

**DAIM NTAWV CEEB TOOM NTAWM
 MEDI-CAL DENTAL TXOG KEV
 KHO HNIAV QHOV NO TSIS YOG
 DAIM NTAWV NQI**

--	--

LUB NPE NTAWM LUB
 CHAW MUAB KEV PAB:

MEDS ID:

NPLOOJ NTAWV NTAWM

DCN:

HNUB THOV:

MRDCN:

TUS TSWV CUAB

LUB NPE:

Medi-Cal Dental tau tshuaj xyuas koj tus kws kho hniav daim ntawv thov cia kho rau koj raws li Txoj Cai Title 22, California Cov Ca Kav, Tshooj 51003, 51307 thiab Phau Ntawv teev Cov Qauv Cai. Tsis tuaj yeem pom zoo rau tsawg kawg ib Yam los sis yuav tau hloov kho. Thov saib daim ntawv muab tuaj nrog ua ke no yog xav paub cov lus piav qhia txog LUB LAJ THAWJ RAU COV CAI TXIAV TXIM uas raug teev cia ntawm no. Ntxiv rau qhov ntawd, tuaj yeem tshawb nrhiav tau cov tshooj lus tshwj xeeb hais txog cov cai rau hauv Medi-Cal Dental Phau Ntawv Teev Cov Npe Kws Kho Mob, rau hauv Tshooj 5 uas hu tias “MANUAL OF CRITERIA” (PHAU NTAWV TEEV COV QAUV CAI). Tej zaum yuav tshawb nrhiav tau daim ntawv theej rau ntawm ib lub chaw ua haujwm ntawm tus kws kho hniav ntawm Medi-Cal.

Tus Hniav # los sis Ntu Nkhaus	Cov Lus Piav Txog Kev Kho	Nab Npawb Nqis Tes Kho	Medi-Cal Dental Qhov Txiaav Txim	Lub Laj Thawj rau Cov Cai Txiaav Txim (saib daim ntawv muab tso nrog ua ke tuaj nov yog xav cov lus piav qhia)
--	---------------------------------	---------------------------------	--	---

- Koj tuaj yeem tham nrog koj tus kws kho hniav txog cov kev npaj kho hniav kom tau txais kev saib xyuas zoo tshaj plaws rau ntawm Medi-Cal Dental.
- Yog koj muaj lus nug txog qhov kev txiaav txim no, thov hu koj tus kws kho hniav los sis Medi-Cal Dental rau ntawm 1-800-322-6384 yog xav paub cov lus piav qhia ntxiv.
- Yog koj tsis txaus siab rau qhov kev txiaav txim uas piav rau hauv tsab ntawv no, koj tuaj yeem thov kom taug xyuas

kev ncaj ncees rau hauv lub sijhawm 90 hnub suav txij hnub muaj Daim Ntawv Ceeb Toom mus. Thov saib sab nraum qab ntawm daim ntawv ceeb toom no yog xav paub txog txheej txheem sau ntawv thov taug xyuas kev ncaj ncees.

P.O. Box 15539 • Sacramento, CA 95852-1539 • (800) 322-6384

Sample

YOG KOJ TSIS TXAUS SIAB RAU QHOV KEV TXIAV TXIM UAS TAU PIAV
QHIA NTAWM NO
NTAWM DAIM NTAWV CEEB TOOM NO, KOJ TUAJ YEEM THOV KOM
TAUG XYUAS KEV NCAJ NCEES RAU HAVL LUB SIJHAWM 90 HNUB
SUAV TXIJ HNUB MUAJ DAIM NTAWV CEEB TOOM NO MUS.

