

TSAB NTAWV CEEB TOOM TXOG COV KEV COJ UA RAU KEV CEEV NTIAG TUG

PIB SIV TAU NYOB RAU: 9/1/2023

TSAB NTAWV CEEB TOOM NO PIAV QHIA TIAS SEB PEB YUAV MUAB KOJ COV NTAUB NTAWV KEV KHO MOB COJ MUS SIV THIAB NTHUAV 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 kho mob rau koj thiab/los sis koj tsev neeg. Peb tau txais cov ntaub ntawv hais txog koj tom qab koj muaj cai tsim nyog thiab teev 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 tsev kuaj mob, cov chav kuaj kab mob thiab cov tsev kho mob txhawm rau them nyiaj rau koj txoj kev kho mob.

Lub lav thiab tsoom fwm teb chaw tsab cai lij choj tseev kom peb yuav tsum hwj xwm kev ua ntiag tug ntawm koj cov ntaub ntawv kho mob uas tau txais kev tiv thaiv (PHI). PHI yog cov ntaub ntawv hais txog koj, uas muaj cov ntaub ntawv fab pej xeem, uas tuaj yeem siv tau yam muaj laj thawj koj los txheeb tau koj thiab yam uas cuam tshuam rau koj lub cev los sis kev mob puas hlwb los sis tus mob yav tag los, niaj hnub no los sis yav pem suab, kev muab kev kho mob rau koj los sis kev them nyiaj rau qhov kev saib xyuas ntawd.

Tsab Ntawv Ceeb Toom no qhia txog tias seb peb yuav siv thiab faib qhia koj cov ntaub ntawv li cas thiab seb koj cov cai yog muaj dab tsi. Peb yuav tsum muab ib daim ntawv theej ntawm Tsab Ntawv Ceeb Toom no rau koj.

COV KEV HLOOV PAUV RAU TSAB NTAWV CEEB TOOM TXOG COV KEV COJ UA RAU KEV CEEV NTIAG TUG

CalViva Health yuav tsum ua raws Tsab Ntawv Ceeb Toom no. Peb muaj cai los hloov cov kev koj ua rau kev ceev ntiag tug no. CalViva Health yuav hloov kho thiab faib Tsab Ntawv Ceeb Toom no kiag tam siv tsis hais thaum twg los xij yog muaj kev hloov pauv ib qho ntsiab lus hauv qab no:

- Kev siv los sis kev nthuav tawm
- Koj cov cai
- Peb cov kev thaj tsoob fab kev cai lij choj
- Lwm cov kev koj ua rau kev ceev ntiag tug uas teev muaj hauv Tsab Ntawv Ceeb Toom

Peb yuav ua kom muaj Tsab Ntawv Ceeb Toom uas hloov kho tshiab nyob rau hauv peb tus vev xaib thiab hauv Phau Ntawv Qhia Rau Tus Tswv Cuab.

TXOJ HAUV KEV UAS PEB YUAV SIV THIAB FAIB QHIA COV NTAUB NTAWV HAIS TXOG KOJ

Koj cov ntaub ntawv tsuas yuav raug CalViva Health muab koj los siv los sis faib qhia rau cov laj thawj uas cuam tshuam ncaj qha rau txoj kev kho mob rau koj nkaus xwb.

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

- Koj lub npe,
- Chaw nyob,
- Ntaub ntawv ntiag tug hais txog koj cov xwm txheej,
- Qhov kev saib xyuas 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 xav tau qhov kev kho mob uas tseev kom peb yuav tsum tau muab kev pom zoo rau qhov kev saib xyuas uas tau txais kev pab them nqi ua ntej. Peb yuav faib qhia cov ntaub ntawv rau cov kws kho mob, tsev kho mob thiab lwm feem txhawm rau kom muab tau qhov kev saib xyuas uas koj xav tau rau koj.

Hais txog rau kev them nqi: CalViva Health yuav tshuaj xyuas, pom zoo thiab them nqi rau cov kev tsib nyiaj rau kev kho mob uas xa tuaj rau peb rau koj txoj kev kho mob. Thaum peb ua qhov no, peb yuav muab cov ntaub ntawv faib qhia rau cov kws kho mob, cov tsev kuaj mob thiab lwm feem uas xa ntawv tuaj sau nqi ntawm peb rau koj cov kev saib xyuas. Thiab tej zaum peb yuav muab daim ntawv sau nqi xa mus rau lwm cov phiaj xwm kev kho mob los sis lwm cov koom haum kom them nqi.

