



# Neeg Koom Daim Ntawv Qhia Teeb Meem

Thov sau ntawv rau daim ntawv no thiab muab cov ntawv twg uas tseem ceeb rau rooj plaub no lo rau daim ntawv no. Muab daim ntawv no thiab cov ntawv tseem ceeb uas muab nrog rau no xa mus rau: **Attn: Grievance Coordinator, Anthem Blue Cross, P.O. Box 60007, Los Angeles, CA 90060-0007.**

Koj kuj muaj cai qhia koj qhov teeb meem hauv xov tooj los tau thaum koj hu tus xov tooj uas sau tseg rau ntawm koj Daim Npav Anthem Blue Cross mus rau qhov Chaw Saib Xyuas cov Neeg Koom los yog qhov Chaw Pab cov Neeg Koom. Thaum Anthem Blue Cross txais tau daim ntawv no los yog nrog koj tham xov tooj lawm, peb yuav xa lus teb tuaj rau koj nyob hauv 30 hnuv.

Hnub: \_\_\_\_\_

Neeg Koom Npe: \_\_\_\_\_ Neeg Koom tus Naj Npawb/CIN tus Naj Npawb: \_\_\_\_\_

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

Nroog: \_\_\_\_\_ Xeev: \_\_\_\_\_ Ziv Khauj: \_\_\_\_\_

Xov Tooj: \_\_\_\_\_

### Xov Xwm Txog Qhov Teeb Meem

Cov xov xwm uas koj muab rau peb hauv no ua xwm txheej uas peb yuav ceev tseg ntev; ces ua tib zoo sau ntawv kom pom zoo.

Hnub uas muaj xwm txheej: \_\_\_\_\_

Piav saib tau muaj li cas (Yog tias toob kas, siv lwm daim ntawv ntxiv rau thiab):

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### Neeg Koom lub Yuas (Niam Txiv los sis tus Neeg Muaj Cai Zov yog tias tus neeg koom tseem tsis tau nto hnuv nyoog)

X \_\_\_\_\_ Hnub: \_\_\_\_\_

Yog tias koj xav tau kev pab sau ntawv rau daim ntawv no, thov hu xov tooj tuaj ntsib tus naj npawb xov tooj uas sau tseg rau hauv koj daim npav Anthem Blue Cross uas yog rau qhov Chaw Saib Xyuas cov Neeg Koom los yog qhov Chaw Pab cov Neeg Koom. Thov nyeem daim ntawv no sab nraud kom thiaj kawm tau txog lwm yam koj ua tau.

## ***Tag Nrho cov Neeg Koom Medi-Cal***

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Koj kuj muaj cai thov kom tau lub Xeev ib lub Rooj Mloog Plaub nyob hauv 90 hnuv txij ntawm lub sij hawm uas koj qhia txog koj qhov teeb meem. Sau ntawv tuaj mus ntsib:

**Department of Social Services  
State Hearings Division  
P.O. Box 944243, MS 19-37  
Sacramento, CA 94244-2430**

Los sis koj hu xov tooj ncaj qha rau Department of Social Services ntawm **1-800-952-5253** los tau. Koj muaj cai hu tuaj ntsib lub Hoob Kas ntawm Ombudsman kom pab koj rau ntawm **1-888-452-8609**.

## ***Cov Neeg Koom Healthy Families Program***

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Koj daim Ntawv Sib Cog Lus kom tau Kev Pab los ntawm Anthem Blue Cross muaj ib nqes uas hais txog txoj kev sib hais kom haum (arbitration). Ib txoj kev hais tsis sib haum twg nyob ntawm koj thiab tus neeg uas sawv cev rau koj thiab Anthem Blue Cross, thiab/los sis nws cov pab koom tes, uas tus nqi uas foob kom tau dhau qhov uas lub tsev hais plaub hom me teem tseg yuav tsum yog txoj kev sib hais kom haum (arbitration) kho. Kom pib txoj kev sib hais kom haum li hais no, ib daim ntawv thov kom tau li no yuav tsum muab xa mus rau:

**Attn: Appeals and Complaints Department  
Anthem Blue Cross  
P.O. Box 60007  
Los Angeles, CA 90060-0007**

Thaum twg peb txais tau koj daim ntawv thov no, peb yuav ceeb toom koj hais tias peb txais tau lawm thiab koj yuav txais tau ntaub ntawv xov xwm ntiv hais txog txoj kev sib hais kom haum no.

