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## **TSAB NTAWV CEEB TOOM TXOG KEV CEEV TSIS PUB LWM TUS PAUB TXOG KOJ – FORWARDHEALTH PROGRAMS NOTICE OF PRIVACY PRACTICES – FORWARDHEALTH PROGRAMS**

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**TSAB NTAWV CEEB TOOM NO YUAV PIAV TXOG QHOV YUAV MUAB KOJ COV NTAUB NTAWV KHO MOB SIV THIAB MUAB QHIA TAWM LI CAS THIAB SEB KOJ YUAV MUS MUAB TAU KOJ COV NTAUB NTAWV NO LI CAS. THOV NYEEM TSAB NTAWV KOM ZOO.**

**TSAB NTAWV CEEB TOOM NO YUAV TSIS MUAJ DAB TSI CUAM TSHUAM RAU KOJ COV KEV PAB KHO MOB THIAB QHOV KOJ MUAJ FEEM TSIM NYOG TAU TXAIS KEV PAB.**

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Tsab ntawv ceeb toom no muab xa rau cov neeg uas muaj npe tau txais ForwardHealth cov kev pab cuam no: Medicaid (MA, Medical Assistance, T-19); BadgerCare Plus; Family Care; Medical Assistance Purchase Plan (MAPP); Program for all Inclusive Care for the Elderly (PACE); Partnership; Community Options Program-Waiver; Community Integration Program II; Community Integration Program 1A; Community Integration Program 1B; thiab IRIS (Include, Respect, I Self-Direct).

**Spanish** – Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-362-3002

**Russian** – Если вам не всё понятно в этом документе, позвоните по телефону 1-800-362-3002

**Hmong** – Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-362-3002

**Laotian** – ຖ້າ ທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປພາສາ ຫຼື ເຂົ້າໃຈເອກະສານ, ກະລຸນາ ໂທຫາ 1-800-362-3002

### **LUB LUAG HAUJ LWM CEEV TSIS PUB LWM TUS PAUB (Privacy Responsibility)**

Wisconsin’s Department of Health Services (DHS) qhov kev pab cuam ForwardHealth cog lus yuav tiv thaiv tsis pub leej twg paub txog koj tus kheej tej ntaub ntawv kho mob. Qhov tsis pub leej twg paub txog koj no twb tau txais kev tiv thaiv los ntawm xeev Wisconsin tsab cai lij choj lawm thiab. Ntxiv rau qhov no, tsoom fvw teb chaws txoj cai lij choj tam sim no tau hais kom cov kev pab cuam kho mob, xws li Medicaid, yuav tsum tiv thaiv koj tej ntaub ntawv kho mob tsis pub leej twg paub thiab qhia rau koj paub seb koj tej ntaub ntawv kho mob no yuav koj mus siv li cas thiab yuav muab qhia tawm li cas rau lwm tus. Tsab ntawv ceeb toom no yuav qhia rau koj seb ForwardHealth yuav muab koj tej ntaub ntawv kho mob mus siv ua dab tsi thiab koj cov cai hais txog qhov tsis pub leej twg paub no yog li cas. Koj tej ntaub ntawv kho mob uas muab piov rau hauv tsab ntawv ceeb toom no yog tej uas teev txog koj tus kheej nyob rau hauv koj cov ntawv thov kev pab, cov ntaub ntawv them nqi kho mob rau koj, los yog lwm cov ntaub ntawv uas siv los txiav txim txog koj cov kev kho mob.

Yog koj nyob hauv ib lub HMO los yog lwm qhov managed care plan, koj yuav tau txais ib tsab ntawv ceeb toom ntawm lawv piov txog tej cai uas lawv muaj rau qhov tsis pub leej twg paub txog koj tej ntaub ntawv kho mob no.

ForwardHealth cov luag hauj lwm saib xyuas qhov ceev tsis pub lwm tus paub txog koj muaj li no:

- Tiv thaiv tej ntaub ntawv kho mob uas yog lawv ua tus tsim los yog tau txais lwm qhov los hais txog koj.
- Xa tsab ntawv ceeb no tuaj rau koj qhia txog ForwardHealth cov cai hais txog qhov ceev tsis pub lwm tus paub txog koj tej ntaub ntawv kho mob thiab cov cai lij choj hais txog qhov no.
- Tsuas muab koj cov ntaub ntawv kho mob siv los yog qhia tawm rau lwm tus raws li tau muab piov rau hauv tsab ntawv ceeb toom no nkaus xwb.
- Xa ib tsab ntawv ceeb toom tshiab tuaj rau koj, yog ForwardHealth cov cai hais txog qhov ceev tsis pub lwm tus paub txog koj cov ntaub ntawv kho mob ho hloov lawm.