Yuav Thov Kom Taug Xyuas Kev Ncaj Ncees:

XA TAG NRHO OB SAB NTAWV CEEB TOOM NO MUS RAU:
California Department of Social Services
State Hearings Division
P.O. Box 944243, Mail Station 9-17-37
Sacramento, CA 94244-2430

LOS SIS

Koj tuaj yeem hu rau TUS XOV TOOJ HU
DAWB rau Feem Teb Cov Lus Nug Ntawm
Pej Xeem Sawd Daws. 1-800-952-5253
(MUAJ KEV PAB TXHAIS LUS
YOG TSIS HAIS LUS ASKIV)
LOS SIS
Koj tuaj yeem hu rau tus xov tooj hu dawb TDD: 1-800-952-8349

Lub Xeev Cov Cai:

Ib daim luam ntawm Txoj Cai Title 22, California Cov Cai Kav, Tshooj 5095 1, 5 1014.1, thiab 51014.2, uas muaj qhov txheej txheem thov taug xyuas kev ncaj ncees rau hauv koj lub zos lub chaw pab pej xeem sawd daws los sis lub tsev cia ntawv.

Tus Neeg Sawv Cev Raug Cai:

Koj tuaj yeem sawv cev rau koj tus kheej rau ntawm lub rooj taug xyuas kev ncaj ncees, los sis ib tug phooj ywg, kws lij choj los sis lwm tus neeg tuaj yeem sawv cev tam rau koj. Koj yuav tau npaj ib tug neeg sawv cev tam rau koj tus kheej. Koj tuaj yeem tau txais tau cov xov tooj ntawm cov chaw muab kev pab feem cai lij choj los ntawm hu rau tus xov tooj hu dawb rau ntawm Feem Teb Cov Lus Nug Ntawm Pej Xeem Sawd Daws los sis los ntawm Lub Tsev Haujlwm Saib Xyuas Kev Nyab Xeeb (Social Security) hauv koj lub zos.

DAIM NTAWV CEEB TOOM TXOG TSIS PUB MUAJ KEV NTXUB NTXAUG

Kev ntxub ntxaug yog kev ua txhaum txoj cai lij choj. Qhov Medi-Cal Dental Program (Medi-Cal Dental Fee-For-Service) ua raws li lub Xeev thiab Tsoom Fwv cov cai lij choj pov thaiv pej xeem cov cai. Medi-Cal Dental yuav tsis ntxub ntxaug kom txhaum txoj cai lij choj, tsis cais neeg, los sis coj txawv rau leej twg vim yog pojniam los sis txivneej, yog haiv neeg twg, tawv nqaj yog xim twg, coj kev ntseeg twg, cov caj ces yog leej twg, yog Yug neeg keeb kwm twg, yog pab pawg neeg twg, hnub nyooog, muaj mob hlwb tsis taus, muaj mob lub cev tsis taus, muaj kev mob nkeeg twg, cov noob neej caj ceg, kev muaj txij nkawm, yog pojniam los yog txivneej los sis coj lij pojniam los yog coj li txivneej, los sis nyiam ua li pojniam los yog txivneej.

Medi-Cal Dental muab:

- Cov kev pab dawb thiab cov kev saib xyuas rau cov neeg uas muaj ib qho kev tsis taus los pab kom lawv sib txuas lus tau zoo, xws li:
 - ✓ Cov kws piav tes
 - ✓ Cov lus sau ua lwm yam ntawv uas siv tau (xws li ntawv loj, ua suab lus, cov ntaub ntawv tso hauv koo pij tawj, lwm yam)
- Cov kev pab txhais lus pub dawb rau cov neeg uas lawv thawj yam lus tsis yog lus Askiv, xws li:
 - ✓ Cov kws txhais lus
 - ✓ Cov lus sau ua lwm yam ntawv

Yog koj xav tau cov kev pab no, tiv tauj Medi-Cal Dental thaum 8 teev sawv ntxov mus rau 5 teev tsaus ntuj. Hnub Monday txog Friday rau ntawm tus xov tooj 1-800-322-6384. Los sis, yog koj tsis hnov lus zoo los sis hais lus nyuaj, thov hu rau 1-800-735-2922 thiab siv tau kev pab ntaus ntawv Teletext Typewriter (TTY). Kom tus neeg txais xov tooj hu rau Tus Xov Tooj Hu Dawb Pab Cuam tswv cuab rau ntawm 1-800-322-6384.

