov ntaub ntawv, cov kws kho mob, thiab nrog rau cov koom haum uas pab rau cov menyuam yaus), pab los ntawm kev sib ze (xws li yus tsev neeg, yus tej phooj ywg, cov neeg nyob ntawm yus kwj tse, thiab cov neeg ua hauj lwm) thiab lwm tusk om los pab tsim thiab kho tus neeg ntawd. Yuav muaj kev tawm tswvyim rau cov menyuam yaus, thiab lawv tsev neeg uas muaj los hom phiaj no. ICC muaj ntxiv muab lawv ib tug neeg ua hauj lwm uas:

- Yuav muab cov kev pab kom haum koj, thiab txhua yam uas tsim nyog los pab rau koj los yam uas seb koj yog hom neeg twg.
- Yuav saib xyuas kom meej seb ib tug menyuam yuav tsim nyob pab li cas.
- Muaj kev koom tes nrog tus menyuam thiab nws tsev neeg, thiab los ntawm lub koom haum uas yuav muaj pab rau nws.
- Pab cov niam cov txiv thiab cov neeg uas muaj cai saib xyuas rau kev sab laj seb tsim nyog pab tug menyuam li cas.
- Pab los tsim kho lub CFT no muaj kev pab mus ntxiv.
- Yuav saib kom meej rau kev tu menyuam yaus thiab yuav muab tus menyuam ntawd tso rau qhov chaw uas tsim nyog rau nws.



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Pab Rau Kev Mob Hnyav Rau Tom Tsev (Intensive Home Based Services)

IHBS yog los pab rau ib leej neeg, kom muaj zog los hloov kev muaj mob puas hlwb kom tug menyuam ntawd muaj kev to tau rau tom vaj tom tsev thiab rau lub zej zog.

IHBS cov kev pab muaj los pab rau ib leej neeg los tawm tswvyim rau tus neeg ntawd. ICPM uas pab los ntawm CFT yuav muaj kev koom tes rog tsev neeg, kev tawm tswvyim, kev ntsuam neeg, kev tu mob, thiab kev koom tes. IHBS muaj pab rau cov uas tsis tau muaj tshaj 21 xyoos uas muaj Medi-Cal los pab tag nrho.

Kev Ntsuam Xyuas Rau Cov Menyuum Uas Nyob Foster Care (Therapeutic Foster Care)

TFC cov kev pab muaj rau kev los pa bib ntus, kev mob hnyav, muaj kev kawm thiab to tau txog trauma, thiab muaj pab rau ib leej neeg uas muaj kev puas hlwb tshwj xeev rau cov menyuum txog rau 21 xyoos uas muaj kev nyuab siab los yog coj xeeb ceem tsis zoo. Cov kev pab muaj xws li kev tawm tswvyim, muaj kev tu mob, thiab kev koom tes. Nyob rau TFC, menyuum yaus yuav tau los mus nyob rau kev kawm, yuav muaj neeg saib xyuas, thiab muaj cov niam txiv los txhawb nqa.

KOJ LI MHP, TXIAV, TSIS MUAB KEV PAB RAU KOJ

Kuv Muaj Cai Li Cas Yog Cov MPH No Tsis Kam Pab Los Sis Xav Tias Tsis Tau Tsim Nyog Rau Lawv Pab Kuv?

Yog koj qhov MPH tsis kam, muab caij nyoog rau koj, los sis pab tsis cuag ncuaj koj los sis muab tso tseg lawm es kom ntseeg hais tias tsis tau tsim nyog rau lawv ua li ntawd rau koj, koj muaj cai hais/sau txog qhov luag txiav tsis muab kev pab los ntawm MPH. Tsis tas li ntawd, koj muaj cai tawm tsam ntawv rau lawv kev txiav txim siab rau koj los



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ntawm kev hais txog qhov “tsis txaus siab” los yog ib qho “rov tshawb xyuas dua.” Nyob rau hauv qab no yuav qhia rau koj txog cov cai uas koj muaj yog koj tsis pom zoo nrog MPH kev txiav txim siab.

Kev Txiav Tsis Muab Kev Pab Lawm Yog Dab Tsi?

Kev txiav tsis muab kev pab yog muaj raws li hauv qab no:

- Yog koj li MPH los yog ib tug ntawm cov kws kho mob no txiav txim siab lawm hais tias koj tsis muaj kev pab los ntawm Medi-Cal kev tshwj xeeb rau kev puas hlwb vim koj tsis tau tsim nyog rau lawv pab koj.
- Yog koj tus kws kho mob xav lawm hais tias tsim nyog rau koj soj ntsuam koj tus mob rau kev tshwj xeeb rau kev puas hlwb thiab twb nug tus MPH tau kev tso cai lawm, tabsis tus MPH tsis pom zoo thiab tsis kam rau koj tus kws kho mob tso cai rau koj, los sis muab koj cov kev pab no txo. Feem ntau koj yuav txais ib daim ntawv Notice of Adverse Benefit ua ntej koj yuav txais cov kev pab, tabsis qee zaus qhov Ntawv Txiav Tsis Muab Kev Pab yuav tuaj tom qab koj twb tau txais kev pab lawm. Yog koj tau txais ib daim Ntawv Txiav Tsis Muab Kev Pab tom qab koj twb tau txais kev pab lawm, koj tsis tas yuav them nyiaj lawm.
- Yog koj tus kws kho mob twb thov MPH kom muab kev tso cai, tabsis MPH xav paub ntxiv ua ntej lawv txiav txim siab thiab yog lawv tsis ua kom tiav raws sij hawm.
- Yog koj tus MPH tsis kam cov kev pab no rau koj vim kev teem sij hawm mus tsis raws siab xav, koj yuav tau ua raws li cov cai no (saib mus rau nplooj 41)
- Yog koj hais/sau ib daim ntawv tsis txaus siab tsis txaus siab nrog MPH thiab MPH tsis tb tuaj rov qab rau koj nyob rau hauv 90 hnuv.
- Yog koj hais/sau ib daim appeal nrog MPH thiab MPH tsis sau ntawv teb tuaj rau koj txog ntawm koj kev txiav txim siab nyob rau hauv 30 hnuv, los sis koj hais/sau ib daim ntawv kom rov tshawb xyuas dua ceev ceev, thiab tsis hnov teb tuaj tsis pub dhau 72 teev.



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Ib Daim Ntawv Qhia Txog Tsis Muab Kev Pab Yog Dab Tsi?

