



KOJ COV NTAUB  
NTAWV.  
KOJ COV CAI.  
PEB COV DEJ NUM.

**Tsab Ntawv Qhia Txog Cov Kev Ceev  
Ntiag Tug**

rau cov koom haum uas yog ib feem  
ntawm HealthPartners.

Tsab ntawv qhia no piav txog seb cov ntaub ntawv kho  
mob txog koj yuav siv thiab qhia tawm tau li cas thiab  
seb koj yuav tau cov ntaub ntawv no li cas.

Thov ua tib zoo soj ntsuam.

**Pib Siv Tau Lub Kaum Ib Hlis Ntuj Tim 17, 2018**

## SUA LUS

Peb lub hom phiaj yog los txhim kho txoj kev noj qab nyob zoo thiab kev kaj huv ntawm cev hauv kev sib koom nrog peb cov tswv cuab, cov neeg mob thiab lub zej zos. Peb xav kom koj xav tias muaj kev txhawb nqa thiab qhia kom paub hais txog txoj kev kho koj thiab cov kev pab them nqi. Qhov no suav cov kev tshab txhais txog seb peb siv thiab tswj xyuas koj cov ntaub ntawv, thiab koj cov cai thiab cov kev xaiv hais txog cov ntaub ntawv ntawd li cas.

Kev ceev ntiag tug yog ib yam uas nyuaj. Peb paub tias tej zaum nws yuav rov heev, tshwj xeeb thaum hais txog xeev thiab tsoom fww teb chaws cov cai. Peb hwm txoj kev koj tso siab rau peb uas koj xaiv peb los kho koj, tu xyuas koj, thiab them koj cov nqi. Peb vam tias qhov kev sua lus txog koj cov cai thiab cov kev xaiv, thiab peb cov dej num txog qhov seb peb siv thiab qhia tawm koj cov ntaub ntawv li cas, yuav pab kom koj nkag siab txog seb peb ua raws li txoj cai thiab hwm koj txoj kev ntseeg siab li cas.

## KOJ COV NTAUB NTAWV

Hauv tsab ntawv qhia no, thaum peb siv “koj cov ntaub ntawv” peb hais txog cov ntaub ntawv uas qhia tau tias koj yog leej twg, tam li yog tus tswv cuab hauv txoj kev pab them nqi kho mob tam sim no los sis yav dhau los, thiab hais txog koj txoj kev noj qab haus huv los sis koj tus mob, koj cov kev pab kho mob, kev them nqi, los sis kev pab them nqi rau cov kev pab ntawd. Nws suav rau hauv cov lus qhia txog cov nqi thiab cov kev pab them nqi kho mob, thiab cov lus qhia txog txoj kev noj qab haus huv, xws li seb mob dab tsi thiab cov kev pab uas koj tau txais tib si. Nws muaj cov lus qhia xws li koj lub npe, qhov chaw nyob, tus xov tooj thiab hnuv yug.

**Thaum hais txog koj cov ntaub ntawv thiab kev ceev ntiag tug, koj muaj cov cai tseem ceeb hauv xeev thiab tsoom fww teb chaws txoj cai.** Seem no tshab txhais txog cov cai ntawd. Nug peb txog cov ntawd thiab peb mam li tshab txhais tus txheej txheem, nrog rau seb koj puas yuav tau sau koj qhov kev thov rau hauv ntawv.

### **Koj muaj cai:**

#### **Tau koj cov ntaub ntawv uas xa raws hluav taws xob (electronic) los sis tau ib daim ua qauv**

- Koj thov saib tau koj cov ntaub ntawv los sis kom tau ib daim uas xa raws hluav taws xob tuaj rau koj los sis tau ib daim ua qauv.
- Peb yuav muab ib daim qauv ntawm koj cov ntaub ntawv rau koj los sis sua lus txog koj cov ntaub ntawv rau koj kom sai li sai tau.
- Yog tias muaj ib co ntaub ntawv uas peb qhia tsis tau tawm los sis yog tias peb tsis muaj kev yuav muab tau pes tsawg, peb yuav pab kom koj nkag siab tias yog vim li cas.

