

# Txhim Kho Tswv Cuab Phau Ntawv Qhia Kev Tswj Xyuas Kho Mob (ECM)

KAWM PAUB TXOG COV KEV PAB UAS  
TSIS-THEM NQI RAU COV TSWV  
CUAB MEDI-CAL



# Cov Ncauj Lus

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## ECM Tuaj Yeem Pab Koj Tau Li Cas

*Kev Txhawb Tswj Hwm Kev Kho Mob (ECM) muab cov kev pab cuam ntxiv yam tsis tau them nqi rau Medi-Cal cov tswv cuab uas muaj cov kev xav tau nyuaj thiab cov teeb meem uas ua rau nws nyuaj rau kev txhim kho lawv txoj kev noj qab haus huv. Qhov no tuaj yeem suav nrog kev nyuaj sab nraud, xws li tsis muaj chaw nyob.*

Yog tias koj tsim nyog, ECM muaj xya hom kev pab cuam uas tuaj yeem pab koj txog kev noj qab haus huv thiab kev noj qab nyob zoo. Koj yuav muaj pab neeg saib xyuas thiab koj tus kheej ECM tus thawj coj saib xyuas.

Cov kev pab cuam ntxiv no yog muab los ua ib feem ntawm koj txoj kev npaj kho mob CalViva Health Medi-cal tam sim no. Cov kev pab cuam Medi-Cal uas koj tau txais tam sim no **yuav tsis raug muab tshem tawm**. Koj tseem tuaj yeem ntsib koj tus kws kho mob li qub, tab sis tam sim no koj tuaj yeem tau txais kev pab ntxiv.

Yog tias koj tsim nyog, koj tuaj yeem xaiv kom tau txais kev pab cuam ECM. Xav kawm kom paub seb txoj kev cai no cuam tshuam rau koj li cas, ces hu rau CalViva Health tus xov tooj rau ntawm 888-893-1569 (TTY:711) xov tooj hu dawb 24 teev huv ib hnuv, 7 hnuv hauv ib lub vij.



Rau cov nqe lus nug txog qhov yuav tau txais CalViva Health tej kev pab cuam ntawm ECM, ces hu rau Lub Chaw Pab Cuam Tswv Cuab rau ntawm tus xov tooj 888-893-1569 (TTY:711).

# Xya txoj hauv kev ECM siv hauj lwm rau koj



## 1. Pab kom muaj feem koom saib xyuas rau koj

Koj tus thawj koj saib xyuas ECM thiab pab neeg saib xyuas yuav pab koj tsum ntsoov rau koj txoj kev noj qab haus huv thiab xyuas kom koj tau txais cov kev pab cuam thiab kev txhawb nqa yam koj xav tau. Lawv kuj tuaj yeem ntsib koj ntawm qhov chaw koj nyob los sis qhov chaw koj tau txais kev pab cuam.



## 2. Pab tsim txoj phiaj xwm

Ua ke no, koj thiab koj pab pawg kws saib xyuas yuav tsim koj tus kheej txoj phiaj xwm kho mob. Txoj phiaj xwm cov kev duav roos:

- Cov kws kho mob koj ntsib
- Cov hom phiaj kho mob koj tsim
- Cov kev pab cuam koj txais
- Yam kev pab kho mob koj xav tau
- Koj qhov kev noj qab haus huv ntawm lub cev thiab tus cwj pwm uas xav tau
- Koj qhov kev noj qab haus huv ntawm ncauj uas xav tau
- Koj cov kev pab kho quav yeeb tshuaj uas xav tau
- Cov kev pab cuam hauv tsev (xws li pab da dej, hnav khaub ncaws, tu, ua noj, thiab lwm yam)
- Cov kev pab cuam hauv zej zog thiab pab cuam tib neeg (xws li kev pab cuam zaub mov thiab vaj tse)



## 3. Pab tiv tauj nrog thiab hloov tshiab koj cov kws kho mob

Koj pab pawg kws kho mob suav nrog tus thawj tswj hwm kev kho mob.