Ib daim txiav tsis muab kev pab yog ib daim ntawv uas koj tus MPH yuav tau xa rau koj yog lawv tau txiav txim siab yuav tso tseg, laug cai nyoog, muab kev pab tsawg, los sis ua tsis cuag ncuu yam uas koj thiab koj tus kws kho mob ntseeg hais tias tsim nyog rau koj txais kev pab. Ib daim Ntawv txiav tsis muab kev pab nov yog siv los qhia ntxiv txog koj qhov tsis txaus siab los yog kev tsis txaus siab, rov xyuas dua, los yog koj daim ntawv rov tshawb xyuas dua kom ceev ceev ntawd lawv saib xyuas tsis raws sij hawm, los yog koj tau txais kev pab los ntawm MPH lawv kev cai teem sij hawm rau lawv cov kev pab.

Daim Ntawv Txiaiv Tsis Muab Kev Pab Yuav Qhia Kuv Dab Tsi?

Daim ntawv txiav tsis muab kev pab yuav qhia koj hais tias:

- Tej kev txiav txim siab uas koj tus MPH tau xaiv tsis muab kev pab mus ntxiv rau koj txog tej kev pab kho mob.
- Hnub twg yog hnub kawg thiab yog vim li cas lawv thiaj txiav txim siab mus li ntawd.
- Lub xeev los sis txoj cai loj rau teb chaws no (state los yog federal) kev txiav txim siab yog vim li cas.
- Koj muaj cai li cas yog koj tsis pom zoo nrog MPH kev txiav txim siab.
- Yuav sau ntawv/hais li cas rau MPH.
- Yuav thov kev ncaj ncees li cas los ntawm State Hearing yog koj tsis txaus siab txog qhov koj kom lawv rov tshawb xyuas dua.
- Yuav thov kev ncaj ncees sai li sai tau li cas los ntawm State Hearing.
- Yuav nrhiav kev pab li cas rau kev sau/hais los yog xav thov kev ncaj ncees li cas los ntawm State Hearing.
- Koj muaj sijhawv ntev li cas yog koj xav tau txoj kev ncaj ncees no los ntawm State Hearing.



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- Seb koj puas tseem muaj kev pab lawm yog hais tias koj tab tom tos lawv soj ntsuam koj kev tsis txaus siab los yog seb State Hearing yuav txiav txim li cas.
- Yog koj yuav tau xa koj daim appeal los yog daim State Hearing yog koj tseem xav tau lawv kev pab.

Kuv Yuav Ua Cas Yog Kuv Txais Tau Ib Daim Ntawv Txiv Tsis Muaj Kev Pab Lawm?

Yog koj tau txais ib daim Ntawv txiv tsis muab kev pab, koj yuav tsum nyeem daim ntawv ntawd kom meej. Yog koj tsis to tau, koj tug MPH mam pab koj. Tsis li ntawd no los koj thov tau kom lwm tus pab koj.

Yog cov MPH qhia rau koj hais tias koj li kev pab yuav raug tso tseg los yog yuav raug tu ncuas es koj tsis pom zoo nrog qhov no, koj muaj cai thov ib daim appeal rau qho no. Koj muaj cai mus cuag koj kev saib mob txog thaum koj qhov appeal los yog State Hearing nws txiav txim siab tau lawm. **Koj yuav tau thov kom lawv saib xyuas koj mus ntxiv tsis pub dhau 10 hnuv tom qab koj tau txais ib daim Ntawv Txiv Tsis Muab Kev Pab los sis ua ntej lub sij hawm lawv teem rau kom txog qhov yuav hloov rau koj.**

KEV YUAV DAWS TEEB MEEM: YUAV SAU/HAIS TXOG KEV TSIS TXAUS SIAB LOS YOG KOM LUAG ROV TSHAWB XYUAS DUA

Yog Kuv Tsis Muaj Kev Pab Los Ntawm MPH Kuv Yuav Ua Cas?

Koj tug MPH yuav tsum muaj ib lub tswvyim rau koj los pab dadws koj cov teeb meem txog tej yam uas Menta Health cov kev pab koj. Qhov no yog hu ua hais tias kev los daws teeb meem thiab yuav muaj raws li no:

1. **Kev tsis txaus siab:** Nws yog ib yam uas koj tsis zoo siab txog dab tsi los ntawm kev pab koj tshwj xeeb rau kev puas hlwb los sis rau MPH.



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2. **Kev rov tshawb xyuas/txiav txim siab dua:** No yog kev txiav txim siab (xws li kev yuav hloov koj cov kev pab los yog yuav tsis muaj kev pab rau koj) rau koj kev pab tshwj xeeb rau kev puas hlwb los ntawm MPH los yog koj tug provider.
3. **Kev thov kev ncaj ncees:** Ntawm no yog kev thov kom cov neeg ua hauj lwm soj ntsuam ua ntej yuav kom cov nom tswv loj los txiav txim rau kev uas yuav los ntsuam koj tug mob yog MPH tsis kam saib xyuas koj.

Kev yuav sau/hais txog kev tsis txaus siab, kom rov tshawb xyuas dua, los yog kom muaj kev ncaj ncees yuav tsis suav txim rau koj thiab yuav tsis muaj feem cuam rau kev yuav pab rau koj uas koj tab tom muaj los ntawm peb. sau/hais txog kev tsis txaus siab los yog kom rov tshawb xyuas dua no nws yuav los pab koj kom koj tau cov kev pab uas tsim nyob los pab rau koj thiab los daws tau cov teeb meem uas koj tab tom muaj tswj xeeb rau kev puas hlwb. Kev tsis txaus siab thiab qhov kom rov tshawb xyuas dua yuav pab MPH kom lawv paub zoo hais tias yuav pab koj li cas ntxiv. Thaum koj sau/hais txog qhov tsis txaus siab los yog hais kom luag rov tshawb xyuas dua tiav lawm, koj qhov MPH yuav qhia rau koj thiab cov neeg uas muaj feem cuam rau qhov no yuav paub hais tias tau txiav txim siab los mus li cas lawm. Yog koj xav paub ntau tshaj txog tej no koj mam saib rau hauv qab no.

Kuv Puas Muaj Cai Txais Kev Pab Yog Kuv Xav Sau/Hais Txog Qhov Kev Tsis Txaus Siab, Kom Rov Tshawb Xyuas Dua, Los Yog Tsoom Hwv Mloog Kev Ncaj Ncees?

Koj tug MPH yuav pab qhia rau koj txog tej no thiab yuav tsum tau pab koj txog qhov yuav sau/hais txog kev tsis txaus siab, kom rov tshawb xyuas dua, los yog kom tshoom hwv mloog kev ncaj ncees. MPH yuav pab tau koj txiav txim siab seb koj puas leej rau qhov lawv hu ua hais tias “expedited appeal (rov tshawb xyuas kom ceev)”, txhais tau hais tias lawv yuav muab coj los saib sai li sai tau vim koj kev noj qab nyob zoo tab tom nyob rau kev phom sij. Koj muaj cai tso cai tau rau ib tug neeg ze koj los ua tug txiav



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txim los yog hais lus rau koj, nrog rau koj tug kws kho mob uas tshuaj ntsuam koj tus mob tshwj xeeb ntawd.

