

# **TSAB NTAWV CEEB TOOM TXOG COV CAI KEV CEEV NTIAG TUG**

PIB SIV TAU NYOB RAU: 08/01/2021

TSAB NTAWV CEEB TOOM NO PIAV QHIA TIAS SAIB PEB YUAV MUAB KOJ COV NTAUB NTAWV COJ MUS SIV THIAB TSO TAWM LI CAS THIAB SEB KOJ YUAV TUAJ YEEM MUS SAIB TAU COV NTAUB NTAWV NO LI CAS. THOV MUAB UA TIB ZOO NYEEM KOM NTXAWS.

CalViva Health muab kev pab them nyiaj rau kev saib xyuas kho mob rau koj thiab/los sis koj tsev neeg. Lub lav thiab toom fvv teb chaw tsab cai lij choj tseev kom peb yuav tsum tiv thaiv koj cov ntaub ntawv kho mob. Peb yuav tsum muab Tsab Ntawv Ceeb Toom no rau koj uas yog qhia rau koj tias seb peb yuav siv thiab faib koj cov ntaub ntawv tawm li cas thiab koj cov yog muaj dab tsi.

## **Koj cov ntaub ntawv qhia paub yog rau tus kheej thiab khaws ua ntiag tug.**

Peb tau txais cov ntaub ntawv qhia paub hais txog koj tom qab koj muaj cai tsim nyog thiab rau npe nkag rau hauv peb daim phiaj xwm kev kho mob lawm. Tsis tas li xwb, peb kuj tseem tau txais cov ntaub ntawv kho mob los ntawm koj cov kws kho mob, cov chaw kho mob me, chav kuaj kab mob thiab cov tsev kho mob txhawm rau them nyiaj rau koj txoj kev saib xyuas kho mob. Peb raug txwv tsis pub siv thiab nthuav tawm cov ntaub ntawv teev txog caj ces roj ntshav rau cov hom phiaj kev tuav pov hwm.

## **KEV HLOOV PAUV RAU TSAB NTAWV CEEB TOOM TXOG COV CAI KEV CEEV NTIAG TUG**

CalViva Health yuav tsum ua raws Tsab Ntawv Ceeb Toom no. Peb muaj cai hloov cov kev ceev ua ntiag tug no. Yog hais tias peb muaj kev hloov, peb yuav kho dua Tsab Ntawv Ceeb Toom no thiab xa rau koj.

## **TXOJ HAUV KEV UAS PEB YUAV SIV THIAB FAIB QHIA COV NTAUB NTAWV QHIA PAUB TXOG KOJ**

Tej zaum koj cov ntaub ntawv qhia paub yuav muab los siv thiab faib los ntawm CalViva Health uas tsuas yog muab rau kev muaj lub laj thawj uas cuam tshuam rau koj qhov kev saib xyuas kho mob.

Cov ntaub ntawv qhia paub uas peb siv thiab faib qhia muaj xws li:

- Koj lub npe,
- Qhov chaw nyob,
- Ntaub ntawv qhia txog tus kheej hais txog koj cov xwm txheej,
- Kev kho mob uas muab rau koj, thiab
- Koj li keeb kwm kev kho mob.

## **Qee cov piv txwv**

Rau kev kho mob: Tej zaum koj yuav tau muaj kev kho mob uas xav tau kev tso cai kev saib xyuas kho mob ua ntej. Peb yuav qhia rau cov ntaub ntawv rau cov kws kho mob, tsev kho mob thiab lwm feem txhawm rau kev ua kom tau qhov kev saib xyuas koj xav tau.

Hais txog kev them nqi: CalViva Health yuav tshab xyuas dua, tso cai thiab them rau kev thov them rov qab kev saib xyuas kho mob uas xa rau peb rau koj qhov kev saib xyuas kho mob. Thaum peb yuav muab cov ntaub ntawv no qhia rau cov kws kho mob, cov chaw kho mob thiab lwm cov neeg uas yuav hais kom peb them koj cov nqi saib xyuas. Thiab peb yuav xa rau tom ntej cov nuj nqis rau lwm cov phiaj xwm kho mob los sis lwm koom haum rau kev them nqi.