## ***Cov Neeg Koom Los Angeles County Medi-Cal***

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Koj kuj tiv tauj tau cov nram qab no thiab:

**Attn: Member Services  
L.A. Care Health Plan  
555 W. Fifth Street  
Los Angeles, CA 90013  
1-888-452-2273**

Koj muaj cai hu tuaj ntsib lub Hoob Kas ntawm Ombudsman kom pab koj rau ntawm **1-888-452-8609**.

Koj kuj muaj cai thov kom tau lub Xeev ib lub Rooj Mloog Plaub nyob hauv 90 hnuv txij ntawm lub sij hawm uas koj qhia txog koj qhov teeb meem. Sau ntawv tuaj mus ntsib:

**Department of Social Services  
State Hearings Division  
P.O. Box 944243, MS 19-37  
Sacramento, CA 94244-2430**

Los sis koj hu xov tooj ncaj qha rau Department of Social Services ntawm **1-800-952-5253** los tau.

Thaum twg peb txais tau koj daim ntawv thov no, peb yuav ceeb toom koj hais tias peb txais tau lawm thiab koj yuav txais tau ntaub ntawv xov xwm ntiv hais txog txoj kev sib hais kom haum no.

## ***Cov Neeg Koom Anthem Blue Cross***

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Lub xeev California Department of Managed Health Care muaj txoj hauj lwm saib xyuas cov khoos kas pab kho mob. Yog tias koj muaj ib qho teeb meem uas koj xav qhia rau koj lub khoos kas pab kho mob, koj yuav tsum xub hu xov tooj mus ntsib koj lub khoos kas pab kho mob nyob ntawm **1-800-407-4627** thiab siv kom tas koj lub khoos kas pab kho mob txoj kev qhia teeb meem tso, koj mam li tiv tauj kom tau lub Department uas hais no los tau. Txoj kev uas koj siv koj lub khoos kas pab kho mob txoj kev qhia teeb meem no tsis ua rau koj xiam ib txoj kev cai los sis ib qho kev kho teeb meem twg. Yog tias koj xav tau kev pab kho ib qho teeb meem uas yog vim muaj kam ceev, los sis ib qho teeb meem uas koj lub khoos kas pab kho mob tsis tau kho raws li koj lub siab nyiam, los sis ib qho teeb meem uas tsis muaj leej twg kho tau tau 30 hnuv los lawd, koj muaj cai hu mus ntsib lub department kom tau kev pab. Tsis tas li ntawd xwb, tej zaum koj muaj feem txais tau ib qho Independent Medical Review (IMR). Yog tias koj muaj feem txais tau ib qho IMR no, txoj kev siv IMR no yuav muaj ib co neeg uas tsis tuaj leej twg tog uas yuav ntsuam xyuas koj lub khoos kas pab kho mob tej kev txiav txim siab kho mob saib qhov uas lawv ua ntawd kom kho mob puas tsim nyog ua, los sis yuav ntsuam xyuas koj lub khoos kas pab kho mob tej kev txiav txim siab duav los tsis duav cov nqi rau tej yam xws li tej kev kuaj uas yog xyaum xwb es tsis paub tseeb saib nws puas kho tau los tsis tau, thiab yuav ntsuam xyuas tej kev hais tsis sib haum txog txoj kev them nqi kom tau tej kev pab kho mob kam ceev. Lub department no muaj ib tug xov tooj hu dawb (**1-888-HMO-2219**) thiab ib tug xov tooj TDD (**1-877-688-9891**) rau cov neeg lag ntseg los sis hais lus tsis taus. Lub department qhov chaw Web site <http://www.hmohelp.ca.gov> muaj cov ntawv qhia teeb meem, cov ntawv thov kom tau kev pab IMR thiab lwm yam qhia kev.