
DAIM NTAUV CEEB TOOM TSIS PUB MUAJ KEV NTXUB NTXAUG

Kev ntub ntawv yog ua txhaum txoj cai lij choj. Blue Shield of California Promise Health Plan ua raws li Lub Xeev thiab Tsoom Fwv cov kev cai lij choj. Blue Shield of California Promise Health Plan tsis pub muaj kev ua ntub ntawv ua txhaum txoj cai lij choj, tsis pub muaj kev sib cais tib neeg, los sis coj txawv rau lawv vim yog haiv neeg, cev nqaij daim tawv tsos xim, kev ntseeg, noob neej caj ceg, neeg xeeb txawm hauv teb chaws, pawg haiv neeg tsawg, hnub nyoog, hlwb xiam oob qhab, cev xiam oob qhab, kev muaj mob, tej ntaub ntawv caj ceg, kev muaj txij nkawm, txiv neej los yog poj niam, coj li txiv neej los sis coj li poj niam, los sis nyiam txiv neej los yog nyiam li poj niam.

Blue Shield of California Promise Health Plan npaj txog:

- Kev pab dawb thiab kev pab cuam raws sijhawm rau cov neeg xiam oob qhab kom lawv sib txuas lus tau zoo dua, xws li:
 - ✓ Muaj cai tau txais cov kws pab txhais lus piav tes
 - ✓ Pab muab cov ntaub ntawv luam tawm ua lwm hom (luam tawm koj loj, kaw ua suab lus, tuaj yeem nkag mus siv tau koo pij tawj, lwm yam)
- Kev pab txhais lus pub dawb thiab raws sijhawm rau cov neeg uas tsis siv lus Askiv ua lawv thawj hom lus, xws li:
 - ✓ Muaj cai tau txais cov kws pab txhais lus
 - ✓ Cov ntaub ntawv uas raug sau ua lwm hom ntawv

Yog koj xav tau tej kev saib xyuas no, tiv toj rau Blue Shield of California Promise Health Plan rau thaum 8 teev sawv ntov – 6 teev tsaus ntuj, hnub Monday txog Friday. Hu Rau Lub Chaw Saib Xyuas Neeg Qhua hauv koj ib cheeb tsam:

(800) 605-2556 (Los Angeles)

(855) 699-5557 (San Diego)

Yog koj tsis hnub lus los sis tham lus tsis tau zoo, ces hu rau **TTY:711**. Kiag thaum koj thov lawm, yuav muab cov ntawv no sau ua ntawv xua, luam tawm kom loj, tso ua suab lus, los sis muab sau ua lwm hom. Xav tau ib daim ntawv theej ntawm ib hom ntawm cov ntaub ntawv no, ces hu xov tooj mus thov los sis sau ntawv mus rau:

Blue Shield of California Promise Health Plan Customer Service

3840 Kilroy Airport Way, Long Beach, CA 90806

(800) 605-2556 (Los Angeles)

(855) 699-5557 (San Diego) TTY:711

YUAV FOOB HAIS IB QHO TSIS TXAUS SIAB LI CAS

Yog koj ntseeg tias Blue Shield of California Promise Health Plan tsis muaj tej kev saib xyuas no rau koj los sis tau ntub ntawv tsis raws cai vim yog txiv neej los yog poj niam, haiv neeg, cev nqaij daim tawv tsos xim, kev ntseeg, noob neej caj ceg, neeg xeeb txawm, pawg haiv neeg tsawg, hnub nyoog, hlwb xiam oob qhab, cev xiam oob qhab, muaj mob, tej ntaub ntawv caj ceg, kev muaj txij nkawm, txiv neej los yog poj niam, kev coj li txiv neej los yog coj li poj niam, ces koj tuaj yeem foob hais qhov tsis txaus siab nrog rau Blue Shield of California Promise Health Plan Tus Neeg Leg Hauj Lwm Saib Xyuas Pej Xeem Cov Cai. Koj tuaj yeem hais qhov tsis txaus siab raws hauv xov tooj, sau ntawv mus, tus neeg mus hais kiag, los sis sau ntawv hauv koo pij tawj mus:

- Raws hauv xov tooj: Contact Blue Shield of California Promise Health Plan Tus Neeg Leg Hauj Lwm Saib Xyuas Pej Xeem Cov Cai thaum 8 teev sawv ntov -6 teev tsaus ntuj, hnub Monday – Friday hu rau (844) 883-2233. Los sis, yog koj tsis hnub lus los sis tham lus tsis tau zoo, ces hu rau TTY/TDD 711.
- Sau ntawv: Sau daim ntawv foos hais qhov tsis txaus siab los sis sau ib tsab ntawv xa mus rau:
Blue Shield of California Promise Health Plan Civil Rights Coordinator
3840 Kilroy Airport Way, Long Beach, CA 90806
- Tus Neeg Mus Hais Kias: Mus kias tim koj tus kws kho mob chav lis hauj lwm los sis mus kias tim Blue Shield of California Promise Health Plan thiab hais txog qhov koj xav foob hais ib qho tsis txaus siab.
- Xa ntawv raws li koo pij tawj: Mus saib hauv Blue Shield of California Promise Health Plan lub website rau ntawm www.blueshieldca.com/promise/medi-cal.

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

Koj kuj tuaj yeem foob hais qhov tsis txaus siab nrog rau California Department of Health Care Services, Office of Civil Rights los ntawm kev hu xov tooj mus rau, sau ntawv mus rau, los sis xav ntawv hauv koos pij tawj mus rau:

- Raws hauv xov tooj: Hu rau **916-440-7370**. Yog koj tham lus tsis tau los sis tsis hnub lus zoo, thov hu rau **711 (Tus Xov Tooj Tso Suab Tawm)**.
- Sau ntawv: Sau daim ntawv foos tsis txaus siab los sis xa ib tsab ntawv mus rau:
Deputy Director, Office of Civil Rights
Department of Health Care Services
P.O. Box 997413, MS 0009 Sacramento, CA 95899-7413
Muaj cov ntaub ntawv foos hais kev tsis txaus siab nyob rau ntawm
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.
- Xa ntawv raws li koo pij tawj: Xa ib tsab email mus rau CivilRights@dhcs.ca.gov.

**LUB TSEV HAUJLWM SAIB XYUAS PEJ XEEM COV CAI – TSOMFWV MESKAS LUB TSEV
HAUJLWM SAIB XYUAS KEV NOJ QAB HAUS HUV THIAB TIB NEEG (U.S. DEPARTMENT OF
HEALTH AND HUMAN SERVICES)**

Yog koj ntseeg tias koj raug ntub ntxaug vim yog ib haiv neeg twg, tsos xim nqaij, neeg keeb kwm hauv lub tebchaws, hnub nyoog laus hluas, neeg xiam oob qhab, los sis txiv neej los yog poj niam, koj kuj tuaj yeem foob hais qhov tsis txaus siab nrog Tsomfwv Meskas Lub Tsev Haujlwm Saib Xyuas Kev Noj Qab Haus Huv thiab Tib Neeg, Lub Tsev Haujlwm Saib Xyuas Pej Xeem Cov Cai, hu xov tooj mus, sau ntawv mus, los sis xa ntawv hauv koo pij tawj mus:

- Raws hauv xov tooj: Hu rau **1-800-368-1019**. Yog koj tham lus tsis tau los sis tsis hnub lus zoo, thov hu rau **TTY/TDD 1-800-537-7697**.
- Sau ntawv: Sau daim ntawv foos tsis txaus siab los sis xa ib tsab ntawv mus rau:
**U.S. Department of Health and Human
Services 200 Independence Avenue, SW**
Room 509F, HHH Building
Washington, D.C. 20201
Muaj cov ntaub ntawv foos hais qhov tsis txaus siab rau ntawm
<http://www.hhs.gov/ocr/office/file/index.html>.
- Xa ntawv raws li koo pij tawj: Mus saib hauv Lub Tsev Haujlwm Saib Xyuas Pej Xeem Cov Cai Ntsig Txog Kev Hais Qhov Tsaus Siab rau ntawm
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.