Kev nqis tes saib xyuas mob nkeeg: Tej zaum peb yuav siv cov ntaub ntawv hauv cov ntaub ntawv teev txog kev noj qab haus huv los txiav txim kev tsim nyog rau qhov kev saib xyuas kho mob uas koj tau txais. Tej zaum peb kuj tseem yuav siv cov ntaub ntawv rau hauv cov khoos kas kev tshuaj xyuas, kev dag ntxias thiab kev quab yuam, kev tsim phiaj xwm thiab lwm cov kev tsav coj. Peb kuj tseem yuav muab cov tswv cuab cov npe rau lub zos cov neeg tso cai muab kev tshaj tawm kev txhaj tshuaj tiv thaiv kab mob uas tshaj qhia rau CalViva Health seb cov tswv cuab puas tau txais kev txhaj tshuaj tiv thaiv kab mob los ntsuam xyuas lawv qhov kev tiv thaiv tau kab mob thiab tshaj qhia cov ntaub ntawv cuam tshuam rau California Feem Hauj Lwm Muab Kev Pab Cuam Saib Xyuas Kho Mob (Department of Health Care Services). Cov tswv cuab uas tej zaum yuav tau qhia lawv tus kws kho mob uas lawv tsis tso cai rau tus kws kho mob los qhia paub lawv cov ntaub ntawv kev txhaj tshuaj tiv thaiv kab mob rau lub nroog tus neeg muab npe rau kev txhaj tshuaj tiv thaiv kab mob.

Cov kev daws teeb meem uas peb siv thaum peb sawv cev khiav hauj lwm tam lub phiaj xwm saib xyuas kho mob suav nrog kev txheeb xyuas koj qhov kev tsim nyog, kev rau npe thiab qhov kev pab rau kev kho mmob, kev tso cai, kev muab thiab them nqi rau cov kev pab cuam kho mob uas tau txais kev pab them nqi kho mob, thiab kev taug xyuas los sis kev hais plaub ntug (xws li kev dag ntxias).

## **LWM COV KEV SIV KOJ COV NTAUB NTAWV KHO MOB**

Tej zaum peb kuj tseem yuav xa cov ntaub ntawv hais txog kev tshuaj xyuas mob thiab khoom noj khoom haus rau koj. Peb kuj tseem yuav xa koj cov ntaub ntawv thaum peb txais kev nqua hu los sis tso cai kom ua lu ntawv los ntawm cai lij choj. Muaj qee zaus tsev hais plaub yuav hais kom peb muab koj cov ntaub ntawv kho mob. Peb kuj tseem yuav muab cov ntaub ntawv thaum tau txais kev nqua hu raws cai lij choj kom ua li ntawv rau kev khiav hauj lwm rau lub khoos kas saib xyuas kho mob. Qhov no tej zaum yuav hais txog rau kev dag ntxias los sis kev daws kom rov tau cov nyiaj los ntawm lwm tus, thaum lwm tus neeg muaj kev thaj tsob tau them koj cov nyiaj kho mob rov qab.

Koj los sis koj tus kws kho mob, tsev kho mob thiab lwm cov kws muab kev saib xyuas kho mob yuav muab kev txiav txim siab hais txog cov nyiaj them rov qab rau koj qhov kev saib xyuas kho mob. Koj cov ntaub ntawv kho mob tej zaum yuav muab siv ua kev thov kev txiav txim siab.

## **THAUM XAV TAU DAIM NTAWV TSO CAI**

Yog hais tias peb xav tau koj cov ntaub ntawv rau cov laj thawj hauv qab no, peb yuav tsum tau txais koj daim ntawv tso cai:

- Rau cov hom phiaj fab kev lag luam
- Rau kev nthuav tawm uas muaj hom phiaj kev muag koj cov ntaub ntawv
- Rau kev siv thiab nthuav tawm txog cov ntaub ntawv sau tseg txog kev kho mob hlwb

Yog hais tias peb xav tau koj cov ntaub ntawv rau lub hom phiaj uas tsis muaj saum toj no, peb yuav tsum tau txais koj daim ntawv tso cai. Yog hais tias koj muab koj daim ntawv tso cai rau peb, tej zaum koj tuaj yeem sau ntawv thov nqa rov qab sij hawm twg los tau.

## **KOJ COV CAI KEV UA NTIAG TUG YOG DAB TSI?**

Koj muaj cai thov rau peb tsis pub siv los sis qhia paub koj cov ntaub ntawv kev cov ntaub ntawv hais txog fab kev saib xyuas kho mob ntiag tug mus rau cov hauv kev uas tau hais los saum toj no. Tej zaum peb yuav tias tuaj yeem muab kev pom zoo rau koj qhov kev thov.

Koj muaj cai tau txais kev ceeb toom qhia paub tsis hais thaum twg uas muaj kev ua txhaum rau koj cov ntaub ntawv.

Koj tsuas muaj cai thov peb hu rau koj los ntawm kev ua ntaub ntawv los sis tau ntawm qhov chaw nyob sib txawv, raws tsev xa ntawv los sis hu hauv xov tooj.

Peb yuav txais tau cov kev thov uas muaj zoo laj thawj thaum muaj kev tseem ceeb los tiv thaiv koj qhov kev nyab xeeb.

