

Daim Ntawv Foos Thov Kom Ceev Zoo Tej Kev Sib Txuas Lus



Health Net, LLC* (Health Net) xav kom koj paub tias koj yeej muaj kev xaiv rau koj tej ntaub ntawv kev noj qab haus huv uas raug tiv thaiv (PHI). Koj tuaj yeem kom Health Net xa ib qho kev sib txuas lus uas muaj PHI ncaj qha tuaj rau koj hloov rau qhov yog tswv cuab tseem ceeb rau ntawm koj tsev neeg txoj cai tswj kev noj qab haus huv.

Txoj cai hauv California sau hais tias: "Tej Kev Saib Xyuas Uas Yuav Tau Ceev Zoo yog: tag nrho tej kev saib xyuas noj qab haus huv uas ntsig txog rau kev mob puas siab ntsws los sis kev muaj mob rau tus cwj pwm, kev sib daj sib deev thiab kev loj hlob rau sab cev ntaj ntsug, kab mob sib kis los ntawm kev sib deev, kev haus tshuaj muaj yees, kev lees kev saib xyuas rau txiv neeg los yog poj niam, thiab kev sib ntaus ntawm ib khub niam txiv")

PHI yog cov ntaub ntawv kev noj qab haus huv uas hais txog rau koj. Piv txwv ntawm cov ntaub ntawv sib txuas lus uas muaj nrog cov PHI yog:

- Tej ntawv ceeb toom txog Kev Piav Qhia Cov Nyiaj Pab (Explanation of Benefits, EOB).
- Tej ntaub ntawv ntsig txog koj tej kev teem caij mus sib ntsib.
- Thov hais qhov tsis kam lees, tej kev thov ntau yam ntaub ntawv ntsig txog tej ntawv thov, thiab tej ntawv ceeb toom ntawm tej ntaub ntawv thov.
- Lub npe thiab chaw nyob ntawm koj tus kws kho mob, tej kev piav qhia txog tej kev saib xyuas uas raug muab rau thiab lwm qhov hais txog kev mus ntsib.

Nco Tseg: Yog koj muaj hnub nyoog tshaj 12 xyoos lawm, koj tsis tas tau kev tso cai los ntawm koj qhov yog tswv cuab tseem ceeb ntawm koj tsev neeg qhov kev npaj duav roos rau tsev neeg los mus Thov Kom Ceev Zoo Tej Kev Sib Txuas Lus.

Sau daim ntawv foos no kom tiav yog koj xav kom peb xa tej ntaub ntawv sib txuas lus uas muaj cov PHI ncaj qha tuaj rau koj, hloov rau qhov yog tswv cuab. Tej kev sib txuas lus yuav raug nyias xa nyias los sis xa rau tus email. (**Thov nco tias**, tsis yog txhua yam kev sib txuas lus thiab li yuav raug xa tuaj rau koj tus email xwb). Yog koj xav saib cov ntaub ntawv uas muaj npe saum toj saud rau hauv oos lais, ces nkag mus saib rau hauv peb lub chaw rau ntawm **www.healthnet.com** los sis **www.myhealthnetca.com**.

Thov xa los sis fej daim ntawv foos uas sau tiav no mus rau Health Net.

Muab sij hawm 14 hnub rau peb los tshuaj xyuas koj daim ntawv thov.

 **Xa mus rau:** Health Net – Privacy Office
PO Box 9103, Van Nuys, CA 91409-9103

 **Xov tooj fej ntawv:** (818) 676-8314, Xa mus rau: Health Net Privacy Office

Peb tuaj ntawm no yog tuaj pab koj!

Thov hu xov tooj mus rau los sis email tuaj rau peb yog koj muaj lus nug dab tsi.

 **Xov tooj:** Hais txog tus nab npawb xov tooj nyob sab tom qab koj daim npawb tswv cuab ID.

 **Email:** Privacy@HealthNet.com

Lus qhia!