YUAV SAU DAIM NTAWV HAIS QHOV TSIS TXAUS SIAB LI CAS

Yog koj ntseeg tias Medi-Cal Dental tsis tau muab cov kev pab no los sis tau ntxub ntxaug tsis raug cai vim yog pojniam los sis txivneej, yog haiv neeg twg, tawv nqaj yog xim twg, coj kev ntseeg twg, cov caj ces yog leej twg, yog Yug neeg keeb kwm twg, yog pab pawg neeg twg, hnub nyooog, muaj mob hlwb tsis taus, muaj mob lub cev tsis taus, muaj kev mob nkeeg twg, cov noob neej caj ceg, kev muaj txij nkawm, yog pojniam los yog txivneej los sis coj lij pojniam los yog coj li txivneej, los sis nyiam ua li pojniam los yog txivneej, koj tuaj yeem foob hais qhov tsis txaus siab nrog Medi-Cal Dental. Koj tuaj yeem hu xov tooj los sis sau ntawv mus foob hais qhov tsis txaus siab:

- Hauv xov tooj: Hu rau Medi-Cal Dental Telephone Service Center (Medi-Cal Dental Lub Chaw Txais Xovtooj) thaum 8 teev sawv ntxov mus rau 5 teev tsaus ntuj. Hnub Monday txog Friday rau ntawm 1-800-322-6384. Los sis, yog koj tsis hnov lus zoo los sis hais lus nyuaj, thov hu rau 1-800-735-2922.

- Yuav xa tsab ntawv: Sau rau ib daim ntawv tsis txaus siab los sis sau ib tsab ntawv es muab nws xa mus rau:

Medi-Cal Dental Program

Member Services Group

P. O. Box 15539

Sacramento, CA 95852-
1539

Sample

OFFICE OF CIVIL RIGHTS (LUB CHAW HAUJLWM SAIB XYUAS PEJ XEEM COV CAI) – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES (CALIFORNIA LUB TSEV HAUJLWM SAIB XYUAS KEV NOJ QAB HAUS HUV)

Koj kuj tuaj yeem sau ntawv foos hais qhov tsis txaus siab raws li pej xeem cov cai mus rau lub chaw California Department of Health Care Services, Office of Civil Rights (California Lub Tsev Haujlwm Saib Xyuas Kev Noj Qab Haus Huv, Lub Chaw Saib Xyuas Pej Xeem Cov Cai (Office of Civil Rights) los ntawm kev hu xov tooj, sau ntawv xa mus, los sis sau ntawv xa hauv koos pij tawj mus:

- Hauv xov tooj: Hu rau **916-440-7370**. Yog koj tsis hnov lus zoo los sis hais lus nyuaj, thov hu rau **711 (Telecommunications Relay Service)**.
- Yuav xa tsab ntawv: Sau rau daim ntawv foos hais qhov tsis txaus siab los sis xa ib tsab ntawv 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

Muaj cov ntawv foos hais qhov tsis txaus siab rau ntawm
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Ua ntawv nyob hauv koos pij tawj: Xa email mus rau CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS (LUB CHAW SAIB XYUAS PEJ XEEM COV CAI) – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (TSOOM FWV MESKAS LUB TSEV HAUJLWM SAIB XYUAS KEV NOJ QAB HAUS HUV THIAB TIB NEEG)

Yog koj ntseeg tias koj raug ntxub ntxaug vim yog haiv neeg twg, tawv nqaij yog xim twg, yog yug neeg keeb kwm twg, hnub nyooog, kev tsis taus los sis yog pojniam los yog txivneej, koj kuj tuaj yeem sau daim ntawv foob hais qhov tsis txaus siab nrog lub chaw U.S. Department of Health and Human Services, Office for Civil Rights los ntawm kev hu xov tooj mus, sau ntawv es xa mus, los sis sau ntawv hauv koos pij tawj xa mus:

- Hauv xov tooj: Hu rau **1-800-368-1019**. Yog koj tsis hnov lus zoo los sis hais lus nyuaj, thov hu rau
TTY/TDD 1-800-537-7697.

- Yuav xa tsab ntawv: Sau rau ib daim ntawv hais qhov tsis txaus siab los sis sau rau ib tsab ntawv xa mus rau:

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

Muaj cov ntawv foos hais tsis txaus siab rau ntawm
<http://www.hhs.gov/ocr/office/file/index.html>.