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**THAUM TWG THIAJ YUAV TSIS SIV KOJ COV NTAUB NTAWV KHO MOB (When Your Medical Information may not be Used)**

Yog tsis tau ntawv tso cai ntawm koj, ForwardHealth yuav tsis siv los yog qhia koj cov ntaub ntawv kho mob rau lwm tus yog tias tsis yog siv mus rau cov hauj lwm muab piav rau hauv tsab ntawv ceeb toom no. Koj yuav thim daim ntawv uas koj tau tso cai lub sij hawm twg los tau uas yog ua ib daim ntawv thov (form) xa mus rau qhov chaw nyob hauv nqe lus “Siv Koj Cov Cai” hauv tsab ntawv ceeb toom no. Yog koj thim koj daim ntawv tso cai lawm, ForwardHealth yuav siv tsis tau los yog qhia tsis tau koj tej ntaub ntawv kho mob uas tau teev rau hauv daim ntawv rau lwm tus. Yog muab daim ntawv tso cai thim rov qab, ForwardHealth yuav muab tsis tau rov qab tej ntaub ntawv uas twb muab qhia ua ntej lawm raws li koj tau tso cai. Yog thaum muaj ib qho xwm txheej ceev, koj tej ntaub ntawv yuav muab qhia tawm uas tsis tas yuav tos kom koj tso cai ua ntej, yog tias qhov ntawd yog kev mob nkeeg, uas nws yog ib qho zoo pab rau koj. Luag yuav hais rau koj paub sai li sai tau tom qab muab koj cov ntaub ntawv qhia tawm lawm. Yuav tsum tau ntawv tso cai ntawm koj rau cov kev siv feem ntau rau cov ntawv uas qhia hais txog kho mob. Yuav tsum tau ntawv tso cai ntawm koj rau ib qho qhia tawm twg ntawm cov ntaub ntawv kho mob uas tau txais nyiaj ntxiv rov qab rau thiab lwm cov kev siv thiab kev qhia tawm uas tsis tau muab piav rau hauv tsab ntawv ceeb toom no.

**YUAV MUAB KOJ COV NTAUB NTAWV KHO MOB SIV LOS YOG QHIA TAWM UAS TSIS TAS TAU NTAWV TSO CAI NTAWM KOJ LI CAS (How Your Medical Information is Used or Disclosed Without Written Permission)**

Koj cov ntaub ntawv kho mob yuav muab siv los yog qhia tawm rau txoj kev kho mob rau koj, them koj tej nuj nqis kho mob, kev khiav hauj lwm hauv kev kho mob nkeeg, los yog thaum txoj cai kom muab, uas tsis tas yuav tau ntawv tso cai los ntawm koj. Piv txwv rau cov hauj lwm hais los no, mus saib cov nqe lus nyob rau phab ntawv tom ntej no mus. Muaj ib co kev pab mas yog muab los ntawm xeev cov chaw ua hauj lwm los yog lwm qhov chaw raws li ntaub ntawv cog lus. Yog li koj tej ntaub ntawv kho mob ib txhia los yog tas nhro thiaj yuav tau muab qhia tawm mus rau lwm qhov chaw no, uas tsis tas yuav tau ntawv tso cai ntawm koj ua ntej. Qhov no yog pab kom lawv ua tau lawv tes dej num raws li peb tau hais kom lawv ua. Lwm qhov chaw no los yuav tsum ceev koj tej ntaub ntawv tsis pub lwm tus paub ib yam nkaus.

Yuav muab tsis tau tas nrho cov kev siv thiab kev tso tawm los tso rau hauv tsab ntawv ceeb toom no. Nram qab no yog ib cov hauj lwm uas feem ntau kheev muab koj cov ntaub ntawv kho mob siv tawm los yog qhia rau uas tsis tas tau ntawv tso cai los ntawm koj xws li kev kho mob, them nqi kho mob, thiab cov kev khiav hauj lwm kho mob.

