

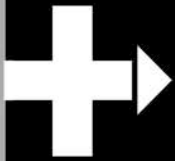


# QHIA TXOG KEV PAB HAUV

## Medi-Cal rau Sab Kev Xiam Hlwb (Mental Health)



Nroog Fresno County – Hmoob  
Kho dua tshiab, 5 Hlis, Xyoo 2017



**Yog koj muaj xwm txheej ceev txog kev muaj mob los sis kev xiam hlwb loj (psychiatric), thov hu rau 9-1-1.**

**Yog koj los sis ib tug neeg hauv koj tsev muaj kev xiam hlwb tabsis ho tsis tsim nyog coj mus kuaj mob no ces thov muab nws xa tuaj rau Nroog Fresno qhov chaw pab kev xiam hlwb (Fresno County Mental Health Plan Resources) uas nyob puag nram qab ntawm phau ntawv no.**



**Cov Xov Tooj Tseem Ceeb**  
 Thaum Muaj Xwm Txheej Ceev  
 (Emergency)..... 911  
 Hauv Nroog Fresno..(800) 654-3937 24  
 teev Fu tus xov tooj 711 mus rau California  
 Relay Service pab yog tsis hnov lus zoo  
 Chaw Pab Kev Xiam  
 Hlwb Rau.....600-8918  
 Chaw Pab Kev Xiam Hlwb  
 Rau Cov Laus.....(559) 600-4099  
 Chaw Pab Kev Ncaj  
 Ncees.....(559) 492-1652

Peb qhov chaw saum nruab ntug  
 (Web Link):



<http://www.co.fresno.ca.us/managedcare>



**Yuav Nrhiav Cov Neeg Pab Yus Licas:**  
 Thov hu rau 1-800-654-3937 ces peb  
 mam muab phau ntawv teev cov kws  
 kuaj mob, cov chaw kuaj mob, thiab cov  
 tsev khomob uas pab rau sab kev xiam  
 hlwb ntawm koj cheeb tsam rau koj.  
 Qhov nov yog ib phau ntawv teev tag  
 nrho cov kws khomob, kws cob qhia,  
 tsev khomob thiab lwm cov neeg yuav  
 pab tau koj cov npe, cov xov tooj thiab  
 cov chaw nyob. Hu rau hauv loos kam  
 pab kev xiam hlwb (MHP's) 24-teev  
 dawb ntawm 1-800-654-3937, kom  
 lawv muab phau ntawv no rau koj thiab  
 nug seb koj puas yuav tsum tau hu rau

cov kws pab kev xiam hlwb hauv loos kam (MHP) ua ntej mus ntsib lawv lub loos kam, lawv qhov chaw kuaj moblos sis lawv lub tsev khomob thaum kojxav tau kev pab.

Disponible  
en  
Español

## Cov Ntawv No Muaj Txhais Ua Pes Tsawg Hom Lus Thiab?

Cov ntawv no muaj ua lus Miskas, lus Mev, thiab lus Hmoob nyob hauv daim yeeb yaj kiab (video) ntawm qhov chaw saum nruab ntug (website) li hauv qab no:

<http://www.co.fresno.ca.us/managedcare>

# Ib Nyuag Qhia Txog Kev Pab Hauv Medi-Cal rau Sab Kev Xiam Hlwb (Mental Health)

## Vim Licas Kuv Ho Tau Txais Phau Ntawv No

### Thiab Nws Tseem Ceeb Licas Rau Kuv?

Koj tau txais phau ntawv no vim koj muaj Medi-Cal thiab peb xav kom koj paub txog qhov kev pab rau sab kev xiam hlwb nyob hauv Nroog Fresno no thiab seb koj thiab koj tsev neeg muaj feem txais tau cov kev pab no licas.

Yog koj twb tau txais cov kev pab hauv Nroog Fresno lawm los phau ntawv no yuav qhia koj ntau yam txog kev lawv ua hauj lwm. Phau ntawv no qhia koj txog kev pab rau cov kev xiam hlwb, tabsis yuav tsis pauv yam koj twb tau txais lawm.

Yog koj tsis tau txais kev pab tamsim no, koj yuav tau khaws phau ntawv no cia tsam koj los sis lwm tus neeg koj paub ho xav tau cov kev pab rau sab kev xiam hlwb no rau lub neej pem suab.

## Thaum Muaj Xwm Txheej Ceev Txog Kev Xiam Hlwb No Yog Dabtsi?

### **Qhov muaj xwm txheej ceev no yog thaum muaj kev xiam hlwb loj los sis muaj teeb meem txog:**

Thaum ib tug neeg muaj kev plhom sij rau nws tus kheej, los sis lwm yam li uas nws xiam hlwb loj, los sis

***Yog koj muaj teeb meem txog phau ntawv no, thov hu rau loos kam pab kev xiam hlwb (MPH) ntawm (800) 654-3937, (559)600-4645, Or Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo es kom lawv pab los sis ho nug txog lwm yam xwm txheej uas tseem ceeb koj.***

Thaum ib tug neeg muab tsis tau los sis siv tsis tau nws tej zaub mov, chaw nyob, los sis khaub ncaws vim nws muaj kev xiam hlwb loj.

**Yog muaj xwm txheeb ceev, thov hu rau 9-1-1 los sis koj nws mus cuag chav tsev khomob muaj xwm txheeb ceev yog koj ntseeg tias yuav tsum tau kuaj nws tus mob.**

Yog koj los sis ib tug neeg hauv koj tsev muaj kev xiam hlwb tabsis ho tsis tsim nyog koj mus kuaj mob no ces thov muab nws xa tau rau Nroog Fresno qhov chaw pab kev xiam hlwb (Fresno County Mental Health Plan Resources) uas nyob puag nram qab ntawm phau ntawv no.