- Ua ntawv tso hauv koos pij tawj: Mus saib lub chaw Office for Civil Rights Complaint Portal rau ntawm:
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Sample



LUB LAJ THAWJ RAU COV CAI TXIAV TXIM

- 01 Koj cov kev pab (txoj cai pab dawb) tsuas yog duav cov kev pab xwm txheej ceev xwb.
- 02 Cov ntaub ntawv ntsig koj qhov muaj mob hniav tam sim uas koj tus kws kho hniav xa tuaj tsis raug raws li cov tshooj lus kev tso cai rau qhov kev saib xyuas no.
- 03 Kev thov rau kev kho hniav raug hloov lawm. Qhov hloov pauv no saib raws li tej ntaub ntawv uas xa tuaj ntawm koj tus kws kho hniav ntsig txog koj qhov mob hniav tam sim no los sis ua raws li cov lus qhia.
- 04 Peb cov cai qhia tias twb tau tso cai rau, los sis txais tas cov kev pab zoo sib xws yav dhau los twb raug pom zoo, rau them rau, los sis ua tiav lawm. (Piv txwv li: Qee zaum, tsuas pub kuaj hniav tau ib zaug hauv 12 lub hlis los sis ib zaug hauv tsib (5) lub xyoos thiab tsis tso cai dua ntxiv lawm tshwj tsis yog muaj kis tshwj xeeb uas yuav tsum ua zoo sau cia qhia los ntawm koj tus kws kho hniav.)
- 05 Peb xyuas tsis pom tias koj tus kws kho mob tau rau koj npe mus koom qhov kev pab txhawb rau hnub uas tau txais daim ntawv thov.
- 06 Qhov kev pab uas koj tus kws kho hniav tau thov, tsis yogi b qho kev pab los ntawm qhov kev pab no. Thov tiv tauj koj tus kws kho hniav thiaj npaj tau ib yam kev pab kho mob sib txawv.
- 07 Koj tsis tas yuav mus ntsib thaum teem caij mus kuaj hniav los sis tsis tau coj cov lo hniav cuav nrog koj mus (tsis hais tag nrho los sis ib sab). Thov tiv toj rau koj tus kws kho mob kom xa ib daim ntawv thov tshiab tuaj.
- 08 Koj tus kws kho hniav tsis tau xa cov ntaub ntawv tso cai rau peb tshuaj xyuas daim ntawv thov no. Thov tiv toj rau koj tus kws kho hniav yog xav tau cov ntaub ntawv ntsig txog qhov kev kho mob no.
- 09 Cov duab x-ray qhia tias tus hniav tsis raug raws li cov cai tso cai ua daim looj ntsis hniav. Tej zaum tsuas ntsaws tus hniav xwb yeej haum zoo lawm.
- 10 Cov duab x-ray qhia tias tej zaum tus hniav/cov hniav voos lawm; thov tiv tauj koj tus kws kho hniav vim tias tej zaum yuav tau ua lwm yam kev kho ua ntej.
- 11 Saib raws li qhov xoo x-rays, cov ntaub ntawv teev tseg thiab/los sis cov ntaub ntawv raug lees los ntawm koj tus kws kuaj mob tias koj tsis xav kom tu tob rau hauv tus hniav.
- 12 Tsis tso cai rau qhov kev pab no vim tias nws raug tsis kam lees raws li rau lwm yam kev kho mob rau hauv tib hom kev npaj kho mob uas koj tus kws kho hniav tau xa tuaj lawm.
- 13 Raws li cov lus qhia uas koj tus kws kho hniav tau xa tuaj thiab/los sis txais los ntawm lwm yam kev soj ntsuam hauv ib cheeb tsam koj nyob, tam sim no koj cov kaus hniav yeej tseem zoo xwm yeem thiab tsis tas yuav muab kev kho rau lub sij hawm no.
- 14 Raws li cov duab xoo x-rays thiab/los sis raws li cov lus qhia uas tau txais los ntawm ib qho kev soj ntsuam, tau txiav txim tias tus hniav/cov hniav tau npub tuaj lawm lawv los sis koj muaj tus hniav zij. Daim ntawv thov saib xyuas tsis yog ib qho txiaj ntsim ntawm qhov kev pab tshwj tsis yog muaj kab noj hniav los sis ib tug hniav dam.
- 15 Cov duab xoo x-rays qhia tias tus hniav lov loj dhau lawm thiab tsis tuaj yeem kho tau. Tej zaum koj tus kws kho hniav tuaj yeem siv lwm lub tswv yim sib txawv los pab kho tau.
- 16 Peb cov ntaub ntawv qhia tias tus hniav twb raug muab kho thiab raug ntsaws los sis siv ib daim hlau looj tus ntsis hniav lawm.