#### **Hais kom peb kho koj cov ntaub ntawv**

- Koj hais tau kom peb kho koj cov ntaub ntawv yog tias koj qhia rau peb tias yog vim li cas koj ho xav tias nws ho tsis yog lawm los sis tsis tiav.
- Tej zaum peb yuav “tsis kam” ua li qhov koj thov, tiam sis peb yuav sau ntawv tuaj qhia rau koj paub sai li sai tau tias yog vim li cas. Thaum zoo li ntawd, koj hais tau kom peb ceev ib daim qauv ntawm koj tsab ntawv tsis pom zoo (ib tsab ntawv uas koj sau tuaj) tso nrog koj cov ntaub ntawv.

#### **Hais kom peb txwv qhov peb siv los sis qhia tawm rau lwm tus**

- Koj hais tau kom peb tsis txhob siv los sis qhia tawm koj cov ntaub ntawv rau lwm tus. Peb yuav saib koj txoj kev thov yam rau nqi, tiam sis tej zaum peb yuav “tsis kam” yog tias nws yuav muaj feem cuam tshuam

rau peb lub peev xwm los muab kev saib xyuas los sis kev pab koj, los sis yog tias peb hloov tsis tau cov ntawd hauv peb cov tshuab khiav dej num (system).

- Yog tias koj them tus nqi tag nrho ntawm koj tus kheej rau ib qho kev pab los sis ib qho khoom, koj hais tau kom peb tsis txhob qhia txog qhov kev pab los sis qhov khoom ntawd rau koj daim ntawv them nqi kho mob thaum koj tuaj txheeb npe. Peb yuav saib koj txoj kev thov muaj nqis, tshwj tsis yog tias txoj cai kom peb yuav tsum tau qhia txog qhov ntawd rau koj daim ntawv them nqi kho mob.

### **Thov kom muaj cov kev sib txuas lus uas tsis pub lwm tus paub**

- Koj thov tau kom peb siv ib txoj kev los ntxig nug tau rau koj (piv txwv li, tus xov tooj hauv tsev los sis tom chaw ua hauj lwm) los sis xa ntawv mus rau lwm qhov chaw nyob. Peb yuav ua li qhov peb ua tau los pab kom tau koj.

### **Tau ib daim ntawv uas teev cov neeg uas tau koj cov ntaub ntawv**

- Koj yuav thov tau kom muab ib daim ntawv uas teev (ib "daim ntawv teev") cov sij hawm uas peb tau qhia tawm koj cov ntaub ntawv rau cov koom haum sab nraud los sis cov neeg sab nraud, peb qhia tawm rau leej twg, thiab yog vim li cas.
- Peb yuav muab tag nrho cov sij hawm uas peb tau qhia koj cov ntaub ntawv tawm, tshwj tsis yog thaum nws yog hais txog txoj kev kho koj, them nqi rau txoj kev kho koj los sis kev khiav dej num hauv kev kho mob, thiab lwm cov sij hawm thaum peb tau qhia tawm koj cov ntaub ntawv (xws li yog tias koj thov kom peb qhia tawm thiab cov kev qhia tawm uas peb twb tau qhia rau koj txog lawm).

### **Tau txais tsab ntawv qhia no ua qauv**

- Koj thov tau kom muab ib daim qauv ntawm tsab ntawv qhia no rau koj tau txhua lub sij hawm. Peb yuav muab rau koj tam sim ntawd.

- Tsab ntawv qhia no muaj nyob rau ntawm healthpartners.com thiab parknicollet.com thiab lo rau hauv tag nrho peb cov chaw kho mob.

## **Teev ib daim ntawv tsis txaus siab yog tias koj xav tias tau hla koj cov cai hais txog kev ceev ntiag tug lawm**

- Koj hais tau koj qhov kev tsis txaus siab ncaj qha rau peb yog tias koj xav tias peb tau hla koj cov cai hais txog kev ceev ntiag tug lawm uas nug tau rau peb uas siv cov lus qhia nyob rau nplooj kawg hauv tsab ntawv qhia no.
- Koj tseem teev ib daim ntawv tsis txaus siab nrog rau U.S. Department of Health and Human Services Office for Civil Rights. Nrhiav cov lus qhia txog seb yuav nug tau rau lawv li cas ntawm [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- Peb yuav tsis ua dab tsi pauj koj rau qhov uas koj hais txog qho kev tsis txaus siab.

