

Nyob Zoo Txog Cov Tswv Cuab Tshiab:

Sawv cev tag nrho peb cov kws kho mob thiab cov neeg ua hauj lwm peb thov ua tsaug ntau uas nej xaiv Meritage Medical Network. Meritage Medical Network yog ib lub chaw uas muaj kev koom tes ua ib pab uas muaj cov kws kho mob coob tshaj 1000 leej ua hauj lwm nyob rau cov kev lag luam thoob plaws ob Lub Cheeb Tsam Nroog Fresno thiab Madera. Peb cov pab pawg kws kho mob nrog rau cov kws kho mob ntiag tug thiab cov chaw saib xyuas neeg mob (tsev neeg tus kws kho mob, tus neeg xyaum ua hauj lwm, tus kws pab yug me nyuam) thiab cov kws tshwj xeeb uas pab kho txhua yam mob thiab muab tshuaj. Qee yam txiaj ntsim los ntawm kev ua tswv cuab rau Meritage Medical Network yog muaj:

- Cwj ciam kev rho nyiaj hauv hnab
- Tsis siv ntaub ntawv ntau
- Kev saib xyuas mob uas yog tsoom saib rau kev tiv thaiv thiab kev pov hwm kev noj qab haus huv

Peb tau xa ua ke ntau cov ntaub ntawv thiab cov ntawv txuam yuaj uas muaj cov txheej xwm muaj nuj nqis txog kev tswj kev saib xyuas thiab Meritage Medical Network. Peb xav kom koj nyeem cov txheej xwm no thiab ua kom swm cov kauj ruam uas koj yuav tau ua txhawm rau tau kev saib xyuas thiab kho mob. Qhov tseem ceeb tshaj plaws, peb xav kom koj teem caij mus ntsib koj Tus Kws Kho Mob txhawm rau tsim ib qho kev kho mob, ntaus nqe koj txoj kev noj qab haus huv thiab ua ib qho phiaj xwm txhawm rau koj qhov kev muaj mob uas muaj kev txhawj xeeb.

Thov saib koj daim npav tswv cuab txhawm rau lees paub tias tus kws kho mob uas koj xaiv muaj lub npe nyob rau koj daim npav thiab nws raug lawm. Seb puas yuav tsum tau hloov koj tus kws kho mob los sis koj cov txheej xwm ntiag tug, thov tiv tauj koj qhov phiaj xwm kho mob raws li cov xov tooj nyob sab nrob qaum ntawm koj daim npav.

Sawv cev uas yog Meritage Medical Network ib tug tswv cuab, koj muaj ib tug RN Case Manager thiab ib tug Benefits Coordinator uas yuav los pab koj leg cov hauj lwm hauv qab no:

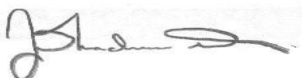
- Qhia kev siv koj qhov phiaj xwm Koom Haum Kev Kho Kev Noj Qab Haus Huv (Health Maintenance Organization, HMO)
- Qhia kom koj to taub txog peb cov txheej txheem xa mus tom ntej
- Qhia txog kev mus kho mob
- Qhia txog kev hais ib qho kev tsis txaus siab
- Lub sij hawm ua hauj lwm, chaw nyob thiab xov tooj ntawm peb cov kws kho mob

Thov kev pab, tiv tauj peb Feem Hauj Lwm Pab Cuam Cov Tswv Cuab (Member Services Department) thaum 8:30 teev sawv ntxov txog 5:00 teev tsaus ntuj hnuv Monday txog Friday ntawm tus xov tooj 833-446-1758. Peb yuav lees them koj tus nqi hu xov tooj yog koj tsis muaj xov tooj los sis koj tuaj yeem hu peb lub xov tooj hu dawb ntawm (800) 874-0840 TTY: (415) 884-1801.

Txhawm rau ua mus raws li Assembly Bill 1286, Meritage Medical Network xav qhia rau koj paub tias yog koj tau txais kev kho mob los ntawm ib tug neeg kho mob, koj yuav tau kho nrog koj tus kws kho mob mus ib ntus raws li lub sij hawm tau xaiv tseg. Thov tiv tauj HMO feem hauj lwm pab cuam cov neeg yuav kev kho mob. Yog koj muaj lus nug ntxiv, xav kom koj tiv tauj Feem Hauj Lwm Tswj Kev Saib Xyuas Kev Noj Qab Haus Huv (the Department of Managed Health Care, DMHC), uas yog tiv thaiv HMO Cov Neeg Siv Kev Kho Mob. DMHC lub xov tooj hu dawb yog 1-888-HMO-2219, los sis lawv tus naj npawb TDD rau cov lag ntseg 1-877-688-9891. Kuj tseem tiv tauj DMHC tau nyob rau lawv lub vev xaib: <https://www.dmhc.ca.gov>

Ib zaug ntxiv, peb zoo siab tos txais thiab ua tsaug ib zaug ntxiv uas xaiv Meritage Medical Network.

Sau npe,



J. David Andrew, M.D. Tus

Tuam Thawj Kws Kho Mob



M. Sockell, M.D.

Tus Thawj Kws Kho Mob

Rov Kho Dua. 01.05.2023