Yog koj xav tau kev pab, hu rau Behavioral Health and Recovery Services ntawm (209) 381-6800 los yog tus xov tooj hu dawb ntawm: (888) 334-0163.

Lub Xeev No Pab Puas Tau Kuv Rau Kuv Cov Teeb Meem/Lus Nug?

Koj hu tau mus rau Department of Healthy Care Services, Office of the Ombudsman, thaum Monday txog Friday, 8 teev sawv ntxov mus txog rau 5 teev tsaus ntuj (tsis muaj qhib rau holiday), hu tug xov tooj ntawm (888) 452-8609 los yog email lawv ntawm MMCDOmbudsmanOffice@dhcs.ca.gov. Thov nco cia: yog koj email tuaj rau peb, cov lus uas koj sau tuaj tsis muaj caiv rau ib tug neeg pom xwb. Yog li no tsis txhob qhia tej yam uas koj tsis xav kom neeg paub rau hauv tsab email no.

Koj muaj cai mus nrhiav tau kev pab dawb ntawm qhov chaw uas pab dawb rau kev sau/hais txog kev tsis txaus siab los yog lwm cov chaw li no. Thiab koj hu tau mus rau California Department of Social Services (CDSS) es nug txog koj txoj cai uas koj muaj, hu tau rau Public Inquiry and Response Unit ntawm tug xov tooj (800) 952-5253 (rau TTY, hu rau (800) 952-8349).



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TXHEEJ TXHEEM NTAWM KEV TSIS TXAUS SIAB

Tsis txaus siab yog dab tsi?

Kev tsis txaus siab yog ib yam thaum koj tsis txaus siab txog rau cov kev pab koj tshwj xeeb rau kev puas hlwb uas tsis yog ib yam uas yuav muaj pab los ntawm kev rov tshawb xyuas/hais dua thiab tsis yog kev rov kom tsoom hwv nrog mloog kev ncaj ncees (hais plaub).

Cov cai/txheej txheem rau tej kev tsis txaus siab nov yog li cas?

Cov cai rau kev tsis txaus siab no yog ib co cai uas siv rau MPH rau kev yuav muab koj cov ntaub ntawv no koj los saib yog koj tsis txaus siab rau cov kev pab no los yog los ntawm MPH.

Kev sau/hais txog kev tsis txaus siab no koj yuav sau/hais txog thaum twg los yeej tau yam hais tias koj sau ntawv mus los yog cia li mus hais, thiab yog sau/hais txog qhov koj tsis txaus siab nov yuav tsis ua rau koj poob koj li kev pab. Yog koj hais/sau ntawv hais txog qhov koj tsis txaus siab, koj tus kws kho mob yuav tsis muaj txim.

Koj muaj cai tso cai rau koj ib tug neeg, los yog koj tus kws kho mob, los nyob koj chaw txiav txim rau koj. Yog koj tso cai rau lwm tus neeg los txiav txim rau koj, MPH yuav nug koj muab kev tso cai los kos npe rau MPH lawv thiaj muaj cai muab koj cov ntaub ntawv rau tug neeg ntawd.

Ib leej tug twg uas ua hauj lwm rau MPH uas yuav los txiav txim rau qhov koj tsis txaus siab yuav tsum yog ib tug neeg muaj cai los saib xyuas thiab tsis muaj feem cuam rau cov kev txiav txim siab yav tag dhau los.



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Thaum Twg Es Kuv Thiaj Hais Tau Txog Qhov Kuv Tsis Txaus Siab?

Koj yuav sau ib daim ntawv hais txog kev tsis txaus siab thaum twg los yeej tau nrog rau MPH yog koj tsis txaus siab rau kev pab koj tshwj xeev rau kev puas hlwb los yog muab dua lwm yav kev txhawj xeeb txog MPH.

Kuv Yuav Txog Qhov Kuv Tsis Txaus Siab Nov Lis Cas?

Koj hu tau mus rau koj tug MPH kom lawv pab koj ua daim ntawv tsis txaus siab nov. Koj hu mus los yog sau ntawv mus rau los yeej tau. Yog koj hais mus rau lawv lawm no ces koj tsis tas yuav sau ib daim ntawv lawv qab. Yog koj xa ib daim ntawv tsis txaus siab no mus yam hais tias koj sau ntawv, MPH yuav pab muab ib lub hnav ntawv uas muaj koj tus kws kho mob qhov chaw nyob rau koj xa mus rau lawv. Koj xa mus tau rau lawv ntawm qhov chaw nyob uas nyob rau nplooj ntawv thib ib hauv phau ntawv no.

Kuv Yuav Ua Cas Kuv Thiaj Paub Hais Tias MPH Txais Tau Kuv Daim Tsis Txaus Siab Nov Lawm?

Koj tug MPH mam qhia tuaj rau koj paub yog lawv txais tau koj daim ntawv hais txog qhov koj tsis txaus siab no. Lawv mam xa ib daim ntawv tuaj qhia koj.

Thaum Twg Lawv Mam Txiav Txim Rau Kuv Qhov Kev Tsis Txaus Siab?

MPH yuav tsum tau txiav txim siab rau koj kev tsis txaus siab txog daim ntawv tsis txaus siab no tsis pub tshaj 90 hnuv ntawm hnuv uas koj sau ntawv/hais mus rau lawv. Yog caij nyoog tsis txaus, lawv yuav muab li 14 hnuv ntxiv rau lawv, thiab yog lawv ntseeg tau lawm hais tias tsim nyog rau lawv muab ncuva cia vim lawv xav tshawb fawb kom paub ntau tshaj ntawm no es thiaj pab tau koj. Muab piv xam li hais tias thaum uas lawv muab ncuva sij hawm lawm, MPH ntseeg tau lawm hais tias lawv yuav muaj peev xwm



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daws tau koj li teeb meem rau koj kev tsis txaus siab yog lawv mus nrhiav tau lwm yam los yog lwm tus neeg uas muaj feem rau tej no.

Yuav Ua Li Cas Kuv Thiaj Paub Tau Hais Tias MPH Txiaiv Txim Siab Li Cas Txog Ntawm Kuv Qhov Grievance No?