### **Kuv Yuav Siv Phau Ntawv No Licas?**

Phau ntawv no yuav pab qhia kom koj paub tej yam kev pab tshwj xeeb rau sab kev xiam hlwb, yog koj xav tau, thiab seb muaj kev pab dabtsi rau koj los hauv Nroog Fresno lub loos kas pab kev xiam hlwb (MHP).

Phau ntawv no muaj ob seem. Seem ib qhia txog cov kev pab hauv Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) thiab seb ua hauj lwm licas.

Seem ob yog los hauv Xeev California los thiab nws qhia txog cov kev pab tshwj xeeb rau sab kev xiam hlwb. Nws yuav qhia seb koj mus nrhiav lawv cov kev pab licas, yuav daws cov teeb meem licas, thiab koj cov cai yog dabtsi.

Phau ntawv no los kuj yuav qhia koj txog cov kws khomob, cov chaw khomob, thiab cov tsev khomob uas Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) siv thiab seb nyob qhov twg.

### **Cov Kev Npaj Rau Sab Kev Xiam Hlwb (Mental Health Plan (MHP)) Nyob Hauv Kuv Lub Nroog Muaj Dabtsi?**

Muaj kev pab rau sab kev xiam hlwb rau cov neeg muaj Medi-Cal, tsis hais cov menyuam, cov hluas, cov laus thiab cov laus-laus nyob hauv Nroog Fresno no.

Qee zaus koj tus kws khomob kuj muaj cov kev pab no thiab. Qee zaus lawv muaj cov neeg kuaj tshwj xeeb paub txog kev xiam hlwb tib yam. Cov kev pab tshwj xeeb no los kuj yog pab los hauv Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) tuaj thiab, uas nws txawv cov kev pab los ntawm koj tus kws khomob.

Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) ua hauj lwm hauv qab cov cai tswj los hauv Xeev California thiab hauv Tsoom Fwv.

Yog koj xav tias koj muaj kev xiam hlwb loj, koj hu tau tuaj rau Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) ntawm **(800) 654-3937** tau. Nov yog hu dawb 24 teev tauj ib hnuv, 7 hnuv tauj ib lim piam. Koj tsis tas yuav mus ntsib koj tus kws khomob uantej kom nws xa koj tuaj li.



***Koj muaj cai hais kom pem hauv paus Xeev los salb koj cov ntawv (State Fair Hearing). Thov mus saib Seem ntawv qhia txog Xeev California cov lus nyob rau hauv phau ntawv no.***

Yog koj ntseeg tias qhov kev pab tshwj xeeb rau sab kev xiam hlwb no yuav pab tau koj thiab koj muaj feem txais tau Medi-Cal no ces Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) yuav pab koj seb koj puas tau txais cov kev pab rau kev xiam hlwb. Yog koj xav paub ntau tshaj txog cov kev pab tshwj xeeb no thov saib rau seem ob ntawm qhov kev pab hauv Xeev California phab ntawv 9.

### **Yog Kuv Muaj Teeb Meem Txog Qhov Kev Pab No Nev?**

Yog koj muaj teeb txog qhov kev pab no, thov hu rau Nroog Fresno lub loos kam pab kev xiam hlwb (MHP's) 24-teev, hu dawb ntawm **(800) 654-3937**. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo. Koj los kuj hu tau rau tus neeg pab kev ncaj ncees (Patient's Right Advocate) ntawm **(559) 492-1652** thiab.

**Yog qhov nov daws tsis tau koj qhov teeb meem, koj hu tau rau tus neeg sawv cev (Ombudsman) hauv Xeev California kom pab koj ntawm:**  
**(800) 896-4042** - Xeev California Nkaus Xwb  
**(800) 896-2512 TTY/TDD**  
EMail: [MHombudsman@dhcs.ca.gov](mailto:MHombudsman@dhcs.ca.gov)

# Phab Ntawv Taw Qhia

Nroog Fresno

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Nroog Fresno (Txuas Ntxiv)

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Kuv Mus Ntsib Puas Tau Ib Tug Kws Khomob, Kws Cob Qhia, Chaw Kuaj Mob los sis Lub Tsev Khomob Uas Tsis Muaj Npe Nyob Hauv Nroog Fresno "Phau Ntawv Teev Npe"? .....9

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Xeev California

***Ib Qho Lus Qhia Thoob Plaws Rau Hauv Lub Xeev No***

Kuv Yuav Paub Tau Licas Thaum Ib Tug Neeg Xav  
Tau Kev Pab Sai? .....X

***Qhov Kev Npaj Pab Rau Sab Kev Xiam Hlwb Hauv Nroog***

Cov Kev Pab Rau Sab Kev Xiam Hlwb Yog Dabtsi?  
..... X

Kuv Yuav Mus Nrhiav Kev Pab Rau Sab Kev Xiam  
Hlwb Qhov Twg? .....X

Kuv Yuav Ua Licas Thiaj Tau Txais Cov Kev Pab  
No? .....X

***Ib Co Lus Tseem Ceeb Hais Txog Medi-Cal***

Leej Twg Thiaj Txais Tau Medi-Cal? .....X

Kuv Puas Tau Them Rau Medi-Cal? ..... X

Kuv Yuav Txais Tau Kev Pab Los Ntawm Medi-Cal  
Licas Yog Tias Qhov Chaw Pab Kev Xiam Hlwb