**Cov Kev Xaiv Kho Mob (Treatment Alternatives)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab siv los yog qhia rau qhov no kom ntseeg tau tias koj tau txais qhov kev kho mob raws li qhov yuav tsum tau kho tiag. Piv txwv, koj cov ntaub ntawv kho mob hais txog koj tus kheej yuav muab qhia rau tus kws muab tshuaj thaum koj mus nqa tshuaj noj.

**Them Nqi Kho Mob (Payment)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab siv los yog qhia rau lwm tus kom lawv thiaj paub ua ntawv tuaj sau los yog kom them cov nqi kho mob uas koj tau txais ntawm lawv. Koj cov ntaub ntawv kho mob tej zaum kuj tseem yuav muab qhia rau lwm qhov chaw ua hauj lwm ntawm tsoom fww, xws li qhov chaw lis cov nyiaj them rau neeg raug mob tom hauj lwm (worker’s compensation), Medicare, los yog cov chaw tuav ntawv pov hwm mob nkeeg (private insurance) los mus tswj koj tej kev pab kho mob thiab them koj tej nuj nqis kho mob. Piv txwv, koj tus kws kho mob xa ib daim ntawv tuaj rau ForwardHealth kom them koj qhov nqi kho mob. Daim ntawv kom them nyiaj no yuav qhia koj lub npe thiab lwm yam tias koj yog leej twg, qhia qhov tau kuaj koj tus mob thiab kho koj tus mob.

**Kev Khiav Hauj Lwm Pab Kev Kho Mob (Health Care Operations)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab siv los yog qhia rau cov hauj lwm ntsig txog koj cov kev pab thiab lwm yam uas muaj feem los mus khiav qhov kev pab cuam. Cov hauj lwm no kuj muaj xws li kev rov qab ntsuam xyuas koj kev mob nkeeg (medical review), kev kawm kom paub thiab ua hauj lwm kom zoo tshaj qub ntxiv, kev tuaj tshawb

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xyuas tej kev kho mob rau koj (audit services), cov kev nrhiav pom txoj kev dag thiab nyiag ua txhaum cai, kev tswj hwm, los yog lwm yam hauj lwm khiav ntaub ntawv.

**Kev Sib Pauv Ntaub Ntawv Kho Mob (Health Information Exchange)** – Tej zaum peb yuav qhia koj cov ntaub ntawv kho mob uas txwv tsis pub lwm tus paub muaj nyob hauv tshuab fais fab raws li txoj kev sib pauv ntaub ntawv kho mob rau lwm cov kws kho mob, cov pab them nqi kho mob, thiab cov chaw lis ntaub ntawv kho mob uas thov tuaj es xav tau koj cov ntaub ntawv. Txoj kev koom rau hauv kev sib pauv ntaub ntawv kuj cia rau peb saib tau lawv cov ntaub ntawv kho mob hais txog koj thiab.

**Lwm yam uas yuav muab koj tej ntaub ntawv kho mob siv los yog qhia rau uas tsis tas tau ntawv tso cai muaj li hauv qab no:**

**Kev Mob Nkeeg (Public Health)** – Koj cov ntaub ntawv kho mob tej zaum kuj yuav muab qhia rau cov neeg khiav hauj lwm fab kev mob nkeeg los yog lwm qhov chaw khiav hauj lwm hauv tsoom fwm raws li txoj cai los pab ceev thiab tiv thaiv kab mob, kev raug mob, kev mob xiam oob qhab, kev mob sib kis thoob qhov txhia chaw, kev tsim txom me nyuam thiab sib ceg sib ntaus hauv tsev. Cov neeg khiav hauj lwm kuj muaj xws li tsoom fwm hauv zej zos, hauv xeev, los sishauv teb chaws cov chaw ua hauj lwm. Piv txwv, koj cov ntaub ntawv kho mob yuav muab qhia tawm yog koj kis tau ib tus kab mob los yog tej zaum koj yuav muaj feem kis tau ib tus kab mob sai los yog koj tus mob yuav kis tau mus rau lwm tus.

**Cov Hauj Lwm Saib Xyuas Txog Kev Kho Mob (Health Oversight Activities)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab qhia rau lwm qhov chaw ua hauj lwm ntawm tsoom fwm los mus saib xyuas txog txoj kev kho mob. Cov piv txwv rau qhov no kuj muaj xws li kev mus xyuas los yog muab ntaub ntawv pov thawj rau tej chaw muab kev kho mob, kev mus tshawb tej ntaub ntawv, los sis lwm yamhais txog txoj kev kho mob nkeeg (health care system).