Yog thaum txiaiv txim siab tau txog koj qhov grievance no lawm, MPH yuav xa ib daim ntawv tuaj qhia rau koj paub. Yog koj tug MPH ua tsis raws sij hawm es cov neeg muaj feem cuam tsis paub txog hais tias mus li cas lawm, ces tug MPH mam pab ib daim Ntawv Txiaiv Tsis Muab Kev Pab thiab qhia cov cai rau koj rau kev yuav sau/hais rau State Hearing. Koj tug MPH mam muab ib daim Ntawv Txiaiv Tsis Muab Kev Pab txog lub caij nyoog hais tias yuav tag rau thaum twg. Koj hu tau mus rau MPH yog koj xav paub ntau tshaj no yog koj tsis tau txais ib daim Ntawv Txiaiv Tsis Muab Kev Pab.

Puas Muaj Kev Tas Caij Nyoog Yog Xa Daim Ntawv Grievance No?

Tsis muaj, koj yuav xa daim ntawv no mus thaum twg los yeej tau.

KEV TXIAV TXIM SIAB (COV CAI SIV THIAB THAUM XAV KOM LAWV UA KOM SAI LI SAI TAU)

Koj tug MPH yuav tsum tau cia koj thov lawv saib koj tsab ntawv uas koj ua mus rau lawv txog lawv kev txiaiv txim siab rau koj kev saib mob tshwj xeeb rau kev puas hlwb. Nws muaj ob ya uas koj kom lawv saib tau. Yam ib yog siv cov cai uas lawv keev siv. Yam ob yog hais kom lawv ua qhov uas ua sai li sai tau. Ob yam no nws mus muaj ntsis zoo ib yam; tabsis, muaj qee yam yuav tau saib xyuas kom mee rau lawv qhov uas ua kom sai li sai tau. Cov cai coj li siv rau qhov no muaj raws li hauv qab no.



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Daim Standard Appeal Yog Dab tsi?

Daim standard appeal los yog daim ntawv uas lawv siv coj los txiav txim siab rau koj los ntawm MPH los yog koj tus kws kho mob. Nws yog ib daim uas muaj feem hais tias koj cov kev pab yuav raug hloov los yog lawv yuav tsis pab koj yam uas koj xav hais tias tsim nyog rau lawv pab. Yog koj thov daim standard appeal, cov MPH yuav siv sij hawm li 30 hnuv coj los saib. Yog koj xav hais tias tos 30 hnuv rau koj es koj tug mob yuav huam loj tuaj, koj yuav tau thov daim hu ua “expedited appeal” los yog daim uas ua kom ceev.

Daim standard appeal nws yuav:

- Nws yuav cia koj sau/hais koj luag rov tshawb xyuas dua yam hais mus rau lawv los yog sau ntawv mus rau lawv los tau. Yog koj xa xov mus rau lawv los ntawm lo lus, koj yuav tau ko npe rau ib daim ntxiv mus rau lawv, thiab xa ib daim lawv qab. Koj muaj cai thov tau kev pab yog koj sau ib daim kom rov xyuas dua rau lawv. Yog koj tsis sau ib daim ntawv taug qab, koj kev tsis txaus siab yuav mus tsis tau. Tab txawm li cas los hnuv uas koj xa xov hais mus rau lawv los ntawm ncauj lug, yuav suav txij hnuv ntawv mus.
- Xav kom koj cia siab hais tias yog koj SAU/HAIS ib daim appeal no lawm, nws yuav tsis suav dab tsi los puas rau koj li kev pab los yog rau koj tus kws kho mob.
- Yuav cia koj tso cai rau lwm tus neeg los hais tam koj, nrog rau koj tus kws kho mob. Yog koj tso cai rau lwm tus neeg los hais lus tam koj, MPH yuav hais kom koj kos npe tso cai rau lawv muab koj cov ntaub ntawv rau tus neeg ntawd.
- Koj cov kev pab yuav muaj mus ntxiv rau koj yog koj twb tau sau/hais ib daim appeal rau lub sij hawm ntawd, xws li 10 hnuv tom qab uas koj tau txais daim



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Ntawv Txiaiv Tsis Muab Kev Pab tuaj txog koj los sis lawv tau muab rau koj lawm. Koj tsis tas yuav them nyiaj rau lub sij hawm koj tos lawv cov lus teb tuaj koj. Tab txawm li cas los, yog koj tsis hais kom lawv pab koj mus ntxiv, thiab thaum lawv tau txiaiv txim siab lawm hais tias yuav muab koj cov kev pab no txo los yog tso tseg, koj yuav tau them rau cov nqi uas tau pab koj rau lub sij hawm uas lawv tab tom txiv txim siab.

- Yuav xav kom koj tso siab hais tias tus neeg uas txiaiv txim siab ntawd nws yog ib tug neeg uas muaj cai thiab tsis muaj feem cuam rau koj ib rooj plaub yav tag dhau los.
- Yuav cia koj thiab koj cov neeg saib kom meej rau koj kev tsis txaus siab no, nrog rau koj cov ntaub ntawv saib mob, thiab nrog rau lwm yam ntaub ntawv rau lub sij hawm uas txiaiv txim siab no.
- Yuav cia koj muaj pov thawj los hais, tsis hais kev sib cav, tuaj hais tim ntsej tim muag, los yog sau ntawv tuaj.
- Yuav cia koj, koj cov neeg uas sawv cev koj, los yog ib tus neeg uas tau tag simneej cov neeg uas muaj feem nyob rau hauv no.
- Yuav xa ntawv tuaj qhia koj paub txog koj daim ntawv uas peb tab tom txiaiv txim siab no paub hais tias peb tab tom muab coj los xyuas.
- Yuav qhia koj paub txog koj txoj cai uas koj muaj yog koj yuav thov mus ntsiv State Hearing, txog ntawm koj daim ntawv appeal lawv kev tshawb fawb nrog MPH.



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Thaum Twg Kuv Mam Xa Tau Ib Daim Appeal?

Koj yuav xav sau/hais ib daim appeal nrog rau tug MPH thaum twg los yeej tau xws li hauv qab no:

- MPH los sis ib tug uas muaj kev koom tes nrog cov uas ntsuam xyuas koj es pom lawm hais tias tsis tau tsim nyog rau koj txais kev pab tshwj xeeb vim koj tsis lees mus rau lawv cov cai uas tsim nyog pab koj.
- Koj tus kws kho mob xav lawm hais tias yeej tsim nyog rau koj txais kev pab tshwj xeeb rau kev puas hlwb thiab nug koj tug MPH kev tso cai, tab sis MPH tsis pom zoo nrog los sis muab koj tus kws kho mob neb kev thov tso tseg, los yog muab koj cov kev pab no hloov lawm.
- Koj tug kws kho mob thov MPH kom tso cai, tabsis MPH xav tau cov ntaub ntawv kom paub tshaj no ntxiv thiaj txiav txim siab tau thiab ua cov ntaub ntawv no tsis raws caij nyoog.
- Koj tug MPH tsis pab koj raws li lub caij nyoog uas tau teem tseg rau koj.
- Koj tsis xav hais tias MPH pab koj tsis cuag ncuu thiab ua tsis rau li koj kev saib mob.
- Koj qhov grievance, appeal, los yog daim expedited appeal mus tsis raws sij hawm.
- Koj thiab koj tus kws kho mob pom zoo nrog rau cov kev pab tshwj xeeb rau kev puas hlwb.