## **KOJ COV KEV XAIV**

### **Hauv qee lub sij hawm, koj muaj kev xaiv ntxiv txog seb peb siv thiab qhia tawm koj cov ntaub ntawv li cas.**

Yog tias koj muaj ib qho kev xaiv thaum muaj li cov uas tau piav qhia hauv qab no, qhia rau peb paub. Qhia rau peb seb koj xav kom peb ua dab tsi, thiab peb yuav ua raws li koj cov lus qhia ua thaum ua raws li txoj cai.

### **Koj qhia tau rau peb kom peb tsis txhob:**

- Qhia koj cov ntaub ntawv rau koj tsev neeg, cov phooj ywg ze, los sis lwm tus neeg uas muaj feem rau hauv txoj kev tu xyuas koj los sis them nqi rau txoj kev kho koj.
- Muab koj tso rau hauv peb phau ntawv teev cov neeg mob npe thaum koj tuaj pw rau hauv peb ib lub tsev kho mob.
- Nug tau koj hais txog kev nrhiav nyiaj los txhawb nqa peb lub hom phiaj.
- Qhia koj cov ntaub ntawv nrog rau lwm cov neeg rau kev tshawb fawb txog kev kho mob. (Peb yuav siv tau koj cov ntaub ntawv rau peb txoj kev tshawb fawb tsuav yog tias peb ua raws li txoj cai.)

## **Peb yuav tsum tau koj daim ntawv sau tso cai ua ntej peb:**

- Siv los sis qhia tawm koj cov ntaub ntawv coj mus tshaj tawm txog lwm lub koom haum cov khoom los sis cov kev pab
- Siv los sis qhia tawm koj cov ntaub ntawv coj mus tshaj tawm txog peb cov khoom los sis cov kev pab, yog tias lwm lub koom haum ua tus them peb kom peb ua los sis yog tias cov khoom los sis cov kev pab nws tsis muaj feem rau kev kho mob.
- Muag los sis xauj koj cov ntaub ntawv rau lwm lub koom haum.

## **PEB COV DEJ NUM**

Peb tiv thaiv koj cov ntaub ntawv vim koj txoj kev ceev ntiag tug nws tseem ceeb rau peb, thiab vim hais tias nws yog txoj cai.

- Peb yuav tsum tau ua raws li cov dej num thiab cov kev ceev ntiag tug uas tau piav qhia nyob hauv tsab ntawv qhia no.
- Peb yuav tsum tau muab tsab ntawv qhia no rau koj hauv peb cov chaw kho cov neeg mob thiab saum huab cua ntawm [healthpartners.com](http://healthpartners.com) thiab [parknicollet.com](http://parknicollet.com).
- Peb yuav hloov tau tsab ntawv qhia no, thiab cov kev hloov yuav siv rau tag nrho cov ntaub ntawv uas peb tau txog koj. Yog tias peb hloov ib qho loj, peb yuav muab tsab ntawv qhia tshiab tso rau ntawm cov chaw kho cov neeg mob thiab saum huab cua.
- Peb yuav qhia rau koj paub sai yog tias muaj kev ua txhaum (tsis tau tso cai siv los sis qhia tawm) uas tau tshwm sim uas tej zaum yuav muaj feem ua rau kev ceev cov lus qhia txog koj ntiag tug ntawd muaj kev puas tsuaj.
- Peb yuav tsis siv los sis qhia tawm koj cov ntaub ntawv tshwj tsis yog tias tau hais tseg hauv tsab ntawv qhia no, tshwj tsis yog tias koj sau ntawv qhia rau peb. Koj hloov siab tau txhua lub sij hawm. Sau ntawv tuaj qhia rau peb yog tias koj hloov siab.