**Cov Xyuas Neeg Tuag, Cov Neeg Soj Ntsuam Mob, los yog Cov Thawj Tswj Tsev Pam Tuag (Coroners, Medical Examiners, or Funeral Directors)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab qhia rau cov xyuas neeg tuag, cov neeg soj ntsuam mob, los yog cov thawj tswj tsev pam tuag kom lawv ua tau lawv tes dej num raws li txoj cai. Piv txwv, qhov no yog ib tso tseem ceeb kom paub tias tus neeg tuag ntawd yog leej twg.

**Rau Qhov Pub Khoom Nruab Nrog Cev Rau Lwm Tus (For Organ Donations)** – Yog tias koj yog ib tug neeg muab khoom nruab nrog cev pub dawb, koj cov ntaub ntawv kho mob yuav muab qhia rau lub koom haum uas nrhiav los yog muab qhov khoom nruab nrog cev rau lwm tus lub cev los yog qhov kev muab pub dawb.

**Nyiaj Raug Mob Tom Hauj Lwm (Workers' Compensation)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab qhia tawm raws li nyiaj raug mob tom hauj lwm cov cai los yog lwm cov cai uas zoo ib yam.

**Kev Tshaj Tawm Ua Lag Luam (Marketing)** – Tej zaum peb yuav hais rau koj kom tso cai ntsig txog cov kev kho mob thiab cov kev pab uas tej zaum koj yuav muaj lub siab nyiam xav tau. Yog tias peb tau txais nyiaj ntxiv rov qab los ntawm ib pab pawg thib peb uas yog qhia rau koj paub txog lwm cov khoom thiab kev pab (tshwj cov lus hais kom nco ntim tshuaj dua los yog muaj cov tshuaj generic), peb yuav ua kom tau lus tso cai ntawm koj los mus qhia cov ntaub ntawv rau pab pawg thib peb no.

**Kev Ruaj Ntseg Rau Sawv Daws (Public Safety)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab qhia tawm los tiv thaiv los yog txo ib qho kev ua phem tso hem thawj uas yuav ua teeb meem loj rau kev kaj huv los yog kev ruaj ntseg ntawm koj tus kheej, lwm tus, los yog sawv daws tib si.

**Kev Khiav Hauj Lwm Ntawm Tsoom Fwm (Specialized Government Functions)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab qhia rau kev khiav hauj lwm ntawm tsoom fwm. Piv txwv, koj cov ntaub ntawv kho mob yuav muab qhia rau cov neeg muaj cai hauv tsoom tub rog yog tias tam sim no los yog yav tas lo koj tau ua hauj lwm rau teb chaws Mis Kas fab tub rog.

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**Tub Ceev Xwm (Law Enforcement)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab qhia tawm raws li txoj cai los yog kev ua hauj lwm fab tub ceev xwm txoj cai. Ib qho piv txwv, koj cov ntaub ntawv kho mob tej zaum yuav muab siv los mus qhia kom paub los yog nrhiav ib tug neeg uas tau ploj lawm.

**Tsev Txiaiv Txim Plaub Ntug los yog Lwm Qhov Taug Kev Ncaj Ncees (Court or Other Hearings)** – Koj cov ntaub ntawv kho mob tej zaum yuav muab qhia tawm kom tau raws li ib daim ntawv ntawm tsev txiaiv txim plaub ntug tau hais kom ua (court order).

**Txoj Cai Kom Muab (Required by Law)** – Ntxiv rau cov hauj lwm tau hais los saum no uas tej zaum yuav tau qhia koj cov ntaub ntawv kho mob rau lawv, ForwardHealth kuj yuav muab koj cov ntaub ntawv qhia tawm thaum txoj cai hais kom muab. Piv txwv li muab rau tub ceev xwm los yog cov tswj kev ruaj ntseg ntawm lub teb chaws, muab raws li tsev txiaiv txim plaub ntug kom muab, muab rau tsoom fwv cov chaw khiav hauj lwm uas tuaj xyuas peb cov hauj lwm, muab rau kev tiv thaiv kab mob uas yuav ua rau muaj kev piam sij rau kev noj qab haus huv los yog kev nyab xeeb, los yog thaum muaj lwm yam xwm txheej ceev ti tes ti taw.