Twb Ho Tsis Txais Kuv Lawm? ..... X

Qhov Kev Pab Kuaj Mob Rau Cov Menyuum thiab  
Tiv Thaiv Kev Xiam Hoob Qhab (Child Health and  
Disability Prevention (CHDP) Yog Dabtsi? ..... X

***Mentsis Lus Qhia Txog Thaum Muaj Xwm Txheej Ceev***

Koj Puas Muaj Xwm Txheej Ceev?..... X

Yam Xwm Txheej Ceev Dabtsi Thiaj Yog Yam Pab  
Tau? .....X

Xeev California (Txuas Ntxiv)

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Kuv Lub Nroog Muaj Feem Cuam Los Pab Ua  
Kom Qhov Kev Xiam Hlwb No Nyob Tswm Ua Ntej  
Mam Tso Mus (Post-Stabilization Care End)? ..... X

***Cov Kev Pab***

***(Rau Cov LAUS thiab Cov Laus-Laus Lawm)***

Kuv Yuav Paub Tau Licas Thaum Kuv Xav Tau Kev  
Pab?.....X  
Tus Yam Ntxwv Dabtsi Thiaj Ua Rau Kuv Yuav  
Tsum Nrhiav Kev Pab?.....X  
Cov Kev Pab Muaj Dabtsi? ..... X

***(Rau Cov MENYUAM, Cov Tub Ntxhais HLUAS,  
thiab Cov LAUS ib nrab)***

Kuv Yuav Paub Tau Licas Thaum Ib Tug Menyuum  
Xav Tau Kev Pab? .....X  
Kuv Yuav Paub Tau Licas Thaum Ib Tug Hluas Xav  
Tau Kev Pab? .....X  
Muaj Kev Pab Dabtsi? .....X  
Puas Muaj Kev Pab Tshwj Xeeb Rau Cov  
Menyuum, Cov Tub Ntxhais Hluas, thiab Cov Neeg  
Laus Uas Tseem Hluas? ..... X  
Qhov Kev Pab Cob Qhia Tus Cwj Pwm  
(Therapeutic Behavioral Services (TBS) Yog  
Dabtsi? .....X  
Leej Twg Thiaj Muaj Cuab Kav Txais Tau Qhov Kev  
Pab TBS No? .....X  
Puas Muaj Lwm Yam Uas Yuav Tsum Tshwm Sim  
Rau Kuv Thiaj Yuav Muaj Feem Txais Tau Qhov  
Kev Pab TBS No? .....X

Xeev California (Txuas Ntxiv)

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- Kuv Yuav Ua Licas Thiaj Tau Txais Qhov Kev Pab TBS No? .....X
- Leej Twg Yog Tus Txiaiv Txim Tias Kuv Thiaj Yuav Tau Txais Qhov Kev Pab TBS No thiab Yuav Txais Rau Qhov Twg?.....X
- Yuav Tsum Muaj Dabtsi Nyob Hauv Kuv Qhov Kev Npaj TBS No? .....X

***Cov Yeeb Yam Qhia ‘Qhov Tsim Nyog Mus Kuaj’***

- "Qhov Tsim Nyog Mus Kuaj" Yog Dabtsi Thiab Vim Licas Ho Tseem Ceeb?..... X
- Cov Yeeb Yam Qhia 'Qhov Tsim Nyog Mus Kuaj' Twg Thiaj Yog Cov Kam Them Rau Qhov Kuaj Qhov Kev Xiam Hlwb Tshwj Xeeb Tabsis Tsis Yog Qhov Nqi Mus Pw Hauv Tsev Khomob? ..... X
- Cov Yeeb Yam Qhia 'Qhov Tsim Nyog Mus Kuaj' Twg Thiaj Yog Cov Kam Them Rau Qhov Kuaj Qhov Kev Xiam Hlwb Tshwj Xeeb Rau Cov Neeg Hluas Tshaj 21 Xyoos?.....X

***Daim Ntawv Ceeb Toom (Notice of Action)***

- Daim Ntawv Ceeb Toom No Yog Dabtsi? ..... X
- Thaum Twg Kuv Thiaj Tau Txais Daim Ntawv Ceeb Toom No? .....X
- Kuv Puas Tau Txais Daim Ntawv Ceeb Toom No Txhua Zaus Kuv Tsis Tau Cov Kev Pab Li Kuv Xav Tau? .....X

Xeev California (Txuas Ntxiv)

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Daim Ntawv Ceeb Toom No Qhia Tau Dabtsi Rau  
Kuv?.....X  
Kuv Yuav Tsum Ua Licas Thaum Txais Tau Daim  
Ntawv Ceeb Toom No?.....X

***Kev Daws Tej Teeb Meem***

Yuav Ua Licas Yog Kuv Tsis Tau Cov Kev Pab Li  
Kuv Xav Tau Los Hauv Kuv Lub Nroog Fresno Lub  
Loos Kam Pab Kev Xiam Hlwb (MHP) Los? ..... X  
Puas Muaj Neeg Pab Kuv Ua Ntaub Ntawv  
Foob(Appeal), Ntaub Ntawv Tsis Txaus Siab  
(Grievance), lossis Qhov Ua Ntaub Ntawv Rau  
Hauv Xeev Kom Rov Saib Yus Cov Ntaub Ntawv  
Dua? .....X  
Yog Kuv Tsuas Xav Tau Kev Pab Daws Kuv Tej  
Teeb Meem Nrog Loos Kam Pab Kev Xiam Hlwb  
(MHP) Tabsis Ho Tsis Xav Ua Ntawv Tsis Txaus  
Siab los sis Foob Nes? .....X