- Thaum txoj cai kom peb yuav tsum tau koj kev tso cai hauv ntawv ua ntej peb siv los sis qhia tawm koj cov ntaub ntawv, peb yuav ua raws li ntawd.
- Peb yuav hais kom koj tso cai rau qhov no thaum koj xub los ua ib tug neeg mob thiab qee zaus tom qab ntawd. Qhov no cia peb npaj txoj kev kho koj kom zoo zog, them rau txoj kev kho koj, thiab peb cov kev khiav dej num raws li piav qhia hauv qab no. Yog tias koj tsis kam tso cai rau peb, ces peb yuav xa tsis tau cov nqi mus rau koj qhov chaw them nqi kho mob rau cov kev pab koj thiab tej zaum yuav tau xa daim ntawv tuaj rau koj. Tej zaum peb yuav tswj xyuas tsis tau txoj kev kho koj thiab.

## **Feem ntau peb siv thiab qhia tawm koj cov ntaub ntawv li cas?**

Feem ntau peb siv thiab qhia tawm koj cov ntaub ntawv raws li nram qab no:

### **Los kho koj (kho mob)**

Peb siv thiab qhia tawm koj cov ntaub ntawv rau txoj kev kho koj, thiab los tsim ib txoj kev saib xyuas uas ruaj ntseg thiab zoo rau koj. Qhov no muaj xws li sib qhia hauv kev npaj txoj kev kho mob, xws li cov kws kho mob nrog rau cov neeg ua hauj lwm hauv tsev kho mob uas ua hauj lwm ua ke los kho koj.

Muaj ob peb txoj hauv kev los sib qhia txog koj cov ntsiab lus kho mob nkeeg; xam tas nrho tus xov tooj, tus fax, cov ntaub ntawv khaws tseg thiab cov kev sib txuas lus muab zwm tseg rau hauv fais fab nrog rau lwm cov chaw kho mob.

***Piv txwv:** Ua koj tus thawj kws kho mob, peb qhia rau tus kws kho mob tshwj xeeb uas kho koj seb koj noj cov tshuaj dab tsi, kom thiaj li zam tau cov kev sib txuam ntawm cov tshuaj.*

***Piv txwv:** Peb hais kom koj nco qab txog lub sij hawm uas koj tau teem tseg nrog peb yuav los tom ntej no.*

***Piv txwv:** Tej zaum peb siv kev sib txuas lus los qhia koj cov ntaub ntawv kho mob muab zwm tseg rau hauv fais fab nrog rau koj tub kws kho mob sab nraud.*

Thov nco ntsoov tias peb tsis tas tau kev tso cai los ntawm koj los qhia koj cov ntaub ntawv thaum muaj ib qho xwm ceev yog tias koj tso cai tsis tau rau peb vim koj tus mob. Ntxiv thiab, cov koom haum uas muaj nyob hauv tsab ntawv qhia no tsis tas yuav tau koj kev tso cai los sib qhia koj cov ntaub ntawv, tsuav yog tias nws yog rau tej yam uas tso cai ua.

### **Los xa nqi rau cov kev pab koj (them nqi)**

Peb siv thiab qhia tawm tau koj cov ntaub ntawv los them cov chaw muab kev pab thiab lwm cov neeg rau txoj kev kho mob uas koj tau txais.

*Piv txwv:* Peb xa cov lus qhia txog qhov kev pab uas peb tau muab rau koj mus rau koj qhov chaw pab them nqi kho mob kom lawv thiaj li them peb rau cov kev pab ntawd.

*Piv txwv:* Peb yuav hu tau rau koj qhov chaw pab them nqi kho mob es xyuas seb puas muaj kev pab them nqi rau ib qho kev pab twg ua ntej peb yuav muab qhov kev pab ntawd.

### **Los khiav peb lub koom haum (cov dej num hauv kev kho mob)**

Peb siv thiab qhia tawm koj cov ntaub ntawv los txhim kho txoj kev kho koj thiab txoj kev uas koj tau ntsib los, thiab los tswj peb cov kev khiav dej num.

*Piv txwv:* Peb siv koj cov ntaub ntawv tsawg tsawg los pab rau kev tso cai thiab kev tso cai los ntawm nom tswv, thiab kev soj ntsuam seb puas muab kev pab zoo.