Tus neeg no tuav tswj tag nrho koj cov kws kho mob hloov tshiab txog cov kev noj qab haus huv thiab kev pab cuam uas koj tau txais. Lawv kuj tuaj yeem pab koj:

- Txheeb xyuas koj cov kev xav tau kev noj qab haus huv, lub hom phiaj thiab kev xav tau
- Teem sij hawm thiab ntsuam xyuas cov ntaww sau tshuaj thiab rov ntxiv tshuaj dua
- Nrhiav cov kws kho mob zoo
- Npaj thauj mus los ntsib kws kho mob
- Thov rau cov kev pab cuam los pab koj nyob ntawm koj tus kheej – cov kev pab cuam suav nrog kev xa zaub mov, tsev nyob thiab kev saib xyuas tus kheej



**4. Pab Kawm Paub Txog Txoj Hauv Kev Zoo Tshaj Plaws Kom Txhawb Koj Txoj Kev Noj Qab Haus Huv Tau Zoo Dua Qub**

Koj, koj tus neeg saib xyuas thiab lwm tus neeg uas txhawb nqa koj, tuaj yeem kawm txog txoj hauv kev zoo tshaj plaws rau koj los saib xyuas koj cov teeb meem kev noj qab haus huv.



**5. Pab kom koj rhais chaw koj kom muaj kev nyab xeeb ntawm ib lub chaw kho mob mus rau lwm lub**

Koj pab pawg kws kho mob yuav pab koj rhais chaw yam nyab xeeb thiab yooj yim yog tias koj xav nkag los sis tawm mus:

- Lub tsev kho mob
- Lub tsev saib xyuas neeg mob
- Lwm lub tsev kho mob

Lawv tuaj yeem pab koj nrog kev cov nyom xws li:

- Kawm paub saib xyuas koj tus kheej li cas tom qab pw hauv tsev kho mob
- Kev mus ntsib kws kho mob
- Kev ntxiv cov tshuaj kho mob
- Tau txais kev teem sij hawm caij tsheb mus los



**6. Pab ua hauj lwm nrog koj cov neeg txhawb nqa**

Koj pab pawg kws kho mob tuaj yeem ua kom koj tsev neeg, cov neeg saib xyuas thiab lwm tus neeg txhawb nqa koj, paub txog koj cov teeb meem kev noj qab haus huv. Cov neeg no tuaj yeem ua hauj lwm nrog koj pab neeg saib xyuas txhawm rau kawm paub yuav pab koj kom zoo tshaj plaws.



**7. Pab txuas koj rau cov kev pab cuam hauv zej zog thiab kev sib raug zoo**

ECM tuaj yeem pab koj txuas rau lwm cov kev pab cuam tsis yog kev noj qab haus huv, ib yam nkaus. Koj pab pawg kws kho mob tuaj yeem pab koj nrhiav cov kev pab cuam hauv zej zog thiab cov hauj lwm kev sib raug zoo uas koj xav tau. Cov no suav nrog:

- Khoom noj
- Kev qhia ua hauj lwm
- Kev zov me nyuam
- Cov kev pab cuam neeg xiam oob qhab
- Cov peev txheej los pab koj kom tau nyob hauv koj lub tsev



## Koj pab pawg kws kho mob ua hauj lwm li cas

Koj pab pawg kws kho mob ECM tau tsim nyob ib ncig ntawm koj cov kev xav tau kev noj qab haus huv thiab kev xav tau. Koj pab pawg kws kho mob yog coj los ntawm koj tus thawj coj saib xyuas ECM uas yog koj lub ntsiab lus tseem ceeb ntawm kev sib cuag. Koj tuaj yeem hu rau ECM tus thawj saib xyuas thaum koj xav tau kev pab.

### **Koj tus thawj coj saib xyuas ECM yuav txhawb nqa koj cov kev xav tau thiab kev cia siab thiab ua hauj lwm nrog koj lwm tus kws kho mob thiab cov chaw koom nrog pab txhawb uas suav nrog:**

- Cov kws kho mob thiab cov kws tshaj lij
- Kws saib xyuas neeg mob
- Cov kws muab tshuaj
- Cov tuam txhab cuab yeej kho mob
- Cov neeg hauv tsev neeg, cov neeg saib xyuas thiab/los sis lwm tus neeg uas txhawb nqa koj, yog tias koj xav tau
- Cov neeg saib xyuas cov ntaub ntawv los ntawm kev pab cuam hauv zej zog los sis lub cheeb tsam nroog
- Kws kho mob lub cev
- Lwm tus

## Ua ua li cas kom tau txais cov kev pab cuam ECM

Yuav kom tau txais cov kev pab cuam ECM, koj yuav tsum:

- ✓ Tso npe rau hauv qhov kev npaj kho mob CalViva Health Medi-Cal
- ✓ Ua tau raws li cov cai yuav tsum tau ua