Hais txog rau kev ua hauj lwm rau kev kho mob: Tej zaum peb yuav siv cov ntaub ntawv hauv koj cov ntaub ntawv zwm txog kev kho mob los txiav txim kev muaj cai tsim nyog rau qhov kev kho mob uas koj tau txais. Tej zaum peb kuj tseem yuav siv cov ntaub ntawv rau cov khoos kas kev tshuaj xyuas, kev dag ntxias thiab kev quab yuam, kev npaj phiaj xwm thiab kev tswj hwm nthuav dav tib si thiab. Peb kuj tseem yuav muab cov tswv cuab cov npe rau cov chaw tshaj qhia txog kev txhaj tshuaj tiv thaiv kab mob hauv lub nroog uas tshaj qhia rau CalViva Health tias seb cov tswv cuab puas tau txhaj tshuaj tiv thaiv kab mob txhawm rau ntsuam xyuas lawv qhov xwm txheej kev txhaj tshuaj tiv thaiv kab mob thiab txhawm rau tshaj qhia cov ntaub ntawv cuam tshuam rau California Feem Ua Hauj Lwm Saib Xyuas Kev Kho Mob. Tej zaum cov tswv cuab yuav tau qhia rau lawv tus kws kho mob tias lawv tsis pom zoo rau tus kws kho mob muab lawv cov ntaub ntawv kev txhaj tshuaj tiv thaiv kab mob faib qhia rau lub chaw saib xyuas kev txhaj tshuaj tiv thaiv kab mob hauv lub nroog.

Kev Phom Sij rau Kev Noj Qab Haus Huv thiab Kev Nyab Xeeb: Tej zaum peb yuav siv los sis nthuav tawm koj cov PHI yog peb ntseeg meej tseeb lawm hais tias kev siv los sis kev nthuav tawm yog tseem ceeb rau kev tiv thaiv los sis txo qis qhov kev phom sij loj los sis tab tom yuav tshwm sim rau txoj kev noj qab haus huv los sis kev nyab xeeb ntawm ib tug neeg los sis zej tsoom.

Kev Tshaj Qhia Qhov Kev Dag Ntxias Uas Tuaj Yeem Tshwm Sim Muaj Tau: Yam uas peb yuav ua tam li peb yog ib daim phiaj xwm kev kho mob kuj suav nrog kev tshawb xyuas cov xwm txheej kev dag ntxias uas tuaj yeem tshwm sim muaj tau uas tej zaum yuav tsim kev kub ntxhov rau koj li PHI.

KEV SIV KOJ COV NTAUB NTAUV KHO MOB RAU LWM YAM

Tej zaum peb kuj tseem yuav xa cov ntaub ntauv hais txog cov khoos kas kuaj mob thiab pab khoom noj khoom haus pub dawb tuaj rau koj thiab.

Tsis tas li xwb, peb kuj tseem yuav xa koj cov ntaub ntauv tib si thiab yog thaum txoj cai lij choj tseev kom los sis tso cai rau peb ua li ntawd tau. Muaj qee zaus lub tsev hais plaub yuav txib kom peb yuav tsum muab koj cov ntaub ntauv kho mob tawm los. Tsis tas li xwb, peb kuj tseem yuav muab cov ntaub ntauv nthuav tawm thiab yog thaum txoj cai lij choj tseev kom yuav tsum ua li ntawd txhawm rau kev khiav hauj lwm ntawm lub khoos kas kev kho mob. Tej zaum qhov no yuav cuam tshuam txog rau kev dag ntxias los sis kev nqis tes ua kom tau cov nyiaj rov qab los ntawm lwm tus yog thaum twb ho muaj dua ib tog neeg uas muaj kev thaj tsob tau them koj cov nyiaj tsib rau kev kho mob lawm.

Koj los sis koj tus kws kho mob, tsev kho mob thiab lwm cov kws kho mob yuav tuaj yeem thov kom rov txiav txim dua rau cov kev txiav txim siab txog cov kev tsib nyiaj rau koj qhov kev saib xyuas kho mob. Tej zaum koj cov ntaub ntauv kho mob yuav raug siv los ua qhov kev thov kom rov txiav txim dua no.