Yog koj hloov koj qhov tso npe mus rau lwm qhov kev lawm npaj kho mob, ces koj yuav tsum tau sau daim ntawv foos no kom tiav raws li koj tus Nab Npawb ID tshiab.

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Koj tej ntaub ntawv:		
Lub npe:	Lub xeeb:	Hnub Yug:
Tus nab npawb ID tso npe:		Tus xov tooj: <i>Yog peb muaj lus nug peb yuav hu koj tau rau ntawm lub chaw twg?</i>
Tau mas! Thov xa tej ntaub ntawv sib txuas lus nrog rau kuv cov PHI mus rau qhov chaw nyob no thiab/los sis tus email no:		
Qhov chaw xa ntawv:		
Nroog:	Xeeb:	ZIP:
Tus email:		
Kuv lees thiab lees paub tias cov ntaub ntawv saum toj saud mas yeej muaj tseeb thiab raug lawm:		
Kos Npe:	Hnub:	

Nco Tseg: Daim Ntawv Thov Ceev Zoo Tej Kev Sib Txuas Lus mas siv tau mus txog ntua thaum tus tswv cuab xa tsab ntawv thov thim los sis yuav tsum tau xa ib Daim Ntawv Thov Ceev Zoo Tej Kev Sib Txuas Lus tshiab.

Yog koj tab tom kos npe tam rau tswv cuab, piav qhia koj qhov kev txheeb ze rau hauv qab no. Yog hais tias tus neeg sawv cev ntawm tus tswv, tso npe rau qhov hauv qab no thiab xa ib co ntaub ntawv theej ntawm cov ntawv foos no tuaj rau peb (xws li daim ntawv sau tso cai rau ua tam los sis daim ntawv txib ntawm tus saib xyuas).

Kuv lees thiab lees paub tias cov ntaub ntawv saum toj saud mas yeej muaj tseeb thiab raug lawm:	
Tus Neeg Sawv Cev Rau Tus Kheej Lub Npe: (Thov sau)	
Piav qhia txog qhov txheeb ze:	
Kev txheeb ze rau tus tswv cuab: (Thov sau)	
Tus Neeg Sawv Cev Kos Npe::	
Kos Npe:	Hnub:

*Health Net Community Solutions, Inc., Health Net of California, Inc., thiab Health Net Life Insurance yog cov chaw ncau ntawm Health Net, LLC, ib lub chaw ncau ntawm Centene Corporation. Health Net yog ib lub cim tso npe ua haujlwm ntawm Health Net, LLC. Tag nrho lwm cov cim ua lag luam/cov cim muab kev lis haujlwm tseem yog tus tswv ntawm lawv cov tuam txhab ntiag tug li. Txhua xoj cai raug tshwj tseg lawm.

Nondiscrimination Notice

Health Net follows State and Federal civil rights laws and does not 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.

Health Net provides:

- Free aids and services to people with disabilities to communicate better with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, 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 or to request this document in an alternative format, contact the Health Net Customer Contact Center at 1-800-675-6110 (TTY: 711), 24 hours a day, 7 days a week, 365 days a year.

If you believe that Health Net has failed to provide these services or unlawfully discriminated in another way, you can file a grievance with Health Net by phone, in writing, in person or electronically:

- By phone: Call Health Net Civil Rights Coordinator at 1-866-458-2208 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.
- In writing: Fill out a complaint form or write a letter and send it to Health Net Civil Rights Coordinator, P.O. Box 9103, Van Nuys, CA 91409-9103.
- In person: Visit your doctor's office or Health Net and say you want to file a grievance.
- Electronically: Visit Health Net's website at www.healthnet.com

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.
- 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.
- Electronically: Send an email to CivilRights@dhcs.ca.gov.

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: 1-800-368-1019 (TDD: 1-800-537-7697)
- 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 1-800-675-6110 (TTY: 711). Aids and services for people with disabilities, like accessible PDF and large print documents, are also available. These services are at no cost to you.