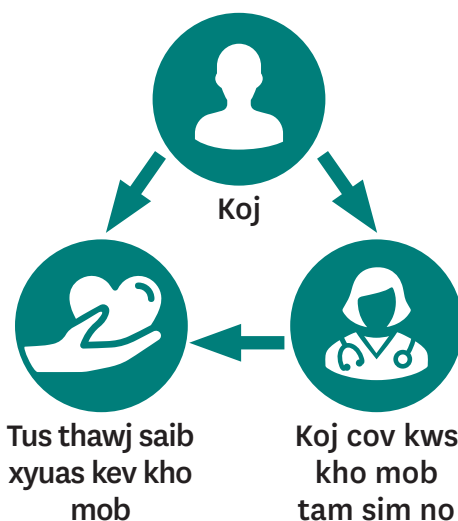
## Yam twg koj yuav tsum tau pib kom tsim nyog rau cov kev pab cuam ECM

1. Koj qhov kev npaj kho mob CalViva Health, kws kho mob los sis lwm tus kws kho mob tuaj yeem tiv tauj koj txog kev txais cov kev pab cuam ECM.
2. Koj tus kws kho mob tuaj yeem qhia rau koj qhov kev npaj kho mob CalViva Health paub tias koj tuaj yeem tau txais ECM.
3. Tham nrog koj tus kws kho mob los sis qhov kev npaj kho mob CalViva Health. Ua qhov no yog tias koj xav kawm ntxiv txog ECM thiab saib seb koj puas tsim nyog.

## Leej twg yog tus muab cov kev pab ECM?

Koj tuaj yeem tau txais kev pab cuam ECM los ntawm koj tus kws kho mob lub chaw hauj lwm los sis lwm tus kws kho mob. Koj tseem tuaj yeem tau txais kev pab cuam ECM los ntawm lub koom haum zej zog. Koj yuav raug xa mus rau ECM tus kws kho mob, raws li koj qhov kev xav tau.

Koj yuav tau txais ib tus thawj coj saib xyuas uas ua hauj lwm nrog koj los pab tau txais kev saib xyuas thiab kev pab cuam koj xav tau.



**Ntxiv rau,** tus thawj saib xyuas kev kho mob yuav pab ua kom ntseeg tias txhuas tus ntawm koj pab pawg kws kho mob pom zoo txog yam koj xav tau thiab kev saib xyuas.



# Cov Nqe Lus Uas Nquag Nug

## Puas yog kuv yuav plam ib qho txiaj ntsig hauv kuv qhov kev npaj kho mob CalViva Health yog tias kuv koom nrog hauv ECM?

Tsis yog. Yog tias koj koom nrog ECM, koj yuav tau txais koj cov txiaj ntsig Medi-Cal. Koj tseem txuas ntxiv tau txais kev pab los ntawm koj cov kws kho mob tam sim no.

ECM muab kev pab ntxiv rau koj kom tau txais kev saib xyuas koj xav tau thiab ncav cuag koj cov hom phiaj kev noj qab haus huv. Nws tsis muab qhov kev pab cuam uas koj twb muaj lawm. Yog tias koj tsim nyog, koj tuaj yeem xaiv kom tau txais kev pab cuam ECM. Koj tuaj yeem tso tseg cov kev pab cuam tau txhua lub sij hawm los ntawm kev hu rau koj qhov kev npaj kho mob CalViva Health Medi-Cal rau ntawm tus xov tooj 888-893-1569 (TTY:711).

## Cov kev pab cuam ECM puas sau nqi ntxiv?

Tsis sau. ECM tsis sau nqi dab tsi ntawm koj. Yog tias koj tsim nyog thiab txiav txim siab koom, cov kev pab cuam raug suav nrog hauv koj txoj phiaj xwm kho mob CalViva Health Medi-Cal tam sim no.

## Kuv yuav mus qhov twg kom paub ntau ntxiv?

Hu rau CalViva Health rau ntawm tus xov tooj 888-893-1569 (TTY:711) yog xav paub cov ntau ntawv ntau ntxiv thiab yog xav saib seb koj puas tsim nyog. Koj tuaj yeem nug koj tus kws kho mob los sis chaw kuaj mob txog qhov txiaj ntsig ntawm ECM.

## Kuv puas yuav tau hloov kuv cov kws kho mob?

Tsis hloov. Koj tsis tas yuav hloov koj tus kws kho mob kom tau txais kev pab cuam ECM. Cov txiaj ntsig pab tau tag nrho koj cov kws kho mob thiab lwm tus kws kho mob qhia cov ntau ntawv hais txog koj qhov kev xav tau kev kho mob. Thiab, nws tso cai rau lawv ua hauj lwm ua ke los pab koj ua tau raws li koj cov hom phiaj kev noj qab haus huv.