Kuv Yuav sau/hais Ib Daim Appeal Li cas?

Koj hu tau mus rau koj tug MPH kom lawv pab koj ua ib daim ntawv appeal. MPH yuav pab muab hnab ntawv uas muaj chaw nyob rau koj xa mus. Yog koj tsis muaj hnab ntawv uas muaj chaw nyob rau ntawd, koj sau tau qhov chaw nyob uas muaj rau thawj nplooj ntawv ntawm phau ntawv no, los yog xa hauv e-mail los

BHRSGrievance@co.merced.ca.us yog fax rau (209) 725-3807. Daim appeal no, no ces



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koj hais tuaj los yog sau ntawv tuaj los tau. Yog koj xa daim appeal yam hais tuaj xwb, no ces koj yuav tau sau ib daim ntawv kos npe rau tuaj.

Yuav Ua Cas Kuv Thiaj Paub Hais Tias Kuv Daim Ntawv Hais Kom Rov Tshawb Xyuas Dua Nov Lawv Txiaj Txim Siab Tau Lawm?

Koj tug MPH yuav xa ib daim ntawv qhia rau koj paub txog koj daim appeal los yog lawv li kev txiaj txim siab. Yog lawv xa ntawv tuaj, nws yuav muaj li nram qab no:

- Kev txiaj txim siab los zoo li cas lawm
- Hnub uas lawv txiaj txim siab no yog thaum twg
- Yog hais tias kev txiaj txim siab zaum no mus tsis raws li koj siab xav, daim ntawv no yuav qhia koj paub txog koj txoj cai rau State Hearing thiab yuav qhia hais tias kev cai yuav SAU/HAIS rau State Hearing yog li cas.

Puas Muaj Kev Tag Caij Nyoog Rau Kev Yuav Xa Daim Ntawv Kom Rov Tshawb Xyuas Dua?

Koj yuav tsum tau xa daim appeal nyob rau hauv 60 hnub ntawm daim Ntawv Txiaj Tsis Muab Kev Pab. Nws tsis muaj qhov yuav tag caij nyoog rau koj yog koj tsis tau txais daim Ntawv Txiaj Tsis Muab Kev Pab, koj yuav xa daim appeal no thaum twg los yeej tau.

Thaum Twg Lawv Mam Txiaj Txim Siab Tau Rau Kuv Qhov Appeal no?

MPH yuav tsum tau txiaj txim siab nyob rau 30 hnub thaum MPH txais tau koj daim ntawv rau qhov appeal no lawm. Lub sij hawm rau kev txiaj txim siab no yuav muaj kev ncuu rau 14 hnub yog koj thov kom lawv muab sij hawm ntxiv, los yog MPH ntseeg lawm hais tias yuav xav paub kom paub ntau tshaj thiab lawv yuav muab ncuu rau koj li kev pab. Ib yam piv txwv yog li hais tias muaj kev tsis cuag ncuu vim hais tias MPH



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ntseeg hais tias nws yuav muaj feem koj daim appeal no leej rau kev pab koj thiab xav paub ntau tshaj no los ntawm koj los yog koj tug kws kho mob.

Yog Kuv Tos Tsis Tau 30 Hnub Rau Lawv Txiaiv Txim Siab, Yuav Ua Cas?

Kev txiaiv txim siab yuav mus tau ceev zog yog hais tias nws leej rau qhov uas ua kom ceev.

Daim Expedited Appeal No Yog Dab tsi?

Daim expedited appeal yuav mus tau ceev dua rau kev txiaiv txim siab. Daim expedited appeal muaj ua zoo ib yam li lawv daim standard appeal cov cai. Tabsis, koj yuav tau qhia hais tias yog ua cast sis ua kom ceev nws thiaj ua rau koj tug mob huam loj tuaj li cas. Daim expedited appeal yuav ua mus tsis raws caij nyoog li lub sij hawm lawv muab rau daim standard appeal. MPH muaj txog 72 teev los saib daim expedited appeal no. Koj muaj cai hais mus tau rau kom lawv ua daim expedited appeal no. Koj tsis tas yuav sau ib daim expedited appeal no rau lawv.

Thaum Twg Kuv Thiaj SAU/HAIS Tau Ib Daim Expedited Appeal?

Yog koj xav lawm hais tias yog tos 30 hnub yuav muaj teeb meej rau koj kev noj qab nyob zoo, koj txoj sia, los yog ua cas rau koj tus kheej, koj muaj cai thov kom lawv ua ib daim expedited appeal rau koj. Yog hais tias MPH pom zoo nrog koj txog daim appeal thiab koj dhau lawv cov cai lawm, MPH mam muab saib xyuas rau koj tsis dhau hauv 72 teev thaum lawv txais tau koj daim ntawv appeal. Yog hais tias tsim nyob rau lawv muab ncuaj sij hawm no ces lawv yuav muab ncuaj li 4 hnub los ntawm koj los sis ntawm lawv. Yog hais tias MPH muab ncuaj sij hawm lawm, no ces lawv mam sau ib daim ntawv tuaj qhia rau koj hais tias yog vim li cas lawv thiaj li tau muab ncuaj lawm.



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Yog MPH xav lawm hais tias koj daim appeal no tsis leej mus tau rau ib daim expedited appeal uas yog daim ceev, MPH yuav tsum tau qhia kom meej tsis pub dhau ob hnuv tuaj rau koj paub hais tias yog vim li cas. Koj daim appeal yuav tau raug ua raws li cov cai koj los siv rau lub sij hawm uas ua rau txhua leej txhua tus. Yog koj tsis pom zoo nrog MPH qhov kev txiav txim siab txog koj daim hais kom rov tshawb xyuas dua, koj muaj cai sau/hais tau ib daim ntawv tsis txaus siab.

Thaum koj tug MPH muab koj daim xpedited appeal no koj los saib tag lawm, MPH mam qhia tuaj rau koj pab nrog rau cov neeg uas muaj feem cuam nyob rau hauv.



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STATE HEARING COV CAI SIV

State Hearing yog dab tsi?