***(TXOJ KEV FOOB - Qhov Keev Ua thiab Qhov  
Kom Ua Sai)***

Qhov Kev Foob Uas Keev Ua (Standard Appeal)  
Yog Dabtsi? .....X  
Thaum Twg Kuv Thiaj Ua Tau Qhov Ntawv Foob  
No? .....X  
Kuv Yuav Ua Daim Ntawv Foob Licas? ..... X  
Kuv Yuav Paub Tau Licas Tias Qhov Kuv Foob No  
Daws Tau Lawm? ..... X

Xeev California (Txuas Ntxiv)

Puas Muaj Hnub Kawg Rau Qhov Kev Foob No? X  
Thaum Twg Kuv Qhov Kev Foob No Thiaj Yuav  
Tiav? .....X

Yog Kuv Tos Tsis Taus 45 Hnub Rau Qhov Kev  
Txiaiv Txim No Nes? .....X

Qhov Kev Foob Kom Ua Sai (Expedited Appeal)  
Yog Dabtsi? .....X

***(QHOV KEV FOOB MUS RAU HAUV XEEV - Qhov  
Keev Ua thiab Qhov Kom Ua Sai)***

Qhov Kev Foob Mus Rau Hauv Xeev Kom Rov  
Saib Yus Cov Ntaub Ntawv Dua (State Fair  
Hearing) Yog Dabtsi? ..... X

Kuv Cov Cai Rau Qhov Kev Foob No Muaj Dabtsi?  
..... X

Kuv Yuav Ua Cov Ntaub Ntawv Rau Qhov Kev  
Foob No Licas? .....X

Kuv Yuav Ua Licas Thiaj Tau Qhov Kev Foob No? X  
Puas Muaj Hnub Kawg Rau Qhov Kev Foob Rau  
Hauv Xeev No? .....X

Kuv Puas Tseem Tau Txais Kev Pab Thaum Kuv  
Tab Tom Tos Qhov Kev Txiaiv Txim Ntawm Qhov  
Kev Foob Rau Hauv Xeev No? ..... X

Yog Kuv Tos Tsis Taus Txog 90 Hnub Rau Qhov  
Kev Txiaiv Txim Ntawm Qhov Kev Foob No Yuav  
Ua Licas? .....X

***(QHOV KEV TSI TxAUS SIAB RAU IBYAM  
DABTSI (GRIEVANCE)***

Qhov Kev Tsis Txaus Siab Rau Ib Yam Dabtsi No  
Yog Yam Twg? .....X

Xeev California (Txuas Ntxiv)

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Thaum Twg Kuv Thiaj Ua Tau Cov Ntawv Rau Yam  
Kuv Tsis Txaus Siab? .....X  
Kuv Yuav Ua Cov Ntawv Tsis Txaus Siab Licas? . X

***Koj Cov Cai***

Kuv Cov Cai Yog Dabtsi? .....X

***(COV YUAV QHIA UA NTEJ (ADVANCE DIRECTIVES))***

Cov Yuav Qhia Ua Ntej Yog Dabtsi? ..... X

***(KEV PAUB TXOG TEJ KAB LIS KEV CAI (CULTURAL COMPETENCY))***

Vim Licas Kev Paub Lwm Tus Kab Lis Kev Cai  
thiab Lus Ho Tseem Ceeb? ..... X

***Yuav Muab Cov Kev Pab Los Pab Koj Licas***

Kuv Yuav Ua Licas Thiaj Tau Txais Cov Kev Pab  
Tshwj Xeeb Rau Sab Kev Xiam Hlwb No? ..... X

Kuv Yuav Nrhiav Licas Thiaj Tau Ib Tug Neeg Pab  
Rau Sab Kev Xiam Hlwb Tshwj Xeeb No? ..... X

Thaum Kuv Nrhiav Tau Tus Kws Pab Kuv Lawm,  
Loos Kam Pab Kev Xiam Hlwb (MHP) Qhia Puas  
Tau Rau Tus Neeg Ntawd Tias Qhov Kuv Xav Tau  
Kev Pab Yog Dabtsi? ..... X

Cov Kws Khomob Twg Thiaj Yog Cov Loos Kam  
Pab Kev Xiam Hlwb (MHP) Siv? ..... X

# Txais Tos Nej Tuaj Rau Nroog Fresno Qhov Kev Npaj Pab Sab Kev Xiam Hlwb



Nroog Fresno Lub Loos Kam Department of Behavioral Health muaj kev pab tshwj xeeb rau sab kev xiam hlwb rau cov neeg nyob hauv Nroog Fresno uas muaj feem txais tau Medi-Cal. Thov twm phau ntawv no kom zoo. Nws muaj ntau yam xwm txheej tseem ceeb uas koj yuav tsum tau paub.