*Piv txwv:* Peb qhia tawm koj cov ntaub ntawv tsawg tsawg nrog cov neeg ua lag luam— pab neeg peb tau koom tes nrog los muab cov kev pab sawv cev peb tiam sis tsis yog cov neeg ua hauj lwm rau peb los sis cov peb koom nrog. Txoj cai kom cov neeg koom tes no yuav tsum tau tiv thaiv koj cov ntaub ntawv tib yam nkaus li peb thiab.

### **Peb siv los sis qhia tawm koj cov ntaub ntawv li cas thiab?**

Peb yuav qhia tawm tau los sis yuav tsum qhia tawm tau koj cov ntaub ntawv uas muaj feem rau pej xeem txoj kev



noj qab haus huv thiab kev cai lij choj. Peb yuav tsum tau muaj raws li txoj cai ua ntej pib thiab li qhia tawm tau koj cov ntaub ntawv rau cov kev ua no.

### **Ua raws li txoj cai**

- Peb siv los sis qhia tawm koj cov ntaub ntawv yog tias xeev los sis tsoom fwm teb chaws kom yuav tsum tau ua.

### **Kev pab rau cov teeb meem hais txog pej xeem txoj kev noj qab haus huv ntawm cev thiab kev ruaj ntseg**

Peb qhia tawm koj cov ntaub ntawv nrog rau cov neeg ua hauj lwm hauv pej xeem txoj kev noj qab haus huv los sis lwm cov koom haum uas tau kev tso cai hauv qee yam xws li:

- Tiv thaiv kab mob
- Pab txog kev tshaj kom xa cov khoom tsis zoo rov qab
- Qhia txog kev fab tshuaj
- Qhia txog kev tsim txom, kev tsis saib xyuas, kev sib ntaus hauv tsev neeg los sis kev ua phem hauv pib cov chaw kho mob
- Tiv thaiv los sis txo cov kev hawv uas txaus ntshai rau ib tug neeg txoj kev noj qab haus huv los sis kev ruaj ntseg
- Pab saib xyuas txoj kev khiav dej num kho mob, xws li kev tshawb xyuas seb puas ua raug cai los sis cov kev tshawb nrhiav
- Ua raws li cov dej num tshwj xeeb hauv nom tsw xws li tub rog, kev tiv thaiv teb chaws, cov kev pab tiv thaiv tus thawj coj hauv teb chaws thiab cov kev qhia tawm rau cov chaw kaw cov neeg nyob txim

### **Teb rau cov kev thov txog kev muab cov khoom hauv nruab nrog cev thiab nqaij mos pub dawb**

- Peb siv thiab qhia tawm koj cov ntaub ntawv los pab txog kev muab cov khoom hauv nruab nrog cev los sis nqaij mos pub dawb.

## Ua hauj lwm nrog tus neeg soj ntsuam seb ua cas ho tuag los sis tus thawj coj hauv tsev txias

- Peb qhia koj cov ntaub ntawv rau tus neeg soj ntsuam ib tug neeg tuag seb vim li cas ho tuag (coroner), nom tswv tus neeg soj ntsuam seb ua cas ho tuag, los sis tus thawj coj hauv tsev txias.

## Xyuas txog kev them nyiaj rau kev raug mob tom hauj lwm

- Peb siv thiab qhia tawm koj cov ntaub ntawv rau kev them nyiaj rau kev raug mob tom hauj lwm.

## Teb rau cov kev sib foob thiab kev hais plaub ntug

- Peb siv thiab qhia tawm tau koj cov ntaub ntawv rau cov kev hais plaub ntug, los sis teb rau tsev hais plaub los sis kev txib mus hais plaub, los sis lwm yam raws cai.
- Peb qhia tawm tau koj cov ntaub ntawv nrog cov tub ceev xwm uas tau kev tso cai.

## Nrog koj qhov kev sau ntawv tso cai

- Yog tias peb xav siv los sis qhia tawm koj cov ntaub ntawv uas tsis muaj nyob hauv tsab ntawv qhia no, peb yuav tsum tau koj daim ntawv sau tso cai ua ntej.