Arabic: إذا كنت أنت أو أي شخص تقوم بمساعدته، بحاجة إلى الخدمات اللغوية، فاتصل بالرقم 1-800-675-6110 (TTY: 711). تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل الملفات المنقولة (PDF) التي يمكن الوصول إليها والمستندات المطبوعة الكبيرة. تتوفر هذه الخدمات بدون تكلفة بالنسبة لك.

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, ունեն լեզվական օգնության կարիք, զանգահարեք 1-800-675-6110 (TTY: 711): Հաշմանդամություն ունեցող մարդկանց համար հասանելի են օգնություն և ծառայություններ, ինչպես օրինակ՝ մատչելի PDF և մեծ տպագրությամբ փաստաթղթեր: Այս ծառայությունները ձեզ համար անվճար են:

Cambodian: ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ ត្រូវការសេវាផ្នែកភាសា សូមទូរសព្ទទៅលេខ 1-800-675-6110 (TTY: 711)។ ជំនួយ និងសេវាកម្មផ្សេងៗសម្រាប់អ្នកដែលពិការ ដូចជាទម្រង់ PDF សម្រាប់អ្នកពិការ និងឯកសារព្រីនជាអក្សរខ្នាតធំក៏មានផ្តល់ជូនផងដែរ។ សេវាកម្មទាំងនេះត្រូវបានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ។

Chinese: 如果您或您正在帮助的其他人需要语言服务，请致电1-800-675-6110 (TTY: 711)。另外，还为残疾人士提供辅助和服务，例如易于读取的 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 می کنید نیاز به خدمات زبانی دارد، با شماره 1-800-675-6110 (TTY: 711) تماس بگیرید. کمک ها و خدماتی مانند مدارک با چاپ درشت و PDF دسترس پذیر نیز برای معلولان قابل عرضه است. این خدمات هزینه ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-800-675-6110 (TTY: 711)।
विकलांग लोगों के लिए सहायता और सेवाएं, जैसे 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 1-800-675-6110 (TTY: 711). Tsis tas li ntawd, peb 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 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、1-800-675-6110 (TTY: 711)までお問い合わせください。障がいをお持ちの方のために、アクセシブルなPDFや大きな文字で書かれたドキュメントなどの補助・サービスも提供しています。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 1-800-675-6110 (TTY: 711) 번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 액세스 가능한 PDF 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-800-675-6110 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານ PDF ທີ່ສາມາດເຂົ້າເຖິງໄດ້ສະດວກ ແລະ ເອກະສານພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານດ້ວຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

Mien: Da'faanh Meih, Fai Heuc Meih Haih Tengx, Oix Janx-kaeqv waac gong, Heuc 1-800-675-6110 (TTY: 711). JomcCaux gong Bun Yanggh mienh Caux mv fungc, Oix dongh eix PDF Caux Bunh Fiev dimc, Haih yaac kungx nyei. Deix gong Haih buatc 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 1-800-675-6110 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਪਹੁੰਚਯੋਗ PDF ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-800-675-6110 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы в специальном формате PDF или напечатанные крупным шрифтом. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1 800-675-6110 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos 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 mga serbisyo sa wika, tumawag sa 1-800-675-6110 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng naa-access na PDF at mga dokumentong malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-800-675-6110 (TTY: 711) นอกจากนี้ยังมี ความช่วยเหลือและบริการสำหรับผู้ทุพพลภาพ เช่น PDF ที่เข้าถึงได้และเอกสารที่พิมพ์ขนาดใหญ่ บริการเหล่านี้ ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-800-675-6110 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи в спеціальному форматі PDF або надруковані великим шрифтом. 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 1-800-675-6110 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu dạng bản in khổ lớn và PDF có thể tiếp cận được. Quý vị được nhận các dịch vụ này miễn phí.