Kev Siv Cov Ntaub Ntauv Kho Mob Uas Tau Txais Kev Tiv Thaiv (PHI) Yam Tsis Tau Txais Kev Tso Cai

Peb yuav tsis siv cov ntaub ntauv hais txog koj hom neeg, keeb kwm haiv neeg, hom lus hais, kev nyiam fab kev sib daj sib deev, thiab kev txheeb qhia tias yog poj niam los txiv neej thiab kev xav tau fab sim neej rau lub hom phiaj kev sau ntauv tuav pov hwm los sis txhawm rau tsis kam muab kev pab them nyiaj, kev pab cuam, los sis cov txiaj ntsig. Tsis tas li xwb, peb kuj tseem raug txwv los ntawm kev siv los sis kev nthuav tawm cov ntaub ntauv teev caj ces roj ntsha rau cov hom phiaj kev sau ntauv tuav pov hwm tib si thiab.

Kev Tiv Thaiv Sab Hauv rau Cov Ntaub Ntauv PHI Uas Los Ntawm Kev Siv Ncauj Lus Hais, Sau Ua Ntaub Ntauv thiab Zwm Hauv Tshuab Hluav Taws Xob:

CalViva Health tiv thaiv koj li PHI. Peb muaj cov txheej txheem kev ceev ntiag tug thiab kev saub xyuas kev ruaj ntseg los pab. Cov no yog qee cov hauv kev uas peb siv los tiv thaiv koj li PHI.

- Peb cob qhia peb cov neeg ua hauj lwm kom ua raws peb cov txheej txheem kev ceev ntiag tug thiab kev saub xyuas kev ruaj ntseg.
- Peb tseev kom peb cov khub koom hauj lwm ua raws li peb cov txheej txheem kev ceev ntiag tug thiab kev saub xyuas kev ruaj ntseg.
- Peb hwj xwm peb cov chaw ua hauj lwm yam muaj kev ruaj ntseg.
- Peb tsuas tham txog koj li PHI rau cov laj thawj fab hauj lwm nrog cov neeg uas yuav tsum tau paub nkaus xwb.

- Peb hwj xwm koj li PHI yam ruaj ntseg thaum peb muab xa tawm los sis muab khaws tseg rau hauv tshuab hluav taws xob.
- Peb siv thev naus laus zis los ceev cov neeg tsis zoo kom nkag txhob tau mus rau koj li PHI.

THAUM TWG THIAJ YUAV TSUM TAU MUAJ DKEV TSO CAI POM ZOO YAM MUAJ NTAUB MUAJ NTAWV

Yog hais tias peb xav siv koj cov ntaub ntawv rau cov laj thawj uas teev tseg hauv qab no, ces peb yuav tsum tau txais koj qhov kev tso cai pom zoo yam muaj ntaub muaj ntawv:

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

Yog hais tias peb xav siv koj cov ntaub ntawv rau ib lub hom phiaj uas tsis teev tseg saum toj no, ces peb yuav tsum tau txais koj qhov kev tso cai pom zoo yam muaj ntaub muaj ntawv. Yog hais tias koj muab kev tso cai pom zoo rau peb lawm, ces koj yuav tuaj yeem sau ntawv thov thim rov qab tau txhua lub sij hawm.

KOJ COV CAI KEV CEEV NTIAG TUG YOG MUAJ DAB TSI?

Txoj Cai Thov Kev Txwv – Koj muaj cai thov kom peb tsis txhob siv los sis faib qhia koj cov ntaub ntawv kev kho mob ntiag tug rau kev kho mob, kev them nqi los sis kev khiav hauj lwm rau kev kho mob, nrog rau kev nthuav tawm rau cov tib neeg uas muaj feem xyuam rau koj qhov kev saib xyuas los sis kev them nqi rau koj qhov kev saib xyuas, xws li cov neeg hauv neeg los sis cov phooj ywg zoo. Peb tsis tas yuav tsum tau pom zoo rau koj qhov kev thov, thiab tej zaum peb yuav “tsis pom zoo” yog tias nws yuav tsim kev kub ntxhov rau koj txoj kev saib xyuas kho mob.

Txoj Cai Thov Kev Sib Txuas Lus Yam Tsis Pub Lwm Tus Paub – Koj tuaj yeem thov kom saib xyuas koj li PHI yam tsis pub lwm tus paub los ntawm kev mus rau CalViva Health tus vev xaib (www.CalVivaHealth.org) thiab ua kom tiav Tus Tswv Cuam Daim Foos Thov Kev Sib Txuas Lus Yam Tsis Pub Lwm Tus Paub. Tsis tas li xwb, cov tswv cuab kuj tseem yuav tuaj yeem hu rau Feem Pab Cuam Tswv Cuab tau tib si thiab ntawm tus xov tooj 1-888-893-1569 (TTY 711) txhawm rau thov kev saib xyuas lawv cov ntaub ntawv kho mob yam tsis pub lwm tus paub.

