

# Tsab Ntawv Ceeb Toom Txog Kev Tsis Pub Muaj Kev Ntxub Ntxaug

Kev sib cais ntxub ntxaug yog ib qho txhaum rau kev cai lij choj. Health Net Dental ua raws cov kev cai lij choj rau pej xeeb ntawm Lub Lav thiab Tsoom Fwv. Health Net Dental tsis ntxub ntxaug yam tsis raug cai lij choj, tsis cais tib neeg los sis xaiv ua rau lawv sib txawv vim yog poj niam los sis txiv neej, hom neeg, nqaij tawv, kev ntseeg, keeb kwm neeg, teb chaws yug, haiv neeg, kev txheeb cais pab pawg, hnuv nyoog, kev puas hlwb, kev xiam oob khab rau lub cev, kev muaj mob, kev paub keeb kwm noob neej, kev muaj cuab yig, hom neeg uas nws yog, yeeb yam ntawm hom neeg uas nws yog los sis kev nyiam rau kev pw ua ke.

Health Net Dental muab:

- Cov kev pab thiab cov kev pab cuam pub dawb rau cov neeg xiam oob qhab los mus pab lawv sib txuas lus kom tau zoo dua qub, xws li:
  - ✓ Cov neeg txhais lus piav tes uas muaj cai
  - ✓ Cov lus qhia sau ua ntaub ntawv uas sau ua lwm cov hom ntawv (ntawv luam tawm uas pom tus niam ntawv loj, suab lus, cov hom ntawv uas muaj peev xwm nkag cuag (saib) tau nyob rau hauv koos pis tawj, lwm cov hom ntawv)
- Cov kev pab cuam txhais lus pub dawb rau cov neeg nws thawj yam lus tsis yog Lus As Kiv, xws li:
  - ✓ Cov neeg txhais lus tau zoo uas muaj cai
  - ✓ Cov ntaub ntawv uas sau ua lwm hom lus

Yog hais tias koj xav tau cov kev pab cuam no los sis xav thov daim ntawv no sau ua ib hom qauv ntaub ntawv uas yus xaiv tau, tiv tauj rau Health Net Dental thaum nruab nrab ntawm sij hawm 8 teev sawv ntxov thiab 5 teev tsaus ntuj hnuv Monday txog Friday los ntawm kev hu rau 1-877-550-3868. Yog hais tias koj tsis hnov lus zoo los sis hais tsis tau lus zoo, thov hu rau TTY: 711.

## KEV SAU NTAWV FOOB TXOG IB QHO KEV TSIS TXAUS SIAB

Yog hais tias koj ntseeg tias Health Net Dental tsis muab cov kev pab cuam uas muaj no los sis tau ntxub ntxaug yam tsis raug raws kev cai lij choj uas ua mus raws lwm txoj hau kev coj uas saib raws lub hauv paus ntawm poj niam-txiv neej, haiv neeg, nqaij tawv, kev ntseeg kev cai dab qhuas, caj ces poj koob yawm txwv, yug nyob lub teb chaws twg tuaj, kev cim thawj ua kev paub tias yog pab pawg haiv neeg tsawg, hnuv nyoog, kev xiam oob qhab puas hlwb, kev xiam oob qhab rau lub cev, zwj ceeb fab kev kho mob, ntaub ntawv teev txog caj ces roj ntshav, txheej xwm ntsig txog kev muaj cuab yig, poj niam txiv neej, kev cim thawj txog tus kheej tias yog poj niam txiv neej los sis txoj kev taw qhia kom paub txog tias yog poj niam txiv neej, koj muaj peev xwm sau tau ib daim ntawv tsis txaus siab mus rau Health Net Dental. Koj muaj peev xwm sau ntawv foob txog ib qho kev tsis zoo siab tau los ntawm kev hu xov tooj, sau ntawv xa mus, yus tus kheej mus ntsib kiag, los sis sau ntawv xa hauv tshuab koos pis tawj mus:

- Los ntawm kev hu xov tooj: Hu rau Health Net Tus Neeg Cev Ncauj Cev Lus Hais Txog Pej Xeeb Cov Cai thaum nruab nrab ntawm sij hawm 8 teev sawv ntxov thiab 5 teev tsaus ntuj hnuv Monday txog Friday ntawm 1-866-458-2208. Los sis, yog hais tias koj tsis hnov lus zoo los sis hais tsis tau lus zoo, thov hu rau TTY: 711.
- Sau ntawv xa mus: Sau ib daim foos sau kev tsis txaus siab kom tiav los sis sau ib tsab ntawv thiab muab nws xa mus rau:
  - Health Net Civil Rights Coordinator
  - P.O. Box 9103, Van Nuys, CA 91409-9103
- Yus tus kheej mus ntsib kiag: Mus ntsib koj tus kws kho mob lub chaw ua hauj lwm los sis Health Net Dental thiab hais tias koj xav sau ntawv foob txog ib qho kev tsis zoo siab.
- Sau ntawv xa hauv tshuab koos pis tawj mus: Mus saib tau rau ntawm Health Net Dental lub vas sab (website) ntawm [https://www.healthnet.com/content/healthnet/en\\_us/members/medi-cal/dental.html](https://www.healthnet.com/content/healthnet/en_us/members/medi-cal/dental.html).

LUB CHAW UA HAUJ LWM SAIB XYUAS PEJ XEEM COV CAI (OFFICE OF CIVIL RIGHTS) – XEEV CALIFORNIA LUB THAWJ FAB SAIB XYUAS HAUJ LWM TXOG COV KEV PAB CUAM RAU KEV SAIB XYUAS KHO MOB FAB KEV NOJ QAB HAUS HUV (CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES)

- Los ntawm kev hu xov tooj: Hu rau **916-440-7370**. Yog hais tias koj tsis hnov lus zoo los sis hais tsis tau lus zoo, thov hu rau **711 (Lub Chaw Muab Kev Pab Cuam Uas Saib Xyuas Tus Xov Tooj Hu Rau Kev Sib Txuas Lus Ntawm Cov Neeg Tsis Hnov Lus Zoo Uas Siv Rau Cov Kev Sib Txuas Lus Hauv Xov Tooj (Telecommunications Relay Service))**.
- Sau ntawv xa mus: Sau daim foos kev tsis zoo siab los sis xa ib tsab ntawv mus rau:  
**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**  
Cov foos sau lus tsis txaus siab muaj nyob rau ntawm [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).
- Sau ntawv xa hauv tshuab koos pis tawj mus: Xa ib tsab email mus rau [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

LUB CHAW UA HAUJ LWM SAIB XYUAS PEJ XEEM COV CAI (OFFICE OF CIVIL RIGHTS) – TEB CHAWS MES KAS LUB THAWJ FAB SAIB XYUAS HAUJ LWM TXOG COV KEV PAB CUAM RAU FAB KEV NOJ QAB HAUS HUV THIAB TIB NEEG (U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES)

Yog hais tias koj ntseeg tau tias koj raug ntsub ntxaug tawm tsam uas saib raws lub hauv paus ntawm haiv neeg, nqaij tawv, yug nyob lub teb chaws twg tuaj, hnuv nyoog, kev xiam oob qhab los sis poj niam-txiv neej, tsis tas li ntawd, koj kuj tseem muaj peev xwm sau ntawv foob txog ib qho lus tsis txaus siab raws pej xeem cov cai mus rau Teb Chaws Mes Kas Lub Thawj Fab Saib Xyuas Hauj Lwm Txog Cov Kev Pab Cuam Rau Fab Kev Noj Qab Haus Huv thiab Tib Neeg (U.S. Department of Health and Human Services), Lub Chaw Ua Hauj Lwm Saib Xyuas Pej Xeem Cov Cai (Office for Civil Rights) los ntawm kev hu xov tooj, sau ntawv xa mus los sis sau ntawv xa hauv tshuab koos pis tawj mus rau:

- Los ntawm kev hu xov tooj: Hu rau **1-800-368-1019**. Yog hais tias koj tsis hnov lus zoo los sis hais tsis tau lus zoo, thov hu rau **TTY/TDD 1-800-537-7697**.
- Sau ntawv xa mus: Sau daim foos kev tsis zoo siab los sis xa ib tsab ntawv mus rau:  
**U.S. Department of Health and Human Services**  
**200 Independence Avenue SW**  
**Room 509F, HHH Building**  
**Washington, DC 20201**  
Cov foos sau lus tsis txaus siab muaj nyob rau ntawm <http://www.hhs.gov/ocr/office/file/index.html>.
- Sau ntawv xa hauv tshuab koos pis tawj mus: Mus saib tau rau ntawm Lub Chaw Ua Hauj Lwm Saib Xyuas Pej Xeem Cov Cai Tshooj Vas Sab Rau Kev Sau Ntawv Foob Txog Kev Tsis Txaus Siab (Office for Civil Rights Complaint Portal) ntawm <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.