Ib daim State Hearing yog ib daim ntawv uas lawv muab coj los saib rau ib leej ib tug twg, nws yog ua los ntawm ib tug neeg uas muaj cai ua hauj lwm rau California Department of Social Services, kom pom hais tias koj muaj kev pab tshwj xeeb rau kev puas hlwb raws li txoj cai uas koj muaj nyob rau hauv Medi-Cal cov kev pab.

Kuv Muaj Cai Li cas Rau State Hearing?

Koj muaj cai xwsi:

- Muaj ib tug neeg los mloog koj cov lus ua ntej yuav mus rau tug loj (uas hu ua hais tias State Hearing)
- Muaj kev qhia hais tias koj yuav thov kom State Hearing los mloog koj cov lus li cas
- Muaj kev qhia txog cov cai uas los siv rau thaum mus rau State Hearing
- Muaj kev pab koj mus ntxiv txawm koj yuav muaj kev sib SAU/HAIS rau lub caij uas tab tom nyob rau State Hearing

Kuv sau/hais Tau Rau State Hearing Thaum Twg?

Koj yuav SAU/HAIS rau State Hearing rau ib yam hauv qab no yeej tau:

- Koj twb tau SAU/HAIS ib daim appeal lawm thiab tau txais daim appeal ntawd kev t ulus qhia rau koj hais tias koj tug MPH tsis pom zoo rau koj kev tsis txaus siab.
- Koj daim ntawv tsis txaus siab, appeal, los yog daim expedited ua tsis raws sij hawm.



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Kuv Yuav Ua Cas Kuv Thiaj Mus Ntsib Tau State Hearing?

Koj muaj cai thov tau State Hearing los mloog koj cov lus nyob hauv internet ntawm:

<https://secure.dss.cahwnet.gov/shd/pubintake/cdss-request.aspx>.

Koj xav thov kom State Hearing los yog expedited (ua kom ceev) los mloog koj cov lus ntawm tug xov tooj : Hu rau State Hearings Division, tug hu dawm ntawm (800) 743-8525 los yog (855) 795-0634, los yog hu rau Public Inquiry thiab Response line, tug hu dawb ntawm (800) 952-5253 los yog TDD (800) 952-8349.

Koj thov tau yam sau ntawv mus rau State Hearing:

Xa koj daim ntawv no mus rau County Welfare Department ntawm qhov chaw nyob uas muaj rau ntawm nplooj ntawv Ntawv Txiav Tsis Muab Kev Pab, los ntawm fax los yog xa ntawv mus rau:

California Department of Social Services

State Hearings Division

P.O. Box 944243, Mail Station 9-17-37

Sacramento, CA 94244-2430

Los yog Fax rau (916) 651-5210 los yog (916) 651-2789 los yog email mus rau

SHDCSU@dss.ca.gov

Puas Muaj Cai Nyoog Los sis Kev Tag Sij hawm rau State Hearing?

Muaj, koj tsuas muaj 120 hnuv los thov State Hearing. Ntawm 120 hnuv ntawd, nws pib rau hnuv tom qab tug MPH tau muab daim appeal kev txiav txim siab rau koj, los yog hnuv tom qab uas MPH kev txiav txim siab.



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Yog koj tsis tau txais daim Ntawv Txiav Tsis Muab Kev Pab, koj muaj cai SAU/HAIS rau State Hearing thaum twg los tau.

Kuv Puas Muaj Cai Txais Kev Pab Rau Lub Sij hawm Uas Kuv Tab Tom Tos Rau State Hearing Kev Txiav Txim Siab?

Yog kom tab tom muaj txais kev pab thiab koj xav kom peb pab koj txuas ntxiv rau lub sij hawm uas koj tos cov lus teb ntawm State Hearing, koj yuav tau nug State Hearing nyob rau ntawm 10 hnuv ntawm hnuv uas Ntawv Txiav Tsis Muab Kev Pab tau sau tseg, los yog ua ntej hnuv uas koj tug MPH yuav qhia koj hais tias lawv yuav tso tseg los sis muab cov kev pab no txo. Thaum koj nug State Hearing, koj yuav tsum hais kom lawv pab koj mus txuas ntxiv rau lub sij hawm State Hearing.

Yog koj tsis qhia kom lawv pab koj txuas ntxiv cov kev pab no, thiab lawv twb tau txiav txim siab los ntawm State Hearing hais tias lawv yuav muab txo los sis yuav muab tso tseg kev pab koj, tej zaum koj yuav tau them tug nqi uas pab koj rau lub sij hawm koj tos cov lus los ntawm State Hearing.

Thaum Twg State Hearing Mam Txiav Txim Siab Tau?

Tom qak koj thov los ntawm State Hearing lawm, yuav siv sij hawm li 90 hnuv rau lawv los txiav txim siab lawm mam muab lus tuaj rau koj.

Yuav Ua Cas Yog Kuv Tos Tsis Taus 90 Hnuv Rau State Hearing Kev Txiav Txim Siab?

Yog koj xav lawm hais tias tos ntev li ntawd nws yuav ua rau koj tug mob loj tuaj, tej zaum peb yuav teb tau tuaj rau koj sai li sai tau li 3 hnuv. Nug koj tug kws kho mob los sis koj tug kws kho mob uas ntsuam koj rau kev puas hlwb rau lawv sau ib daim ntawv rau koj. Koj xav sau ib daim ntawv koj tus kheej thiab los tau. Daim ntawv koj sau



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ntawd, koj yuav tau qhia hais tias yog vim li cas yog tos txog 90 hnuv nws yuav ua rau koj tos tsis taus. Tom qab no, koj yuav tau hais mus rau “expedited hearing” los sis daim uas ua kom ceev thiab thov kom lawv los mloog koj cov lus.

Department of Social Services, State Hearings Division, yuav muab koj cov ntawv no koj los saib yog nws leej rau koj txais kev pab. Yog koj daim expedited hearing lawv txais thiab leej lawm, lawv yuav los mloog koj cov lus thiab mam txiav txim siab rau 3 hnuv los ntawm hnuv uas koj thov kom lawv muab koj los saib los ntawm State Hearing Division.



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DAIM NTAWV TSO CAI TSEG

Daim ntawv tso cai ua ntej/tseg Yog Dab tsi?

Koj muaj cai rau qhov sau ib daim ntawv tseg. Daim ntawv nov yog sau tseg qhia seb koj nyiam kom luag kho/tu koj thaum koj muaj mob muaj nkeeg li cas uas lub xeev California pom zoo/lees paub. Nws muaj qhia txog hais tias koj nyiam kom tus kws kho mob kho li cas, los yog txiav txim siab rau koj thaum uas koj hais tsis tau lus lawm. Qee zaus koj yuav hnov hais tias daim ntawv tso cai no yog daim ntawv tso cai kav ntev thaum tseem muaj siab.