**Qhia Tawm rau Cov Kev Npaj Pab Them Nqi Kho Mob (Disclosures to Plan Sponsors)** – Tej zaum peb yuav qhia cov ntaub ntawv kho mob tawm rau tus pab koj them nqi kho mob rau tej kev khiav hauj lwm muab kev pab them nqi kho mob. Yog koj muaj ib qho kev npaj pab them nqi kho mob pab pawg, koj tus tswv hauj lwm yog tus pab them nqi kho mob.

**Kev Tshawb Nrhiav (Research)** – Hauv qeev yam hauj lwm, thiab tsuas yog tom qab ib tug txheej txheem tso cai pom zoo nkaus xwb, uas tej zaum peb yuav qhia koj cov ntaub ntawv kho mob rau txoj kev tshawb nrhiav.

**Ua Raws Xeev Txoj Cai Lij Choj Uas Nruj Dua (Applicability of More Stringent State Law)** – Ib txhia ntawm cov kev siv thiab kev qhia tawm uas muab piav rau hauv tsab ntawv ceeb toom no yuav muaj kev txwv raws li lub xeev cov cai lij choj uas nruj dua tsoom fwv teb chaws cov cai lij choj, xws li cov kev qhia tawm ntsig txog kev mob puas hlwb thiab kev quav yeeb tshuaj, kev loj hlob muaj teeb meem, kev quav dej caw thiab lwm yam yeeb tshuaj (AODA), thiab kev kuaj mob HIV.

## **COV CAI KOJ MUAJ RAU QHOV TSIS PUB MUAB KOJ TEJ NTAUB NTAWV KHO MOB QHIA TAWM (Your Medical Information Privacy Rights)**

Koj muaj cai:

**Saib los yog Luam Koj Cov Ntaub Ntawv Kho Mob (See or Copy Your Medical Information)** – Yog xav saib los yog kom tau txais ib daim qauv hauv hluav taws xob los yog ib daim muab luam ua ntawv ntawm koj daim ntawv thov kev pab, ntawv them nqi kho mob, los yog lwm cov ntaub ntawv siv los txiaiv txim txog koj cov kev pab, koj yuav tsum xa ib daim ntawv thov mus rau qhov chaw nyob ntawm nqe lus “Siv Koj Cov Cai” hauv tsab ntawv ceeb toom no. ForwardHealth yuav tsis muab cov ntaub ntawv uas npaj rau kev sib hais ua plaub ntug. Tej zaum koj yuav tau them me ntsis nyiaj rau cov kev siv ntsig txog qhov koj thov kom luam koj cov ntaub ntawv no rau koj.

**Kho Koj Cov Ntaub Ntawv Uas Koj Ntseeg Tias Sau Tsis Yog los yog Muaj Tsis Tas (Correct Information You Believe to be Incorrect or Incomplete)** – Yog xav nug kom kho koj cov ntaub ntawv thov kev pab, ntawv them nqi kho mob, los yog lwm cov ntaub ntawv uas siv los txiaiv txim txog koj cov kev pab, koj yuav tsum xa ib daim ntawv thov mus rau qhov chaw nyob uas muab teev rau ntawm nqe lus “Siv Koj Cov Cai” hauv tsab ntawv ceeb toom no. Yuav muab koj daim ntawv thov los ntsuam xyuas. Yog qhov koj kom pauv ntawd raug tsis kam lees muab pauv, yuav ua ntawv tuaj qhia rau koj tias yog vim li cas thiaj tsis kam lees thiab seb koj yuav ua li cas yog tias koj tsis pom zoo.

**Thov Ib Daim Ntawv Teev Cov Neeg Uas Tau Koj Cov Ntaub Ntawv Kho Mob thiab Yog Vim Li Cas (Request a List of Who Was Given Your Information and Why)** – Daim ntawv teev npe ntawm cov neeg no yuav tsis muaj cov siv them koj cov nqi kho mob, peb cov kev khiav hauj lwm kho mob, los yog lwm cov uas

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twb xub muab rau hauv ib daim ntawv teev npe yav tas los lawm, kev ruaj ntseg hauv teb chaws, tub ceev xwm/tsev loj kuj, los yog ib txhia hauj lwm saib xyuas kev kho mob. Daim ntawv teev npe yuav tsis rov qab mus ntev tshaj sij hawm rau (6) lub xyoos los lawm. Ib xyoos twg ForwardHealth yuav ua ib daim ntawv teev npe pub dawb. Tej zaum yuav tau them me ntsis nyiaj yog xav tau ntau tshaj ib daim. Xav tau ib daim ntawv teev npe li hais los no, xa ib daim ntawv thov mus rau qhov chaw nyob ntawm nqe lus “Siv Koj Cov Cai” hauv tsab ntawv ceeb toom no.