- 17 Cov duab xoo x-rays qhia tias tso cai tsis tau rau kev pab uas tau thov no vim tias qhov kev mob pos hniav sov tau ua rau cov txha ib ncig ntawm tus hniav puas lawm. Tej zaum koj tus kws kho hniav tuaj yeem siv lwm lub tswv yim sib txawv los pab kho tau.
- 18 **Raws li cov qauv cai qis kawg nkaus rau cov pab cheem ces tsis tuaj yeem pab tau.**
- 19 Tsuas tso cai tau rau qhov lo hniav ib feem thaum muaj qhov lo hniav tag nrho saib kiag rau sab tod.
- 20 **Yuav tsum tau tshau tus cag hniav kom zoo txaus ua ntej yuav txiat txim ua daim looj tus ntsiis hniav.**
- 21 Tus hniav yeej tsis zoo li qub lawm. Tej zaum koj tus kws kho hniav tuaj yeem siv lwm lub tswv yim sib txawv los pab kho tau.
- 22 **Tsis tas yuav tsum tau kho vim hais tias qhov xoo x-rays thiab tej ntaub ntawv qhia tias tsis muaj txoj hlab ntshav hniav raug puas.**
- 23 Tsuas tso cai tau rau qhov lo hniav siv ib ntus los mus theej tus hniav pem hauv ntej uas ploj lawm.
- 24 **Cov duab xoo x-ray qhia tias yuav tsum tau rho hniav ntxiv ua ntej yuav tso cai npaj kho; thov tiv tauj koj tus kws kho hniav.**
- 25 Raws li cov lus qhia uas koj tus kws kho hniav tau xa tuaj, koj cov hniav twb puas tas lawm, qhov kev pab txhawb no thiaj tsis tso cai duav ib feem ntawm lo hniav ntawd.
- 26 **Raws li cov lus qhia uas koj tus kws kho hniav tau xa tuaj, ziag no koj cov hniav zoo xwm yeem thiab yuav tsum tsis txhob hloov lo hniav cuav tag nrho.**
- 27 Raws li cov ntaub ntawv uas koj tus kws kho hniav xa tuaj, koj tsis muaj tag nrho lo hniav; yog li, koj tsis tsim nyog tau txais qhov lo hniav tooj ib txhia li. Txawm li cas los xij, yog koj tsis muaj cov hniav tab lawm, koj tsim nyog txais qhov lo hniav siv ib ntus.
- 28 **Raws li daim duab xoo x-rays, tej ntaub ntawv sau tseg, thiab/los sis tej ntaub ntawv uas tau txais los ntawm koj qhov kuaj, koj tus hniav thiab/los sis cov pos hniav nyob tsis zoo lawm uas qhov tau thov kho ntawd tsis raug pab rau hauv qhov kev pab no lawm. Tej zaum koj tus kws kho hniav tuaj yeem siv lwm lub tswv yim sib txawv los pab kho tau.**
- 29 Koj daim ntawv thov rau kev kho hniav raug xa rov qab tuaj rau koj tus kws kho mob txhawm rau xav tau ntaub ntawv ntawv ntxiv. Koj tus kws kho mob muaj sij hawm 45 hnub los npaj tej ntaub ntawv thov ntawd xa mus. Qhov no koj tsis tas ua dab tsi li, tab sis koj yuav hu rau koj tus kws kho hniav nug txog qhov kev thov no tau. Ib daim ntawv thov rau Kev Taug Xyuas Kev Ncej Ncees tsis yog ib qho kev xaiv rau thaum lub sij hawm no.
- 30 **Kev kho daim looj hniav kom haum raug tso cai thaum muaj ib qho muaj mob uas yuav tau hle daim hniav cuav tawm.**
- 31 Tus hniav tuaj tsis raug chaw thiab qhov kev pab txhawb no yuav pab kho tsis tau.
- 32 **Raws li cov ntaub ntawv qhia uas tau txais los ntawm ib qho kev kuaj ntsuas, tam sim no koj lo hniav tseem zoo.**
- 33 Raws li ntawm koj qhov kuaj ntsuas tam sim no, tsis tsim nyog yuav kho lo hniav rau koj. Thov hu rau koj tus kws kho hniav seb puas muaj lwm feem kev xaiv.
- 34 **Tsis tsos cai rau lo hniav uas tau thov no vim tias tseem muaj cov hniav txaus ntawm feem qhov ncauj no txhawb qhov lo hniav sab tod.**
- 35 Thaum koj lub sij hawm kuaj ntsuas, koj tau hais tias tsis xav tau kev kho hniav dab tsi rau thaum lub sij hawm no los sis koj xav mus ntsib lwm tus kws kho hniav.
- 36 **Tau hloov pauv qhov tso cai rau koj tuaj mus ntsib tau ntau zaus vim tias koj yuav nto 21 xyoos ua ntej yuav tag qhov kev pab kho hniav. Thov tiv toj rau koj tus kws kho hniav.**
- 37 Tsis pom daim duab xoo x-rays xyuas tus hniav uas tau xa tuaj ntawd.