Thaum Npaj Cov Kev Pab Rau Koj Qhov Kev Xiam Hlwb Peb Yuav:

- Nrhiav cov lus teb rau koj cov lus nugtxog sab kev kho cov kev xiam hlwb
- Qhia seb Medi-Cal kam them rau cov kev xiam hlwb twg
- Pab koj kom tau txais cov kev pab tshwj xeeb rau koj qhov kev xiam hlwb



- Pab koj nrog txoj kev sib hwm
- Saib nrhiav kom koj tau txais kev pab nyob rau thaj tsam zoo
- Pab koj kom raws li koj tej kablis kev cai ntseeg

### Koj Los Kuj Muaj Ib Qhov Dej Num Tshwj

#### Xeeb Thiab:

- Coj ncaj thiab qhia kom tag tej xwmtxheej txog ntawm txoj kev pab rau koj qhov kev xiam hlwb
- Mob siab nrog pab kho koj txoj kev xiam hlwb
- Tuaj kom tau rau txhua qhov sijhawm teem caij rau koj tuaj kuaj
- Hu rau peb yog koj yuav tuaj tsis tau rau lub sijhawm teem rau koj
- Rau siab pab koj kom zoo thiab nrog covkws khomob los sis cov kws cob qhia caum lub hom phiaj uas yuav kho kom tau koj zoo



## COV XOV TOOJ TSEEM CEEB

Thaum Muaj Xwm Txheej Ceev (Emergency) 911  
Pab Rau Cov Menyuum Muaj Teeb Meem  
(559) 600-6760 24-teev

Nroog Fresno Chaw Pab Kev Xiam Hlwb  
(800) 654-3937 24-teev  
Fu tus xov tooj 711 mus rau California Relay  
Service pab yog tsis hnov lus zoo

Chaw Pab Kev Ncaj Ncees  
(559) 492-1652 Sijhawm Ua Hauj Lwm

Mus saib cov chaw pab hauv Nroog Fresno  
Qhov Chaw Pab Kev Xiam Hlwb teev tseg nram  
kawg ntawm phau ntawv no.



***Tej zaum kuj  
muaj lwm  
yam kev pab  
thiab. Saib  
phab ntawv  
9 hauv qhov  
ntawv qhia  
txog cov kev  
pab rau Xeev  
California  
(hauv nrub  
nrab) ntawm  
suam “Cov  
Kev Pab” es  
saib seb  
muaj kev  
pab dabtsi.***

## **Kuv Yuav Pab Tau Licas Thaum Ib Tug Neeg Xav Tau Kev Pab Sai?**

Tab txawm tias nws tsis yog ib qho xwm txheej ceev (emergency) los, tej zaum kuj yuav tau coj tus neeg muaj kev xiam hlwb ntawv mus nrhiav kev pab sai yog muaj ib los sis ntau tshaj ib qho li hauv qab no raug rau nws.

- Cia li hnov lossis pom tej yam uas lwm tus tsis ntseeg tias muaj
- Pheej xav thiab tham txog txoj kev tuag tas li
- Cia li lam muab ub no pub rau lwmtus
- Hawv los sis xav ua kom nws tus kheej los sis lwm tus raug mob

Yog nws tau ua ib los sis ob yam saum no lawm, cia li hu rau 911 los sis hauv Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) ntawm (800) 654-3937 (24-teev dawb xwb).

## **Nroog Fresno Muaj Kev Pab Tshwj Xeeb Dabtsi Rau Sab Kev Xiam Hlwb?**

Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) muaj kev pab rau kev xiam hlwb rau cov pej xeem nyob hauv Nroog Fresno uas muaj feem txais tau Medi-Cal. Muaj qee zaus, peb kuj tau pab cov neeg uas tau nyiaj tsawg los sis tsis muaj nyiaj them rau lawv cov kev xiam hlwb thiab. Ntautus neeg uas tuaj nrhiav cov kev pab rau lawv qhov kev xiam hlwb mas tsuas yog tuaj kuaj rov qab xwb, uas tsuas tuaj nrog cov kws cob qhia(therapist) tham txog lawv qhov teeb meem thiab tawm tswv yim uake los nrhiav txhua txoj kev daws lawv qhov teeb meem

lawv muaj. Tej zaum kuj yuav tau mus ntsib kiag tus kws kuaj kev xiam hlwb thiab.

Yog koj xav tau kev pab ntau tshaj, peb kuj tseem muaj kev pab ntxiv, xws li:

- **Pab ib leeg zuj zus, pab ib pab uake, thiab pab kiag ib tse neeg** – uas tham nrog tus kws cob qhia thiab tawm tswv yim uake los nrhiav txhua txoj kev los daws nws cov kev xiam hlwb.
- **Muaj qhov kev kuaj nruab hnuv** – thaum ib txhia ua hauj lwm tsis raws sijhawm li lub sijhawm ua hauj lwm los sis vim kev kawm ntawv.
- **Pab saib xyuas tej tshuajnoj.**
- **Pab cov qhia rau sab kev neeg coj cwj pwm txawv** – pab cov hluas uas muaj kev tu siab loj thiab cov coj tus cwj pwm phem.

Kuj muaj lwm yam kev pab thiab. Saib phab ntawv 10 ntawm suab qhia txog cov kev pab rau Xeev California seb muaj cov kev pab dabtsi.

Yuav siv cov koom haum zej zog, cov chaw pab kev xiam hlwb, thiab cov neeg uas paub txog ntau yam kab lis kev cai los cob qhia koj qhov teeb meem. Peb yuav ua qhov zoo npaum li zoo tau los pab koj thiab koj tsev neeg kom nrhiav tau qhov chaw ze thiab yooj yim rau koj. Feem ntau peb muaj peev xwm nrhiav tau cov loos kam uas paub hais tus neeg xiam hlwb no yam lus los pab nws. Txawm peb ua tsis tau li los peb mam nrhiav neeg txhais lus uas koj tsis tau them dabtsi li.