## **RAU COV LUS QHIA, LUS NUG LOS SIS COV KEV TSIS TXAUS SIAB**

Thov nrog peb tham ntawm qhov chaw kho koj yog tias koj muaj lus nug txog tsab ntawv qhia no. Koj tseem hu tau tuaj rau peb:

- HealthPartners Integrity thiab Compliance Tus Xov Tooj Muab Xov ntawm 1-866-444-3493 los sis Park Nicollet Tus Xov Tooj Muab Xov ntawm 1-855-246-PNHS (7647)

## **Koj puas yog ib tug tswv cuab hauv HealthPartners txoj kev pab them nqi kho mob thiab?**

Tau cov lus qhia txog peb txoj kev pab them nqi kho mob cov kev ceev ntiag tug thiab cov cai hais txog kev ceev ntiag tug ntawm peb cov tswv cuab uas hu rau HealthPartners Cov Kev Pab Tus Tswv Cuab ntawm **952-967-5000**, tus xov tooj hu dawb ntawm **800-883-2177** los sis **952-883-5127** (TTY). Koj tseem mus nrhiav tau cov lus qhia ntawd saum huab cua ntawm **healthpartners.com**.

Tsab ntawv qhia no yog siv rau tag nrho peb cov koom haum thiab cov chaw muab kev pab\*:

- Amery Regional Medical Center and Clinics
- Capitol View Transitional Care Center
- Group Health Plan
- HealthPartners
- HealthPartners Central Minnesota Clinics
- HealthPartners Dental Group and Clinics (nrog rau WOW Orthodontics, River Valley Dental Clinic thiab Stenberg Orthodontics)
- HealthPartners Hospice and Palliative Care
- HealthPartners Insurance Company
- HealthPartners Medical Group and Clinics
- Hudson Hospital & Clinics
- Hutchinson Health
- Integrated Home Care
- Lakeview Hospital
- North Suburban Family Physicians
- Park Nicollet Clinic
- Park Nicollet Health Care Products
- Park Nicollet Institute (nrog rau International Diabetes Center)
- Park Nicollet Melrose Institute
- Park Nicollet Methodist Hospital
- Physicians Neck & Back Clinics
- Regions Hospital
- RHSC
- RiverWay Clinics
- Stillwater Medical Group and Clinics
- TRIA Orthopaedic Center
- virtuwel®
- Western Wisconsin Emergency Medical Services/Unity Ambulance
- Westfields Hospital
- Cov neeg ua hauj lwm kho mob uas muab cov kev pab hauv ib lub koom haum uas nyob hauv daim ntawv teev no
- Cov kev pab cuam thiab cov kev pab tshwj xeeb uas muab los ntawm cov koom haum uas nyob hauv daim ntawv teev no
- Cov chaw muab kev pab los sis cov chaw muaj kev cog lus muab kev pab uas koom rau hauv peb cov tsev kho mob kev pab muab kev kho mob uas sib koom ua ke.

\* *Daim ntawv teev no tej zaum yuav hloov ib lub sij hawm mus rau ib lub sij hawm, thaum peb lub koom haum hloov thiab loj hlob. Peb yuav kho daim ntawv teev hauv tsab ntawv qhia uas tso rau hauv [healthpartners.com](http://healthpartners.com) thiab [parknicollet.com](http://parknicollet.com).*



## **Sob Lus Tsis Pub Cais Neeg Tsis Raws Cai rau Cov Neeg Mob**

### **Peb Cov Luag Hauj Lwm:**

Peb ua raws nraim li Tsoom Fwv Teb Chaws cov cai lij choj tiv thaiv tib neeg. Peb tsis cais leej twg yam tsis raws cai vim los ntawm nws haiv neeg, tsos nqaij daim tawv, keeb kwm lub teb chaws uas nws yug, hnuv nyoog, kev muaj mob xiam oob qhab los yog poj niam/txiv neej. Peb tsis cais leej twg rau sab nraud los yog saib nws txawv dua lwm tus vim los ntawm nws haiv neeg, tsos nqaij daim tawv, keeb kwm lub teb chaws uas nws yug, hnuv nyoog, kev muaj mob xiam oob qhab los yog poj niam/txiv neej, nrog rau qhov qhia paub tias nws yog poj niam/txiv neej.