- 38 Raws li cov duab xoo x-rays thiab/los sis raws li cov lus qhia uas tau txais los ntawm ib qho kev kuaj ntsuas, koj tus kws kho hniav yuav tau kho ntxiv ua ntej yuav tau tshuaj xyuas txog qhov kev kho.
- 39 Cov duab xoo x-rays qhia tias tsis muaj chaw seem txaus rau tus hniav cuav uas tau thov kom kho.
- 40 Qhov kev pab txhawb no tsis pab them nqi duav roos rau kev kho cov hniav zij thaum tseem tsis tau plhis hniav.
- 41 Raws li cov ntaub ntawv xoo x-rays thiab tej ntaub ntawv uas tau txais los ntawm koj qhov kuaj ntsuas, koj tus hniav sib tom lawm. Qhov kev pab no tsis pab them nqi duav roos rau qhov kho qhov mob hniav no.
- 42 Qhov kev kho tsis yog ib yam kev pab rau ib tug hniav uas tseem tsis tau plhis los sis ib tug hniav tsis tau plhis uas twb yuav plhis. Tej zaum koj tus kws kho hniav tuaj yeem siv lwm lub tswv yim sib txaww los kho koj qhov mob hniav.
- 43 Qhov kev kho uas tau thov yuav tsis kho tau koj qhov teeb meem kho hniav. Tej zaum koj tus kws kho hniav tuaj yeem siv lwm lub tswv yim sib txaww los kho koj qhov mob hniav.
- 44 Raws li cov ntaub ntawv uas tau txais los ntawm koj tus kws kho hniav, koj qhov thov yog kho kom zoo nkauj xwb. Cov kev pab kho kom zoo nkauj xwb tsis yog ib yam kev pab rau ntawm qhov kev pab no.
- 45 Tam sim no koj lo hniav tseem tuaj yeem kho tau los ntawm kev hloov sab hauv daim lo hniav.
- 46 Peb tsis tuaj yeem pom zoo koj qhov muaj cai tsim nyog raug pab rau hauv qhov kev pab no.
- 47 Koj tus kws kho hniav yuav tsum tiv tauj rau lub chaw California Children's Services ua ntej yuav xa daim ntawv them nqi kho hniav los sis daim ntawv tso cai no mus.
- 48 EPSDT Cov Kev Pab tsis yog ib qho kev txiaj ntsim rau cov neeg uas muaj hnub nyoog 21 xyoos thiab siab dua.
- 49 Cov kev Pab EPSDT uas tau thov tsis yog kev kho mob tseem ceeb.