

TIH MIENGH FIENX BUN HIUV GORNGV TAUX MAIV BUN GINV ZOUX MV BAENGH FIM KUEI ZUQC DOIC

Zoux mv baengh fim kuei zuqc doic se benx dorngc doh leiz. Naaiv Blue Shield of California Promise Health Plan se zoux ei nzoih yiem saengv zangc aengx caux guoqv zangc gunv goux baeqc fingz doh leiz. Naaiv Blue Shield of California Promise Health Plan maiv ginv zoux dungv maiv zaaiz leiz gong, simv cuotv haaix deix mienh a'fai longc ganh diuc gong-bou leiz goux mangc dungv kuei zuqc m'jangc fai m'sieqv, yiem haaix norm guoqv daaih, ndopv jiev baeqc, fiouz ganh diuc zong zei, ganh norm gorn zangc mienh, loh hnoi cuotv seiz dorngx, haaix fingz mienh, goz lunx, benx corngv zingv baengc wuaaic fangx, beih zangc wuaaic fangx, butv baengc mienh, loh hnoi jiev gorn waac-fienx, dorng jaa a'fai daan sin mienh, setv haaix hoc, m'jangc fai m'sieqv, sin-beih benx hngangv haaix a'fai oix gan haaix dauh benx gorngv-waac-mienh.

Naaiv Blue Shield of California Promise Health Plan se bun tengx:

- Baeqc wang-henh tengx aengx caux nzie weih bun taux zuangx mienh muoz dungv wuaaic fangx wuov liouh tengx ninh mbuo douc waac bieqc hnyouv camv faaux, beiv taux:
 - ✓ Lox haih wuv liouh nyei mienh tengx faan waac bun mangc
 - ✓ Longc da'nyeic diuc sou-daan fiev waac-fienx bun mangc (aamz benx domh zeiv-daan, muangx waac-qiez, bieqc longc electronic zeiv-daan, da'nyeic diuc zeiv-daan)
- Baeqc wang-henh nzie weih faan waac bun ninh mbuo dungv maiv haih gorngv ang gitv waac mbiaangc wuov, beiv taux benx:
 - ✓ Haih faan waac liouc nyei mienh
 - ✓ Dorh waac-fienx fiev benx da'nyeic fingz waac bun mangc

Beiv taux meih qiex longc nzie weih taux naaiv deix gong-bou jauv-louc nor, lox taux naaiv Blue Shield of California Promise Health Plan yiem naaiv 8 diemv lungv ndorm mingv taux 6 diemv lungv muonx-hmuangx, yiem liv-baaiz yietv mingv taux liv-baaiz hmz. Douc waac lox taux ninh mbuo goux nzie taux kaeqv mienh gorn yiem meih nyei buonh deic dorngx:

(800) 605-2556 (Los Angeles)
(855) 699-5557 (San Diego)

Beiv taux meih mh normh ndung a'fai gorngv waac maiv mbiaangc nor, tov daaix luic douc waac lox naaiv **TTY:711**. Liouh haaix zanc tov taux nyei ziangv hoc, se duqv mbenc ziangv naaiv deix sou-guv dungv benx nzangc-pokc, aamz benx domh zeiv-daan aengx caux atv ziangv waac-qiez a'fai zoux benx electronic sou-guv liouh bun meih. Liouh lox benx haaix diuc zeiv-daan dungv aamz bun zipv siou wuov, tov daaix luic douc waac lox taux a'fai fiev sou-fienx bun taux:

Blue Shield of California Promise Health
Plan Customer Care
601 Potrero Grande Dr., Monterey Park, CA 91755
(800) 605-2556 (Los Angeles)
(855) 699-5557 (San Diego)
TTY:711

HNANGV HAAIX ZOUX SOU-GORN FUNGX BIEQC GOX SIC DAUH

Beiv taux meih maaih waac sienx daaix naaiv Blue Shield of California Promise Health Plan duqv zoux tengx maiv nzoih naaiv deix nzie weih gong-bou jauv-louc a'fai ginv zoux gong-bou maiv zaaiz leiz mv baengh fimz dungh ei zuqc m'jangc fai m'sieqv, kuei zuqc m'jangc fai m'sieqv, yiem haaix norm guoqv daaih, ndopv jiev baeqc, fiouz ganh diuc zong zei, haaix norm douh, ganh norm gorn zangc mienh, haaix nyungc iu-fingz, goz lunx, benx corngh zingh baengc wuaaic fangx, wuaaic fangx beih zangc, oh hnoi jiex gorn waac-fienx, dorng jaa a'fai daan sin mienh, setv haaix hoc, m'jangc fai m'sieqv, a'fai oix gan haaix dauh benx gorngv-waac-mienh meih se haih zoux sou-gorn fungx mingh gox sic dauh caux ninh. Naaiv Blue Shield of California Promise Health Plan nyei dengv goux sic dauh bun baeqc fingz jien-mengh ziouv. Meih corc haih douc waac gan fonh daaih gox sic dauh, fiev benx sou-fienx, dorng buoz bun, fai fungx benx electronic yaac dauh:

- **Douc gan fonh:** Borqv lorx taux naaiv Blue Shield of California Promise Health Plan nyei dengv goux sic dauh bun baeqc fingz jien-mengh ziouv yiem naaiv 8 diemv lungh ndorm mingh taux 6 diemv lungh hmuangx-nziemz, liv-baaiz yietv – liv-baaiz hmz douc waac finz-gorn (844) 883-2233. Beiv taux meih mh normh ndung a'fai gorngv waac maiv mbiaangc nor, tov daaix luic douc waac lorx naaiv TTY/TDD 711.
- **Fiev benx sou-nzangc:** Dinc nzoih sou-nzangc yiem naaiv zeiv gox sic dauh sou-daan fai fiev benx sou-fienx aengx caux fungx mingh bun taux:

Blue Shield of California Promise Health Plan Civil Rights Coordinator. 601 Potrero Grande Dr.
Monterey Park, CA 91755
- **Dorng buoz bun** Bieqc lorx yiem meih nyei ndie-sai ze'weic gorn fai naaiv Blue Shield of California Promise Health Plan aengx caux gorngv mbuox ninh mbuo duqv hiuv gorngv meih oix zoux sou-gorn fungx bieqc gox sic dauh.
- **benx electronic.** Bieqc lorx mangc yiem naaiv Blue Shield of California Promise Health Plan nyei website yiem njiec www.blueshieldca.com/promise/medi-cal.

GUNV GOUX BAEQC FINGZ DOH LEIZ ZE'WEIC (OFFICE OF CIVIL RIGHTS) – YIEM NJIEC CALIFORNIA NZIE WEIH GUNV GOUX MANGC HENG-WANGC DOMH GORN (CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES)

Meih corc haih zoux ei gunv goux baeqc fingz doh leiz gox sic dauh sou-gorn fungx bieqc bun taux California Department of Health Care Services, douc waac mingh bun taux naaiv norm gunv goux baeqc fingz doh leiz ze'weic, fiev benx sou-fienx, fai benx electronic mingh bun yaac duqv:

- **Douc gan fonh:** Douc waac **916-440-7370** Beiv taux meih gorngv waac maiv mbiaangc a'fai mh normh ndung nor, tov daaix luic douc waac lorx naaiv TTY:711. (**Nzie weih bungx hinc fangx-nangh bun mangc liouh buangh doic**).
- **Fiev benx sou-nzangc:** Dinc nzoih sou-nzangc yiem naaiv zeiv gox sic dauh sou-daan fai fungx sou-fienx mingh bun taux:

Deputy Director, Office of Civil Rights
Department of Health Care Services
P.O. Box 997413, MS 0009 Sacramento, CA 95899-7413

Gox sic dauh sou-daan se yiem naaiv
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Benx electronic. Fungx gan email bun taux CivilRights@dhcs.ca.gov.

**GUNV GOUX BAEQC FINGZ DOH LEIZ ZE'WEIC – YIEM NJIEC MEIV GUOQV
GOUX HENG-WANGC AENGX CAUX NZIE WEIH ZUANGX MIENH DOMH GORN
(U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES)**

Beiv taux meih maaih waac sienx daaix ninh mbuo duqv zoux maiv baengh fim dugh maaih dorngx kuei zuqc yiem haaix norm guoqv daaih, ndopv jiev baeqc, loh hnoi yiem haaix norm guoqv cuotv seiz daaih, goz lunx, benx wuaaic fangx a'fai m'jangc fai m'sieqv wuov, meih se haih ei gunv goux baeqc fingz doh leiz zoux gox sic sou-gorn fungx bieqc bun taux meiv guoqv goux heng-wangc aengx caux nzie weih zuangx mienh domh gorn, douc waac bun taux ze'weic gorn gunv goux bouc leiz bun baeqc fingz, fiev benx sou-fienx a'fai fungx benx electronic mingh bun yaac duqv:

- Douc gan fonh: Douc waac **1-800-368-1019**. Beiv taux meih maiv haih gorngv waac a'fai waac maiv njiang nor, daaix luic douc waac daaih **TTY/TDD 1-800-537-7697**.
- Fiev benx sou-nzangc: Dinc nzaih sou-nzangc yiem naaiv zeiv gox sic dauh sou-daan fai fungx sou-fienx mingh bun taux:

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

Gox sic dauh sou-daan se yiem naaiv
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

benx electronic. Bieqc naaiv lorx mangc yiem ze'weic gunv goux bouc leiz bun baeqc fingz zoux gox sic dauh gorn yiem njiec naaiv
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.