Txoj cai nyob rau hauv lub xeev California no muaj hais tias daim tso cai ua ntej tseg yuav sau cia los yog hais cia los siv rau cov neeg nyob rau tom qab (thiab qhia hais tias tus twg yog tus uas muaj cai los sawv cev koj). Txhua tug MPH yuav tsum tau muaj daim ntawv tso cai ua ntej tseg no txhua lub sij hawm. Koj tug MPH yuav tsum tau ua rau txoj cai uas muaj kev qhia txog cov cai nyob rau hauv lub xeev no txog daim tso cai ua ntej, yog koj tau nug txog. Yog koj xav paub txog tej no, koj yuav tau hu rau koj tug MPH kom nws qhia rau koj.

Daim tso cai ua ntej nov yog muaj tswm sim los rau cov neeg mob tau siv rau lub sij hawm uas lawm tab tom tu lawv tus mob, tshwj xeeb yog thaum uas koj hais tsis tau lus los qhia rau sawv daws kom tu koj tug mob no li cas. Nws yog ib daim ntawv qhia ua ntej lawm hais tias koj xav kom cov neeg tom qab no tu koj tug mob thiab saib xyuas koj mus li cas thiab txiav txim siab li cas rau koj yog koj hais tsis taus lus rau lub sij hawm uas koj tsis hnov lawm. Qhov no muaj xwsli hais tias koj xav kom lawv pab li cas rau kev phais koj, los yog lwm yam kev tu mob. Nyob rau hauv lub xeev California no, nws muaj 2 yam rau daim ntawv tso cai ua ntej tseg no:

- Koj lub sij hawm teem nrog ib tug neeg uas yuav sau tseg rau koj txog ntawm kev txiav txim siab rau koj kev tu mob; thiab



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- Qhia kom meej hais tias koj xav tu koj tug mob mus raws li cas

Koj muab tau daim ntawv tso cai ua ntej tseg no los ntawm koj tus kws kho mob los los sis nyob rau online. Nyob rau hauv California no, koj muaj cai rau daim ntawv no rau txua yam kev mob nkeeg uas koj yuav tau ntsuam xyuas txog. Koj muaj cai hais kom lawv yuav muab tso tseg rau lub sij hawm thaum twg los yeej tau txog daim ntawv no thiab.

Yog koj muaj lus nug txog lub xeev California no cov cai txog koj daim ntawv tso cai ua ntej tseg, koj saunntawv mu snug rau ntawm:

California Department of Justice

Attn: Public Inquiry Unit,

P. O. Box 944255

Sacramento, CA 94244-2550



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TUS YUAV TAU TXAIS TXIAJ NTSIM TXOJ CAI THAIB LUB LUAG HAUJ LWM

Kuv Muaj Cai Li cas Yam Ib Tus Neeg Mob Nyob Rau Kev Tu Mob Tshwj Xeeb Rau Kev Puas hlwb (Specialty Mental Health Services)?

Yog koj muaj Medi-Cal, koj muaj cai los txais kev pab rau kev puas hlwb tshwj xeeb los ntawm MPH. Thaum koj nkag los rau peb pab koj lawm, koj muaj cai xws li:

- Yuav tsum muaj kev sai taus koj nrog kev hwm koj , hwm koj lub meej mom thiab yam uas yog koj ntiag tug.
- Qhia txog cov kev kho mob uas muaj thiab kom lawv piav qhia hais xyooj yim kom koj nkag siab.
- Nrog koj txiav txim siab txog kev kho koj ntawm tus mob nyuaj siab ntxhov plawv, puas hlwb, thiab nrog rau yam uas yog koj tsis pom zoo rau lawv pab.
- Cov neeg ua hauj lwm rau peb yuav tsis muaj cai khi koj, cais koj, cem los yog ntaus koj, rau txim rau koj, los sis pauj kev ntsim siab rau tej kev khi koj los yog cais koj tawm.
- Koj muaj cai nug txog koj cov ntaub ntawv (medical records) thiab hais tau rau peb kom muab hloov yog tsim nyog hloov.
- Koj muaj cai nug txog cov kev cai nyob rau hauv phau ntawv no uas muaj los ntawm MPH, thiab txoj cai uas koj muaj nyob rau hauv no. Koj muaj cai nug tau koj tug MPH kom nws luam cov tsiaj ntawv loj zog kom koj pom tseeb los sis kom to tau meej. Qhov no nws txhais hais tias, tug MPH yuav tsum tau muaj txhua hom lus ua txhawm rau cov neeg tsis paub lus Askiv uas muaj txog li tsib feem pua los yog txog li 3,000 tus neeg yuav siv rau MPH, yog tsis tshaj ntawd, thiab yuav tsum muaj cov neeg txhais lus rau cov neeg tsis paub lus Askiv yam tsis yuav nqi. Tus MPH yuav tsum tau muaj lwm yam yuav los pab rau cov neeg uas tsis txawj hais lus, dig muag los sis pom kev tsis zoo, los yog cov neeg uas tsis paub nyeem ntawv.



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- Muaj txais kev pab tshwj xeeb rau kev puas hlwb los ntawm MPH uas ua raws txoj cai uas muaj rau hauv lub xeev koj nyob, tso siab hais tias yuav muaj kev pab raws li tau hais, muaj kev pab txuas ntxiv thiab kev tso cai rau cov kev pab no. MPH yuav tsum muaj:
 - Muaj cov neeg ua hauj lwm rau peb kom lawv saib kom zoo hais tias cov neeg uas muaj Medi-Cal no muaj kev pab tshwj xeeb rau kev puas hlwb kom raws sij hawm.
 - Muaj pab rau koj kev mob nkeeg uas tsis muaj nyob rau hauv nroog no yam raws sij hawm, yog tug MPH tsis muaj cov neeg ua hauj lwm uas muaj kev koom tes nrog peb. “Out-of-network provider” (tus kws kho mob uas tsis muaj kev koom tes nrog peb) txais hais tias nws tsis muaj npe nyob rau hauv MPH daim cov kws kho mob cov npe. Tug MPH yuav tsum tau xyuas kom meej hais tias tus neeg muaj kev saib mob ntawd yuav tsis raug them nyiaj dab tsi rau cov kws kho mob uas tsis muaj kev koom tes nrog lawv.
 - Yuav tsum tau saib kom meej hais tias tus kws kho mob uas saib mob rau kev puas hlwb tshwj xeeb ntawd pom zoo nrog lawv cov cai.
 - Yuav tsum tau saib kom meej hais tias tus kws kho mob uas saib mob nkeeg rau kev puas hlwb tshwj xeeb muab caij nyoog, sij hawm, thiab ua txhua yam raws li tus neeg ntawd kev tu mob rau nws qhov Medi-Cal. Qhov no muaj ntxiv rau hais tias tug MPH kev saib mob leej rau kev them nqi raws li nws kev saib mob thiab xyuas kom meej rau cov cai uas nws tuaj ntshib ntawd.
 - Yuav tau xyuas kom meej hais tias tus kws kho mob ntawd saib xyuas thiab tsom kwm cov neeg uas muaj cai txais cov kev pab no thiab muaj kev koom tes sab laj seb txoj kev yuav saib thiab tu tus mob no yuav mus taus li cas nrog rau lub hom phiaj.
 - Yuav tsum muaj dua lwm tus kws kho mob lom ntsuam tus neeg mob no nyob rau hauv MPH kev koom tes, los yog muaj dau ib tug nyob rau lwm qho chaw yam tsis yuav nqi yog koj thov txog.
 - Muaj kev saib kom ruaj ntseg raws li cov cai uas muaj los ntawm Medi-Cal thiab nrog rau koj tus kws kho mob, yog ua tau, yuav tsum xyuas kom meej