Cov kev pab hais los saum no yog cov Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) muaj. Tej zaum kuj muaj lwm yam kev pab li neeg xav tau thiab. Lwm yam kev pab rau sab kev xiam hlwb rau cov neeg laus kuj muaj xws li cov sau tseg rau ntawm phau ntawv no ntawm phab ntawv 9 hauv qhov ntawv qhia txog cov kev pab rau Xeev California. Cov kev pab rau cov menyuam thiab cov tub ntxhais hluas muaj nyob ntawm phab ntawv 12 ntawm cov ntawv qhia txog cov kev pab rau Xeev California.

### **Kuv Yuav Mus Nrhiav Cov Kev Pab No Licas?**

Xav tau kev pab rau sab kev xiam hlwb, thov hu rau Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) ntawm (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnob lus zoo. Koj hu tau 24-teev tauj ib hnub, xya hnub tauj ib lim piam. Siv xov tooj hu tuaj yog ib qho yooj yim dua, tabsis koj cia li tuaj kiag rau ntawm peb qhov chaw pab kev xiam hlwb lub sijhawm tseem ua hauj lwm es nug peb txog peb cov kev pab rau sab kev xiam hlwb los tau. Xav pom cov chaw pab kev xiam hlwb, thov saib nraum qab ntawm phau ntawv no.

Hom kev pab thiab sijhawm pab nyob ntawm tus neeg qhov kev xav tau. Yuav muaj qhov kev soj ntsuam zoo txog koj qhov kev xiam hlwb seb koj puas muaj feem tsim nyog txais cov kev pab no. Yog pom tias koj muaj feem txais tau cov kev pab no ces mam npaj ib qho kev cob qhia rau koj thiab tus kws cob qhia.

## **Cov Ntawv No Muaj Txhais Ua Pes Tsawg Hom Lus?**

Phau ntawv no muaj txhais ua lus Miskas, lus Mev, thiab lus Hmoob. Qhov luaj ua tsiaj ntawv loj-loj (Ntawv Miskas xwb) thiab muaj daim yeeb yaj kiab ua lus Miskas, lus Mev, thiab lus Hmoob, yog xav tau no hais.

## **Thaum Pom Qhov "Tso Cai (Authorized)" Tias Tau Txais Kev Pab Rau Kev Xiam Hlwb No Txhais Tau Licas Thiab Tau Pes Tsawg, Ntev Npaum Cas thiab Cov Kev Pab Dabtsi?**

Koj, koj tus kws khomob thiab Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) koom tes uake los xaiv seb yuav muab yam kev pab twg pab koj thiab seb yuav pab ntev npaum cas. Pem Xeev tseev kom Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) siv qhov tau kev tso cai ua ntej mam kuaj rau thaum nruab hnuv, thaum rov tuaj xyaum (rehabilitation) thiab thaum mus cuag qhov kev qhia tswj yus tus cwj pwm (therapeutic behavioral). Yog koj xav paub ntau ntxiv txog qhov Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) ua qhov ntawv tso cai no thov hu rau ntawm (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo.

## **Yuav Ua Licas Kuv Thiab Paub Ntau Ntxiv Txog Cov Kws Khomob, Cov Kws Cob Qhia, Cov Chaw Kuaj Mob, thiab Cov Tsev Khomob?**

Dhau ntawm cov lus qhia hauv phau ntawv no, muaj ib cov lus qhia nyob hauv Nroog Fresno qhov chaw mus saib saum nruab ntug (web site) ntawm:

<http://www.co.fresno.ca.us/managedcare>

Yog koj xav paub ntau ntxiv, thov hu rau (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo.

### **Yuav Ua Cas Kuv Thiaj Tau "Phau Ntawv Teev Cov Kws Khomob Npe" ?**

Thov hu rau Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) ntawm (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo.

### **Kuv Mus Saib Puas Tau Txhua Tus Kws Khomob, Kws Cob Qhia, Cov Chaw Kuaj Mob, thiab Tsev Khomob Ntawm Phau Ntawv Teev Npe?**

Tsis tau. Yuav tsum muaj neeg xa koj mus thiab tau kev tso cai los ntawm loos kam pab kev xiam hlwb (MHP) ua ntej tso tshwj tias yog mus ntawm chaw kuaj mob muaj xwm txheej ceev hauv tsev khomob. Yog koj muaj lus nug thov hu rau (800) 654-3937. Peb muaj daim ntawv teev cov kws khomob npe uas tseem txais neeg mob npe uas xa tau koj mus rau lawv.

### **Kuv Yuav Hloov Kws Khomob, Kws Cob Qhia lossis Chaw Kuaj Mob Licas?**

Yog koj tab tom tau txais kev pab rau kev xiam hlwb thiab xav tias koj xav mus ntsib dua ib tug kws kuaj tshiab no ces koj yuav tau ua thiab xa daim ntawv Hloov Kws Khomob (Change of Provider) tuaj, los sis hu rau (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo es nrog peb tham, los sis nqa daim ntawv kiag tuaj rau peb. Peb yuav nrog koj tham seb vim licas koj thiaj xav hloov kws khomob, thiab feem ntau

muaj cuab kav hloov tau kws khomob rau koj.

### **Kuv Siv Puas Tau "Phau Ntawv Teev Npe" los Nrhiav Neeg Pab Kuv Thiab?**

Thov hu rau loos kam pab kev xiam hlwb (MHP) ntawm (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo yog koj xav tau kev pab rau kev xiam hlwb. Yog loos kam pab kev xiam hlwb (MHP) txiav txim xa koj mus cuag cov kws khomob ntiav, "Phau Ntawv Teev Npe" yuav pab loos kam muab tau lawv cov xov tooj, chaw nyob thiab lawv cheeb tsam rau koj.