- Peb pab cov neeg uas muaj ib tus mob xiam oob qhab kom sib cev lus tau nrog peb. Qhov no yog pab dawb xwb. Qhov kev pab no muaj xws li:
  - Cov neeg txawj txhais lus piav tes.
  - Sau cov ntawv ua lwm hom kom nyeem tau, xws li ntaus tus ntawv kom loj, kaw lus mloog thiab siv lwm yam cuab yeej fais fab.
- Peb muab kev pab rau cov neeg uas hais tsis tau lus Askiv los yog cov uas tsis khab seeb tham lus Askiv. Cov kev pab no yog pab dawb xwb. Cov kev pab no muaj xws:
  - Cov neeg txawj txhais lus.
  - Sau cov lus los yog ntaub ntawv ua lwm hom lus.

### **Yog Xav Tau Kev Pab Txhais Lus los yog Kev Sib Cev Lus Mus Los:**

Hu rau 1-844-363-8974 yog koj xav tau kev pab txhais lus los yog lwm yam kev pab sib cev lus mus los.

**Yog koj muaj lus nug txog peb tsab cai tsis pub muaj kev cais neeg tsis raws cai:**

Hu rau tus Khiav Hauj Lwm Fab Saib Xyuas Neeg Txoj Cai (Civil Rights Coordinator) ntawm 1-844-363-8732 or integrityandcompliance@healthpartners.com.

**Yog Yuav Sau Ib Daim Ntawv Tsis Txaus Siab:**

Yog koj ntseeg tias peb tsis muab cov kev pab no los yog tau cais koj yam tsis raws cai vim los ntawm koj haiv neeg, tsos ngaij daim tawv, keeb kwm lub teb chaws uas nws yug, hnub nyoog, kev muaj mob xiam oob qhab los yog poj niam/txiv neej, koj yuav sau tau ib daim ntawv tsis txaus siab uas yog hu rau tus Khiav Hauj Lwm Fab Saib Xyuas Neeg Txoj Cai (Civil Rights Coordinator) ntawm 1-844-363-8732, integrityandcompliance@healthpartners.com los yog Civil Rights Coordinator, Office of Integrity and Compliance, MS 21103K, 8170 33rd Ave S., Bloomington, MN 55425.

Koj tseem ua tau ib daim ntawv tsis txaus siab mus rau the U.S. Department of Health and Human Services, Office for Civil Rights, xa hauv tshuab fais fab (electronically) mus rau Office for Civil Rights Complaint Portal, ua muaj nyob ntawm <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, los yog xa ntawv mus los yog hu xov tooj mus rau ntawm:

U.S. Department of Health and Human Services  
Room 509F, HHH Building  
200 Independence Avenue SW  
Washington, DC 20201  
1-800-368-1019, 800-537-7697 (TDD)

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Español  
(*Spanish*)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-363-8974.

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Hmoob  
(*Hmong*)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-844-363-8974.

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Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-363-8974.
Af Soomaali (Somali)	OGAYSIIS: Haddii aad ku hadasho afka soomaaliga, Waxaa kuu diyaar ah caawimaad xagga luqadda ah oo bilaash ah. Fadlan soo wac 1-844-363-8974.
繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-363-8974。
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-363-8974.
ພາສາລາວ (Laotian)	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-844-363-8974.
Deutsch (German)	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-363-8974.
العربية (Arabic)	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-363-8974.
Français (French)	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-363-8974.
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-363-8974.
Tagalog (Tagalog)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-363-8974.

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Oroomiffa  
(Cushite  
[Oromo])

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-363-8974.

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አማርኛ  
(Amharic)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-844-363-8974.

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ကညီ  
(Karen)

ဟသူဥဟသး- နမ္မာကတိၤ ကညီ ကျိအလွံ နမ္မာ ကျိအတၢမၤစၵၤလၵၤ တလၵာဘူလၵာစ့ၤ နိတမံၤဘာသုလိၤၤၤ ကိး 1-844-363-8974

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ខ្មែរ  
(Mon- Khmer,  
Cambodian)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្មើស គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-844-363-8974.

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Deutsch  
(Pennsylvania  
Dutch)

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-844-363-8974.

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Polski  
(Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-363-8974.

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हिंदी  
(Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-363-8974.

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Shqip  
(Albanian)

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-844-363-8974.

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မြန်မာစကား  
(Burmese)

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-844-363-8974.

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