**Thov Kom Muaj Kev Txwv rau Kev Siv los sis Qhia Koj Cov Ntaub Ntawm Kho Mob rau Kev Kho Mob, Them Nqi Kho Mob, los yog Kev Khiav Hauj Lwm Rau Kev Kho Mob (Request Restrictions on Using or Sharing Your Medical Information for Treatment, Payment, or Health Care Operations)** – Koj muaj cai thov kom muaj kev txwv qhov uas muab koj cov ntaub ntawv kho mob tso tawm. ForwardHealth tsis tas yuav tsum tau ua raws li qhov koj thov kom txwv no. Tom qab xa daim ntawv thov mus rau qhov chaw nyob uas teev rau nram qab no lawm, yuav muab koj daim ntawv thov los xyuas. Peb mam li qhia rau koj paub seb peb ua puas tau li qhov koj thov kom txwv.

**Thov Kom Muaj Ib Txoj Kev los yog Ib Qhov Chaw Uas Yuav Pab Ceev Koj Cov Ntaub Ntawv Kom Lwm Tus Tsis Paub Thaum Qhia Tuaj Rau Koj Txog Koj Kev Mob Nkeeg (Request That You be Informed About Your Health in a Way or at a Location That Will Help Keep Your Information Private)** Koj muaj cai thov seb ForwardHealth yuav cuag tau koj li cas hais txog koj tej ntaub ntawv kho mob thiab nyob rau qhov twg. Tom qab xa ib daim ntawv thov mus rau qhov chaw nyob ntawm nqe lus “Siv Koj Cov Cai” hauv tsab ntawv ceeb toom no lawm, yuav muab koj daim ntawv thov los xyuas, es ForwardHealth mam li qhia rau koj seb ua puas tau li ntawd.

**Txais Ib Daim Qauv Ntawm Tsab Ntawv Ceeb Toom No (Receive a Copy of This Notice)** – Yog koj tau txais tsab ntawv ceeb toom no ntawm DHS qhov chaw internet los yog hauv e-mail tuaj, koj muaj cai nug thiab thov kom tau ib daim qauv (paper copy) ntawm tsab ntawv ceeb toom no uas yog hu rau Member Services ntawm tus xov tooj 1-800-362-3002.

**Txoj Cai Tau Txais Ntawv Ceeb Toom thaum Muaj Ib Qho Yuam Cai (Right to be Notified of a Breach)** – Txoj cai lij choj kom peb yuav tsum tau ceev koj cov ntaub ntawv tsis pub lwm tus paub, qhia rau koj paub txog nws cov luag dej num raws cai thiab tej kev coj ua hais txog koj tej ntaub ntawv, thiab qhia rau koj paub tom qab muaj ib qho yuam cai ntawm tej ntaub ntawv kho mob uas muaj cia tsis zoo es muaj lwm tus paub.

#### **SIV KOJ COV CAI (To Use Your Rights)**

Yuav siv koj cov cai no nqe twg los yog xav tau ib daim qauv ntawm daim ntawv thov mus saib, luam, kho, muab kev txwv, los yog lwm yam ntawm koj cov ntaub ntawv kho mob, hu rau Member Services ntawm tus xov tooj 1-800-362-3002. Xa koj daim ntawv thov (form) mus rau DHCAA Privacy Officer, Member Services, P.O. Box 6678, Madison, WI 53716-0678.

#### **KEV PAUV NTAWM TSAB NTAWV CEEB TOOM NO (Changes to This Notice)**

Tsab ntawv ceeb toom no yuav muab pauv thiab kho ntxiv thaum twg los tau. Cov kev pauv yuav raug tag nrho koj cov ntaub ntawv kho mob, uas muaj txhua yam nyob rau hauv. Yuav xa ib tsab ntawv tuaj qhia rau koj thaum pauv cov ntaub ntawv no tias yuav mus muab tau ib tsab ntawv ceeb toom tshiab li cas. ForwardHealth tseem yuav muab tsab ntawv ceeb toom tshiab tso ib daim rau ntawm Member page hauv internet ntawm <http://www.dhs.wisconsin.gov/medicaid/privacynotice.htm>. ForwardHealth yuav ua raws nram li cov nqe lus tam sim no nyob hauv tsab ntawv ceeb toom no kom txog rau thaum muaj ib qho pauv.