## ECM tus thawj saib xyuas kev kho mob yog dab tsi thiab lawv pab kuv li cas?

ECM tus thawj saib xyuas kev kho mob yog ib tus neeg ua hauj lwm uas tau muab los ntawm koj tus kws kho mob ECM. Tus neeg no yuav pab xyuas kom koj cov kws kho mob, kws muab tshuaj thiab lwm tus kws kho mob ua hauj lwm ua ke los pab koj ua tiav koj cov hom phiaj kev noj qab haus huv.

Koj tus thawj saib xyuas kho mob ECM tseem yuav:

- Txuas koj mus rau cov kws kho mob thiab cov kev pab
- Tham nrog koj cov kws kho mob txog yam koj xav tau
- Qhia cov ntau ntawv rau koj cov kws kho mob
- Nrog koj mus teem sij hawm ntsib, yog tias koj xav tau

## Kawm paub ntxiv txog ECM

- 1 Hu rau CalViva Health rau ntawm tus xov tooj 888-893-1569 (TTY:711) xov tooj hu dawb tau 24 teev hauv ib hnuv, 7 hnuv hauv ib lub vij.
- 2 Hu rau Lub Xeev qhov Medi-Cal Health Care Options ntawm 800-430-4263 (TTY 800-430-7077).
- 3 Nug koj tus kws kho mob los sis lub chaw kuaj mob txog cov txiaj ntsig.

# CalViva Health Tswv Cuab Daim Ntawv Hais Qhia

*Sau daim ntawv qhia no kom tiav thiab nqa nrog koj thaum koj hu rau CalViva Health Medi-Cal rau ntawm tus xov tooj 888-893-1569 (TTY:711). Los sis, nqa nws nrog koj thaum koj mus ntsib koj tus kws kho mob los sis lwm tus kws kho mob. Lawv tuaj yeem pab yog tias koj xav tau kev pab txhawb teb cov lus nug los sis xav tshuaj xyuas daim ntawv nrog lawv.*

**Leej twg yog koj tus kws kho mob tam sim no thiab lwm tus kws kho mob?**

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**Koj puas muaj kev xav mus kho mob uas koj tsis tau mus ntsib kws kho mob? Yog tias muaj, thov qhia.**

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**Puas muaj cov koom haum pab cuam hauv zej zog thiab pab cuam tib neeg uas niaj hnuv no koj mus ntsib txhawm rau pab cuam (xws li lub tsev pab cuam tsev neeg, chaw kuaj mob hauv zej zog, chaw pab cuam neeg laus thiab lwm lub)?**

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Koj xav tau kev pab dab tsi ntxiv (piv txwv li, zaub mov, vaj tse, tsheb thauj mus los)?

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Koj puas muaj lus nug dab tsi txog ECM?

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**Puas muaj lus nug?**

Hu rau CalViva Health rau ntawm tus xov tooj  
888-893-1569 (TTY:711) xov tooj hu dawb 24 teev toj  
ib hnuv, 7 hnuv toj ib lub vij.

## Notice of non-discrimination

Discrimination is against the law. CalViva Health follows State and Federal civil rights laws. CalViva Health does not unlawfully discriminate, exclude people or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

CalViva Health provides:

- Free aids and services to people with disabilities to help them communicate better, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats and other formats).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact the CalViva Health 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service. Upon request, this document can be made available to you in braille or accessible PDF, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to: CalViva Health, 7625 N. Palm Ave., Suite #109, Fresno, CA 93711, 1-888-893-1569, California Relay 711.

### **HOW TO FILE A GRIEVANCE**

If you believe that CalViva Health has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation, you can file a grievance with CalViva Health Member Services. You can file a grievance in writing, in person, or electronically:

- By phone: Contact us 24 hours a day, 7 days a week by calling 1-888-893-1569. Or, if you cannot hear or speak well, please call (TTY/TDD 711) to use the California Relay Service
- In writing: Fill out a complaint form or write a letter and send it to: CalViva Health Member Appeals and Grievances Department, P.O. Box 10348, Van Nuys, CA 91410-0348. 1-888-893-1569 (TTY/TDD 711)  
Fax: 1-877-831-6019
- In person: Visit your doctor's office or CalViva Health and say you want to file a grievance.
- Electronically: Visit CalViva Health's website at [www.CalVivaHealth.org](http://www.CalVivaHealth.org).

### **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Services)**.
- In writing: Fill out a complaint form or write a letter and send it to 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.  
Complaint forms are available at [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx)
- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov)

## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against because of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD: 1-800-537-7697** or **711** to use the California Relay Service.
- In writing: Fill out a complaint form or send a letter to: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

**English:** If you, or someone you are helping, need language services, call Toll-Free 1-888-893-1569 (TTY: 711). Aids and services for people with disabilities, like documents in braille, accessible PDF and large print, are also available. These services are at no cost to you.