### **Kuv Mus Ntsib Puas Tau Ib Tug Kws Khomob, Kws Cob Qhia, Chaw Kuaj Mob los sis Lub Tsev Khomob Uas Tsis Muaj Npe Nyob Hauv Nroog Fresno "Phau Ntawv Teev Npe"?**

Muaj ntau tus kws khomob ntiav nyob hauv Nroog Fresno. Koj mus nrhiav koj ib tug kws khomob pab koj qhov kev xiam hlwb tau, lawv muaj nyob hauv phau ntawv xov tooj (telephone book) hauv qab qhov hu ua "Marriage and Family Therapists" thiab "Social Workers." Nws kuj muaj cov koom haum haum zej zog uas muaj cuab kav yuav pab tau koj nrog me ntsis nqi. Koj yuav tau them koj rau tej nuj nqis uas tsis yog pab los hauv loos kam pab kev xiam hlwb (MHP) los.

### **Nroog Fresno Puas Muaj Pab Neeg Los Txhawb Cov Neeg Xav Tau Kev Pab?**

Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) txhawb lawv cov neeg los ntawm kev xav



kom lawv rov zoo thiab kom lawv rov ua tau li qub. Pab Neeg Tshwj Xeeb Sib Txhawb (PeerSupport Specialists) thiab Cov Niam Txiv Sib Paub (Parent Partners) yog cov peb npaj los pab rau cov menyuam, lawv tsev neeg, thiab cov neeg laus ua muaj kev xiam hlwb. Tag nrho cov neeg hais no puav leej yog cov muaj kev xiam hlwb ntawm lawv tus kheej los sis lawv tsev neeg ib tug muaj kev xiam hlwb, es lawv rov qab pab tau lawv tus kheej zoo lawm es xav muab lawv qhov kev lawv rov ua tau ntawd koj los qhia lwm tus neeg muaj kev xiam hlwb. Lawv tau txais kev cob qhia tshwj xeeb los ua qauv, los txhawb, los pab thiab los qhia lwm tus neeg uas muaj kev xiam hlwb kom lawv caum cuag lawv cov hom phiaj kom rov muaj peev xwm ua tau ib tug neeg zoo los sis pab tau lawv tus kheej li qub.

### **Yog Tias Kuv Ho Xav Tau Kev Pab Sai Rau Kuv Qhov Kev Xiam Hlwb Rau Thaum Ob Hnub So los sis Thaum Tsaus Ntuj Nev?**

Yog koj muaj teeb meem loj thiab xav tau kev pab rau kev xiam hlwb ces hu rau 911 los sis mus rau tom chav muaj xwm txheej ceev ntawm lub tsev khomob ze koj yog koj xav tau kev pab sai. Yog koj paub tsis tseeb tias qhov nov puas yog ib qhoxwm txheej ceev, hu rau loos kam pab kev xiam hlwb (MHP) ntawm (800) 654-3937 (hu dawb xwb).

Yog koj muaj teeb meem loj thaum koj tawm hauv Nroog Fresno lawm los hu rau 911 los sis mus kiag rau tom chav muaj xwm txheej ceev ntawm lub tsev khomob nyob ze koj. Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) kam them rau sab kev

xiam hlwb rau nws cov neeg nyob thoob plaws Xeev California. Koj hu tau dawb tuaj rau peb thoob plaws hauv Xeev California ntawm (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo.

**Kuv Yuav Nrhiav Kev Pab Rau Sab Kev Xiam Hlwb Licas Yog Tias Kuv Tus Kws Pab Kev Xiam Hlwb Tsis Muaj Qhov Kev Pab No?**

Koj hu tau rau tus xov tooj hu dawb ntawm – (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo – thiab nug mus nrog ib tus neeg hauv loos kam pab kev xiam hlwb (MHP) tham txog kev pab rau kev xiam hlwb. Lawv yuav pab xa koj mus cuag lwm lub koom haum uas yuav pab tau koj li qhov koj xav tau kom ntau tshaj li Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) muaj peev xwm uatau.

**Yog Tias Kuv Xav Ntsib Lwm Tus Kws Khomob Uas Tsis Yog Rau Kev Xiam Hlwb Nev? Neeg Yuav Xa Kuv Mus Cuag Lwm Cov Kev Pab Uas Siv Medi-Cal es Tsis Yog Pab Rau Sab Kev Xiam Hlwb Hauv Nroog Fresno No Nev?**

Yog thaum soj ntsuam koj es pom tias Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) pab tsis tau koj lawm, tus neeg kuaj koj ntawd yuav xa koj mus rau cov koom haum uas muaj peev xwm yuav pab tau koj zoo tshaj. Koj ho hu mus rau koj tus kws kuaj mob los tau. Nroog Fresno lub loos kam pab kev xiam hlwb (MHP) tsis muaj kev pab rau sab kho koj tsev neeg los sis rau sab kev muaj teeb txog kev niam txiv. Koj yuav tau hu rau koj tus kws khomob kom xa koj mus nrhiav cov kev pab no.