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hais tias koj kev saib mob thiab tu mob tsis pub piav tawm raw li cov cai siv los kav rau kev tu mob nkeeg.

- Muaj muab sij hawm rau cov neeg tuaj saib mob nrog rau kev tuaj caug peb 24 teev rau ib hnuv, xya hnuv rau ib lub lim piam, yog thaum koj xav tau kev pab rau koj kev saib mob rau kev puas hlwb.
- Muaj kev koom tes nrog rau lub xeev no kev ntsuam mob rau yam li hais tias muaj lwm hom neeg rau txhua tus, nrog rau cov neeg uas paub lus Askiv tsis zoo los sis lawv coj txawv dab qhuas.
- Koj tus MHP yuav tsum tau saib kom meej rau koj kev tuaj tu mob ntawm peb thiab tsis txhob ua ib yam dab tsi uas yuav hloov los yog yuav ua rau tus neeg ntawd ntshai es nws yuav tau SAU/HAIS kom nws muaj cai. Koj tug MPH yuav tsum ua kom raws txoj cai los ntawm nom tswv federal thiab State (xeev) cov cai (xws li: Title VI of the Civil Rights Act of 1964 uas muaj raws li ntawm 45 CFR part 80; the Age Discrimination Act of 1975 uas muaj raws li ntawm 45 CFR part 91; the Rehabilitation Act of 1973; Title IX of the Education Amendments of 1972 (xws li cov kev kawm thiab kev qhia); Titles II thiab III of the Americans nrog rau Disabilities Act); Section 1557 of the Patient Protection and Affordable Care Act; nrog rau txhua yam uas tau muaj hais los no.
- Koj muaj lwm txoj cai nrog rau cov cai nyob rau hauv lub xeev no txog rau kev saib mob puas hlwb. Yog koj xav paub ntau tshaj no, koj hu mus tau rau koj lub county qhov Patients' Rights Advocate, ntawm lawv tug xov tooj: (209) 381-6876 los sis tug hu dawb ntawm: (800) 736-5809.

Raws Li Kuv Yog Tus Tau Txais Kev Pab Cuam Tshwj Xeev Rau Kev Puas hlwb (Specialty Mental Health Services) Kuv Lub Luag Haj Lwm Yog Dab Tsi?

Koj yog tus tau txais kev pab tshwj xeeb rau kev puas hlwb ntawm peb, koj lub luag haj lwm yog:



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- Nyeem phau ntawv no kom zoo thiab lwm yam uas tseem ceeb uas muaj los ntawm MPH. Cov no yuav pab tau koj to tau hais tias cov kev pab no muaj li cas thiab yuav kho li cas pab rau koj.
- Tuaj kom raws lub sij hawm uas teem tseg rau koj. Koj yuav muaj yeej, zoo sai, yog koj ua raws li tej kev kho luag npaj tseg. Yog tias koj tuaj tsis tau raws li tau teem tseg, hu mus rau koj tus kws kho mob li 24 teev ua ntej, thiab teem sij hawm dua rau lwm zaus.
- Txhua zaus uas koj tuaj ntsib peb, koj yuav tau nqa koj daim Medi-Cal Benefits Identification Card (BIC) thiab koj daim ID.
- Qhia rau koj tus kws kho mob paub yog hais tias koj xav tau neeg txhais lus rau koj lub sij hawm koj mus ntsib koj tus nws.
- Qhia koj tug kws kho mob txog koj kev nyuab siab rau koj kev tu mob no thiab qhia kom meej. Koj yim qhia rau peb txog koj kev txawj, koj yim txais tau kev pab los ntawm peb los pab rau koj.
- Koj muaj lus nug dab tsi no los koj nug tau koj tug kws kho mob. Nws yog ib qho tseem ceeb yog koj muaj txoj kev to tau zoo txog cov kev uas yuav pab rau koj rau lub sij hawm koj tab tom tuaj cuag peb.
- Ua kom raws li cov lus tau hais tseg los ntawm koj thiab koj tus kws kho mob am li neb tau pom zoo rau kev pab koj.
- Hu rau tug MPH yog koj muaj lus nug txog cov kev uas peb pab koj no, los yog koj muaj teeb meem dab tsi nrog rau koj tus kws kho mob yam uas neb tsis muaj kev haum xeeb.
- Qhia rau koj tus kws kho mob thiab tus MPH yog koj tau hloov ib yam ntawm koj tus kheej. Qhov no muaj xws li: koj chaw nyob, xov tooj, los yog lwm yam uas tsim nyog peb yuav tsum tau paub yog yuav muaj kev cuam tshuam rau koj kev tu mob.
- Koj tus kheej koj yuav tau saib tau cov neeg uas ua hauj lwm rau peb.
- Yog koj xav tias muaj qee yam ua tsis yog los sis koj raug dag lawm, qhia rau:
 - The Department of Health Care Services thov hais tias yog leej twg xav tais raug dag txog tej Medi-Cal, nkim, los yog ua tsis ncaj kom hu mus rau DHCS



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Medi-Cal Fraud Hotline ntawm **1 (800) 822-6222**. Yog koj xav hais tias qhov no yog teeb meem ceev, thov hu rau **911** lawv thiaj pab tau koj ceev li ceev tau. Tus xov tooj no yog hu dawb thiab tus neeg hu tuaj rau peb, peb yuav tsis qhia tias nws yog leej twg (muaj lus zais).

- Yog koj xav tias koj raug dag los yog raug tsim txom, koj muaj feem qhia xa e-mail mus rau ntawm: fraud@dhcs.ca.gov os yog siv daim ntawv peb muaj nyob rau online ntawm <http://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx>.



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