**Arabic:** إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى المساعدة في الحصول على الخدمات اللغوية، فاتصل بالرقم المجاني (TTY: 711) 1-888-893-1569. المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل، والملفات المنقولة (PDF) التي يمكن الوصول إليها، والطباعة الكبيرة، متوفرة أيضا. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

**Armenian:** Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք անվճար 1-888-893-1569 (TTY՝ 711) հեռախոսահամարով: Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ բրեյլով փաստաթղթեր, մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

**Cambodian:** ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខទូរសព្ទដោយគិតថ្លៃ 1-888-893-1569 (TTY: 711) ។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់មនុស្សពិការ ដូចជា ឯកសារអក្សរសម្រាប់មនុស្សពិការ PDF ដែលអាចប្រើសម្រាប់មនុស្សពិការ និងឯកសារព្រឹត្តិអក្សរធំៗ ក៏ត្រូវបានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះមិនមានគិតថ្លៃសម្រាប់អ្នកទេ។

**Chinese:** 如果您或您正在帮助的其他人需要协助语言服务，请拨打免费电话 1-888-893-1569 (TTY: 711)。另外，还为残疾人士提供辅助和服务，例如点字版、易于读取的 PDF 和大字版文件。这些服务对您免费提供。

**Farsi:** اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره رایگان 1-888-893-1569 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل، چاپ درشت و PDF دسترس‌پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

**Hindi:** यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो इस टॉल फ्री नंबर पर कॉल करें 1-888-893-1569 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेले लिपि में दस्तावेज़, सुलभ PDF और बड़े प्रिंट वाले दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

**Hmong:** Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau Tus Xov Tooj Hu Dawb 1-888-893-1569 (TTY: 711). Tsis tas li ntawd, pab kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv su uas cov neeg tsis pom kev siv tau, cov ntaub ntawv PDF uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

**Japanese:** ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、トールフリーダイヤル 1-888-893-1569 (TTY: 711) にお問い合わせください。点字、アクセシブル PDF、大活字など、障がいのある方のための補助・サービスもご用意しています。これらのサービスは無料で提供されています。

**Korean:** 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 무료 전화 1-888-893-1569 (TTY: 711)번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자, 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

**Laotian:** ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທຫາເບີໂທຟຣີ 1-888-893-1569 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານແບບບຣາແລ (braille) ສຳລັບຄົນຕາບອດ, ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

**Mien:** Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix help Janx-kaeqv waac gong, Heuc Bieqcll-Free 1-888-893-1569 (TTY: 711). Jomc Caux gong Bun Yangh mienh Caux mv fungc, Oix dimc in braille, dongh eix PDF Caux Bunh Fiev, Haih yaac kungx nyei. Deix gong Haih buac Yietc liuz maiv jaax-zinh Bieqc Meih.

**Punjabi:** ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-888-893-1569 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

**Russian:** Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните на бесплатную линию 1-888-893-1569 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF, напечатанные крупным шрифтом или шрифтом Брайля. Эти услуги предоставляются бесплатно.

**Spanish:** Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al número gratuito 1-888-893-1569 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille, en letra grande y en archivos PDF accesibles. Estos servicios no tienen ningún costo para usted.

**Tagalog:** Kung ikaw o ang taong tinutulungan mo ay kailangan ng tulong sa mga serbisyo sa wika, tumawag nang Walang Bayad sa 1-888-893-1569 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille, naa-access na PDF at malaking print. Wala kang babayaran para sa mga serbisyong ito.

**Thai:** หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทรแบบไม่เสียค่าธรรมเนียม บริการ 1-888-893-1569 (TTY: 711) นอกจากนี้ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารอักษรเบรลล์, PDF ที่เข้าถึงได้, และเอกสารที่พิมพ์ขนาดใหญ่ฟรีสำหรับคุณ

**Ukrainian:** Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на безкоштовну лінію 1-888-893-1569 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF, надруковані великим шрифтом чи шрифтом Брайля. Ці послуги для вас безкоштовні.

**Vietnamese:** Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi Số miễn phí 1-888-893-1569 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng chữ nổi braille, bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.

## Yog xav paub ntxiv txog ECM, hu rau

CalViva Health rau ntawm tus xov tooj 888-893-1569 (TTY:711) xov tooj hu dawb tau 24 teev hauv ib hnuv, 7 hnuv hauv ib lub vij.