#### **XAV PAUB NTXIV (For More Information)**

Yog koj muaj lus nug txog tsab ntawv ceeb toom no qhov twg los yog xav paub ntxiv txog peb cov cai siv rau qhov tsis pub lwm tus paub txog koj tej ntaub ntawv kho mob, thov sau ntawv rau DHCAA Privacy Officer,

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Member Services, P.O. Box 6678, Madison, WI 53716-0678, los yog hu tus xov tooj (Member Services) ntawm 1-800-362-3002.

**KEV TSIS TXAUS SIAB (Complaints)**

Yog koj ntseeg tias peb tau yuam koj cov cai uas tsis pub lwm tus paub txog koj no lawm, koj yuav ua ntawv tsis txaus siab mus sib hais tau. Koj yuav tsis poob cov kev pab uas koj tau txais los yog qhov koj muaj feem tsim nyog tau txais kev pab los yog raug ua pauj txiaj ntsim (retaliated against) vim koj tau ua ntawv tsis txaus siab. Thov xa daim ntawv tsis txaus siab txog tsab ntawv ceeb toom no, txog qhov uas ForwardHealth tuav koj tej ntaub ntawv kho mob, los yog koj ntseeg tias koj cov cai raug yuam lawm mus rau DHCAA Privacy Officer, Member Services, P.O. Box 6678, Madison, WI 53716-0678.

Koj kuj tseem ua tau ib daim ntawv tsis txaus siab ncaj nraim mus rau tus Secretary of the U.S. Department of Health and Human Services uas yog muab xa mus rau tus Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201. Yog xav paub ntxiv, hu rau 1-800-368-1019 los yog TDD 1-800-537-7697 los yog mus saib <http://www.hhs.gov/hipaa/filing-a-complaint/index.html>.

**COV KEV PAUV RAU TSAB NTAWV CEEB TOOM NO THIAB KEV MUAB FAIB RAU SAWV DAWS (Changes to This Notice and Distribution)**

Peb yuav muab ib daim qauv ntawm peb tsab ntawv ceeb toom thaum koj muaj npe tau txais kev pab lawm thiab yuav hais kom koj nco qab tsawg kawg peb xyoo ib zaug seb yuav mus muab tau ib daim qauv ntawm peb tsab ntawv ceeb toom thiab yuav ua li cas thiaj tau ib daim yog tias koj xav tau txais ib daim. Peb kuj yuav muab Tsab Ntawv Ceeb Toom Txog Kev Ceev Tsis Pub Lwm Tus Paub Txog Koj tsis ntev dhau los no tso rau hauv peb lub website, uas yuav piav qhia txog qhov yuav muab koj cov ntaub ntawv kho mob siv thiab qhia tawm li cas thiab cov cai koj muaj hais txog koj cov ntaub ntawv kho mob. Yog tias peb Tsab Ntawv ceeb toom muaj pauv, peb yuav muab cov kev pauv tso rau hauv lub website rau koj xyuas. Ntxiv mus, tom qab hnuv pauv cov ntaub ntawv, peb yuav muab lus piav txog cov kev pauv uas muaj tshwm sim thiab qhia seb yuav ua li cas thiaj muab tau ib daim qauv ntawm tsab ntawv ceeb toom muab kho tshiab thaum peb xa ntawv zaum tom ntej rau tag nrho cov tau txais kev pab tiv thaiv txhua xyoo.

**Yog koj tsis muaj lus nug dab tsi txog tsab ntawv ceeb toom no, koj tsis tas ua dab tsi. Nco ntsoov tias tsab ntawv ceeb toom no yuav tsis muaj dab tsi cuam tshuam rau koj cov kev pab kho mob.**

Hnub Pib Siv Tsab Ntawv Ceeb Toom No: Lub Cuaj Hli (September) tim 23, 2013



State of Wisconsin  
Department of Health Services  
Division of Health Care Access and Accountability  
P-13040H (11/2016)