Koj thiab koj tus neeg sawv cev rau tus kheej muaj cai tau txais daim ntawv luam hais txog koj cov ntaub ntawv. Yuav xa ib daim foos rau koj ua thiab tej zaum yuav tau them nqi tsub rau cov nqi luam los sis xa cov ntaub ntawv teev tseg. (Tej zaum peb yuav ceev tsis pub koj pom qee feem koj cov ntaub ntawv teev tseg rau cov laj thawj uas tau tso cai los ntawm kev cai lij choj.)

Koj muaj cai nug cov ntaub ntawv hauv koj cov ntaub ntawv teev tseg rau kev hloov yog tias tias raug los sis ua tsis tau tiav. Tej zaum peb yuav tias lees koj qhov kev thov yog hais tias cov ntaub ntawv tsis tau txais kev tsim los sis khawm cia los ntawm CalViva Health, los sis peb ntseeg tias nws raug los sis tiav lawm.

Yog hais tias peb tias hloov li koj thov, koj tuaj yeem thov peb tshab xyuas dua peb qhov kev txiav txim siab. Tej zaum koj kuj tseem yuav tau xa ntaub ntawv hais qhia tias vim li cas koj ho tias pom zoo nrog rau peb cov ntaub ntawv teev tseg thiab koj daim ntawv hais qhia yuav muab khaws cia nrog koj cov ntaub ntawv teev tseg.

Thaum peb qhia paub koj cov ntaub ntawv kho mob rau lwm cov laj thawj ntau dua kev kho mob, kev them nqi los sis CalViva Health cov kev khiav hauj lwm, koj muaj cai thov cov npe tus neeg uas qhia paub koj cov ntaub ntawv rau, peb qhia paub thaum twg, qhia vim laj thawj dab tsi, thiab yam ntaub ntawv twg uas muab qhia paub.

**\*\*\*\*\* LUS TSEEM CEEB \*\*\*\*\***

CALVIVA HEALTH TSIS MUAJ COV NTAWV THEEJ TAG NRHO TXOG KOJ COV NTAUB NTAWV KHO MOB. YOG HAIS TIAS KOJ XAV SAIB, THOV DAIM NTAWV THEEJ, LOS SIS HLOOV KOJ COV NTAUB NTAWV KHO MOB, CES THOV HU RAU KOJ TUS KWS KHO MOB LOS SIS LUB CHAW KHO MOB ME.

**KOJ YUAV HU TAU PEB LI CAS TXHAWM RAU THOV SIV KOJ COV CAI?**

Yog hais tias koj xav siv koj cov cai kev ceev ntiag tug uas piav qhia hauv Tsab Ntawv Ceeb Toom no, thov hu los sis sau ntawv rau peb ntawm: CalViva Health Privacy Office

Attention: Chief Compliance Officer  
7625 N. Palm Ave., Suite 109  
Fresno, CA 93711  
Xov Tooj: 1-866-863-2465  
Fev: (559) 446-1998

**KEV TSIS TXAUS SIAB**

Yog hais tias koj ntseeg tau hais tias peb tsis tiv thaiv koj qhov kev ceev ua ntiag tug thiab xav thov, koj tuaj yeem ua ntawv thov kev ncaj nces los ntawm kev hu los sis sau ntawv:

Privacy Officer  
c/o Office of Legal Services  
California Department of Health Care Services  
1501 Capitol Avenue  
P.O. Box 997413 Sacramento,  
CA 95899-7413  
(916) 255-5259 or 1-877-735-2929 TTY/TDD

E-mail: [PrivacyOfficer2@dhcs.ca.gov](mailto:PrivacyOfficer2@dhcs.ca.gov)

**LOS SIS**

Secretary of the U.S. Department of Health and Human Services  
Office for Civil Rights  
Attention: Regional Manager  
50 United Nations Plaza, Room 322  
San Francisco, CA 94102

Yog xav paub ntau ntxiv, hu rau 1-800-368-1019

**LOS SIS**

U.S. Office for Civil Rights ntawm 1-866-OCR-PRIV 1-866-627-7748) los sis

1-866-788-4989 TTY SIV KOJ COV CAI YAM TSIS TXHOB NTSIAI

CalViva Health tsis tuaj yeem tshem tawm tau koj cov txiaj ntsig kev saib xyuas kho mob los sis ua tej yam uas tsis haum rau koj rau txoj hau kev twg hlo li yog hais tias koj xaiv sau ntawv hais kev tsis txaus siab los sis siv cov cai kev ceev ntiag tug nyob hauv Tsab Ntawv Ceeb Toom no.

## LUS NUG

Yog hais tias koj muaj lus nug hais txog Tsab Ntawv Ceeb Toom no thiab xav tau kev paub ntxiv, thov hu qhia rau peb ntawm qhov chaw nyob thiab tus nab npawb xov tooj uas muab los saum toj no.