Txoj Cai Tau Txais Daim Ntawv Teev Cov Npe Neeg Uas Muab Cov Ntaub Ntawv Nthuav Tawm Rau – Koj muaj cai tau txais daim ntawv teev cov npe ntawm cov xwm txhej nyob rau hauv 6 lub xyoo dhau los uas peb los sis peb cov neeg koom tes ua hauj lwm tau muab koj li PHI nthuav tawm rau. Qhov no tsis siv rau qhov kev nthuav tawm rau lub hom phiaj kev kho mob, kev them nqi, kev khiav hauj lwm rau kev kho mob, los sis cov kev nthuav tawm uas koj tau tso cai lawm thiab qee cov dej num lwm yam. Tsis tas li xwb, koj kuj tseem muaj cai tau txais kev ceeb toom qhia paub yog thaum muaj kev yuam cai rau koj li PHI uas tsis khaws cia kom muaj kev ruaj ntseg.

Txoj Cai Tshuaj Xyuas thiab Theej Koj Li PHI – Koj thiab koj tus neeg sawv cev ntiag tug muaj cai thov daim ntawv theej ntawm koj cov ntaub ntawv. Peb yuav xa ib daim foos tuaj rau koj sau thiab tej zaum yuav tau them nqi rau cov nqi theej los sis kev xa cov ntaub ntawv. (Tej zaum peb yuav ceev tsis pub koj pom qee feem ntawm koj cov ntaub ntawv zwm tseg rau cov laj thawj uas tau txais kev tso cai los ntawm kev cai lij choj.)

******* TSEEM CEEB *******

CALVIVA HEALTH TSIS MUAJ COV NTAWV THEEJ TAG NRHO TXHUA
YAM 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, THOV TIV TAUJ RAU KOJ TUS KWS KHO MOB LOS SIS
LUB TSEV KUAJ MOB.

Txoj Cai Hloov Kho Koj Li PHI – Koj muaj cai thov kom muab cov ntaub ntawv hauv koj cov ntaub ntawv zwm tseg hloov kho tau yog tias tsis raug los sis muaj tsis txhij. Tej zaum peb yuav tsis lees koj qhov kev thov yog hais CalViva Health tsis yog tus tsim los sis khaws cov ntaub ntawv no tseg, los sis yog peb ntseeg tias yeej raug los sis muaj txhij lawm. Yog hais tias peb tsis hloov kho raws li koj thov, ces koj tuaj yeem thov kom peb tshuaj xyuas peb qhov kev txiav txim siab dua tau. Tsis tas li xwb, koj kuj tseem yuav tuaj yeem xa ib tsab ntawv hais qhia tias vim li cas koj ho tsis pom zoo rau cov ntaub ntawv zwm uas muaj nyob ntawm peb thiab koj daim ntawv hais qhia yuav raug khaws cia nrog koj cov ntaub ntawv zwm tseg.

Txoj Cai Tau Txais Daim Ntawv Theej ntawm Tsab Ntawv Ceeb Toom no – Koj tuaj yeem thov ib daim ntawv theej ntawm Tsab Ntawv Ceeb Toom no tau, txawm tias koj twb yeej tau pom zoo txais Tsab Ntawv Ceeb Toom hauv tshuab hluav taws xob lawm los xij.

Txoj Cai Ua Ntawv Hais Kev Tsis Txaus Siab – Yog hais tias koj ntseeg hais tias peb tsis tiv thaiv koj qhov kev ceev ntiag tug thiab xav hais kev tsis txaus siab, ces koj tuaj yeem ua ntawv thov hais kev tsis txaus siab tau los ntawm kev hu los sis sau ntawv mus rau:

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 los sis 1-877-735-2929 TTY/TDD

E-mail: 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

Hais txog rau cov ntaub ntawv qhia 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 NTSHAI

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

LUS NUG

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

KOJ YAUV TIV TAUJ PEB TXOG KEV SIV KOJ COV CAI TAU LI CAS?

Yog hais tias koj xav siv koj cov cai rau 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