***Yog xav paub  
ntxiv txog  
qhov kev ua  
cov ntaub  
ntawv tsis  
txaus slab,  
foob, thiab  
kom lub Xeev  
rov saib koj  
cov ntaub  
ntawv dua no  
thov nthuav  
mus rau phab  
ntawv 22  
ntawm cov  
ntawv qhia  
txog Xeev  
California  
suam 'Kev  
Daws Tej  
Teeb Meem'  
hauv phau  
ntawv no.***

## **Kuv Ua Tau Licas Yog Kuv Muaj Teeb Meem Los sis Qhov Kev Pab Rau Kev Xiam Hlwb No Pab Tsis Tau Kuv?**

Yog koj muaj kev cov nyom los sis muaj teeb meem txog tias qhov kev pab rau koj qhov kev xiam hlwb no pab tsis tau raws koj siab xav, loos kam pab kev xiam hlwb (MHP) xav kom daws tau koj qhov teeb meem sai li sai tau. Thov hu rau loos kam pab kev xiam hlwb (MHP) ntawm (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo seb yuav daws koj cov teeb meem licas.

Yog peb pab daws tsis tau koj qhov teeb meem, nws muaj peb yam koj ua tau nrog loos kam pab kev xiam hlwb (MHP) los daws cov teeb meem no. Koj mus tham kiag tias koj tsis txaus siab (grievance) rau loos kam pab kev xiam hlwb (MHP) los sis ua ntawv rau loos kam pab kev xiam hlwb (MHP) txog qhov teeb meem koj tsis txaus siab. Koj mus foob uas yog mus nrog kiag tham (thiab ua ntawv foob lawv qab) los sau ua kiag ntawv foob rau loos kam pab kev xiam hlwb (MHP). Koj kuj foob tau mus rau hauv Xeev nrog lub loos kam pab neeg (Department of Social Services) kom lawv rov saib koj cov ntaub ntawv dua.

Koj hu tau rau loos kam pab kev xiam hlwb (MHP) ntawm (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo los sis ua daim ntawv tsis txaus siab thiab muab xa tuaj rau: Fresno County Mental Health Plan  
P.O. Box 45003  
Fresno, California 93718-9886

Yog koj muaj lus nug dabtsi los sis xav paub txog qhov koj foob es tsis txaus siab ntawd seb txog twg lawm no ces thov hu rau: (800) 654-3937. Fu tus xov tooj 711 mus rau California Relay Service pab yog tsis hnov lus zoo.

Yog xav paub seb loos kam pab kev xiam hlwb (MHP) cov kev ua ntaub ntawv tsis txaus siab (Grievance) thiab qhov kev ua ntaub ntawv foob (Appear) thiab qhov ua ntaub ntawv rau hauv xeev kom rov saib yus cov ntaub ntawv dua ua hauj lwm licas no thov nthuav mus saib suam qhia txog qhov kev ua ntaub ntawv tsis txaus siab, ua ntaub ntawv foob, thiab ua ntaub ntawv rau hauv xeev kom rov saib yus cov ntaub ntawv dua ntawm phab ntawv 22 hauv phau ntawv qhia txog cov kev pab rau lub Xeev California.

Koj cov teeb meem yuav muab daws kom sai thiab kom yooj yim li yooj yim tau. Yuav muab khaws zoo cia. Koj yuav tsis raug poob rau qhov saib tsis taus los sis rau txim lwm yam los ntawm qhov koj tau ua cov ntaub ntawv tsis txaus siab, foob los sis kom lub Xeev rov saib koj cov ntawv dua. Koj tso tau cai rau lwm tus neeg los sawv cev rau koj txog qhov kev ua cov ntawv tsis txaus siab, foob, los sis kom lub Xeev rov saib koj cov ntawv dua no.

## **Leej Twg Yog Nroog Fresno Tus Neeg Saib Kev Ncaj Ncees? Lawv Ua Dabtsi thiab Kuv Yuav Tiv Tauj Lawv Licas?**

Tug Neeg Saib Kev Ncaj Ncees yog tus yuav tshawb cov teeb meem thiab los saib seb vim licas cov neeg thov kev pab rau sab kev xiam hlwb hotsis tau txais kev pab. Koj hu tau rau Tus Neeg Saib Kev Ncaj Ncees lub sijhawm nws ua hauj lwm ntawm **(559) 492-1652**.

## **Nroog Fresno Puas Khaws Kuv Cov Ntaub Ntawv Cia Zoo?**

Raws txoj cai, txoj kev pab koj qhov kev xiam hlwb thiab cov ntaub ntawv yuav tsum khaws zoo cia tsis pub leej twg paub (confidentiality). Yuav tsum tsis txhob muab cov ntaub ntawv no rau lwm tus neeg uas tsis nyob hauv loos kam pab kev xiam hlwb (MHP) paub tshwj tias tau kev tso cai los ntawm sau ntawv tuaj. Nws tsuas muaj peb yam uas thiaj yuav tau qhia tawm xwb:

- Yog koj qhia tej yam lus rau tus neeg kuaj koj uas yuav ua rau koj tus kheej los sis lwm tus raug mob. Thaum zoo li no, tej zaum tus kws cob qhia koj kuj yuav tau hu rau lwm tus neeg paub,
- Yog xam hais tuaj kom yuav tsum muab cov ntaub ntawv mus rau lawv raws txoj cai, ces peb yuav tsum tau ua raws txoj cai es muab koj cov ntaub ntawv txog koj rau lawv,
- Yog koj ua cov ntaub ntawv rau hauv Xeev kom rov saib koj cov ntaub ntawv dua ces tej zaum peb yuav tau muab rau lawv es lawv thiaj paub tshawb txog koj cov teeb meem