



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 txij lub Kaum Ib Hlis 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. Nws muaj cov lus qhia los ntawm koj los sis tej yam tshwm sim thaum koj ua lag luam nrog peb, peb cov neeg koom ua ke los sis lwm tus, xws li kev rau npe koom, cov kev tso cai ua ntej, cov kev xa mus rau lwm qhov, cov kev txiav txim txog kev pab them nqi, cov nqi thiab cov lus qhia txog kev them nqi.

Yog tias koj yog ib tug tswv cuab ntawm ib txoj kev pab them nqi kho mob uas koj them ntawm koj tus kheej (self-insured) los ntawm koj qhov chaw ua hauj lwm, feem ntau koj qhov chaw ua hauj lwm yuav muab cov lus qhia txog koj txoj kev pab them nqi kho mob cov kev ceev ntiag tug. Thov xyuas nrog koj qhov chaw ua hauj lwm hais txog cov lus qhia ntawd. Ua ib tug tswv cuab uas koj them ntawm koj tus kheej, tsis yog tias tag nrho cov hauv tsab ntawv qhia no yuav raug rau koj. Tiam sis yog tias HealthPartners Administrators, Inc. yog tus khiav cov dej num rau koj txoj kev pab them nqi kho mob uas koj them ntawm koj tus kheej ntawd, tej seem hauv tsab ntawv qhia no raug rau qhov seb koj txoj kev pab them nqi kho mob khiav dej num los ntawm HealthPartners li cas— tshwj xeeb, cov lus qhia txog:

- “Koj cov ntaub ntawv”
- Seb peb tiv thaiv koj cov ntaub ntawv li cas (nyob rau hauv seem “Peb Cov Dej Num”)
- Tshawb fawb txog lag luam (nyob rau hauv seem “Koj Cov Kev Xaiv”)
- “Khiav dej num rau koj txoj kev pab them nqi” (nyob rau hauv seem “Feem ntau peb siv thiab qhia tawm koj cov ntaub ntawv li cas?”)

KOJ COV CAI UA IB TUG TSWV CUAB HAUV TXOJ KEV PAB THEM NQI KHO MOB

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).

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. Peb yuav tsum tau pom zoo rau qhov koj thov, yog tias koj qhia rau peb tias koj yuav ntsib kev phom sij yog tias peb tsis ua raws li qhov koj thov.

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.

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/.
- 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.
- 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.)
- Qhia koj cov ntaub ntawv nrog rau cov kws tshawb fawb rau sab lag luam uas peb muaj ntawv cog lus nrog tiam sis tsis koom nrog peb. Yog tias koj xav tawm ntawm qhov no, koj teb tau daim ntawv nyob ntawm www.healthpartners.com/optout, los sis hu rau Cov Kev

Pab Tus Tswv Cuab ntawm 952-883-5000, los sis tus xov tooj hu dawb ntawm 800-883-2177, los sis TTY ntawm 952-883-5127. Tej zaum yuav muaj neeg hu ncaj qha tuaj rau koj los ntawm HealthPartners los sis cov neeg sawv cev nws rau kev tshawb fawb txog rau sab lag luam; los sis los ntawm lwm tus neeg, yog tias txoj cai kom peb yuav tsum tau ua los sis yog ua rau kev kom muaj kev tso cai los ntawm nom tswv (accreditation) los xyuas seb tus tswv cuab txaus siab npaum cas los sis cov ntawv nug txog qhov zoo ntawm txoj kev pab.

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 thaum koj los koom ua ib tug tswv cuab thiab yuav tsum tau muab tso saum huab cua (online) ntawm **healthpartners.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 saum huab cua thiab xa cov lus qhia ntawd tuaj rau koj.
- 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 tsis siv koj cov ntaub ntawv uas qhia txog keeb raws caj ces (genetic) los txiav txim seb peb puas yuav muab kev pab them nqi rau koj thiab tus nqi ntawm qhov kev pab them nqi ntawd.
- Peb ceev txuag koj cov ntaub ntawv. Peb pub peb cov neeg ua hauj lwm thiab lwm cov neeg saib koj cov ntaub ntawv, tiam sis tsuas yog txog qhov uas lawv yuav tsum tau koj cov ntaub ntawv los khiav cov dej num hauv koj txoj kev pab them nqi kho mob thiab cov kev pab, ua raws li txoj cai los sis qhov uas yuav tsum tau muaj rau kev tso cai los ntawm nom tswv, los sis raws li txoj cai pub ua. Peb tswj kev ceev txuag ntawm tes, raws hluav taws xob thiab kev khiav dej num uas tsim los tiv thaiv koj cov ntaub ntawv thiab tiv thaiv kev saib yam uas tsis tau tso cai rau.

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.

Piv txwv: Koj tus kws kho mob xa cov ntaub ntawv txog koj tus mob thiab lub hom phiaj kho mob tuaj rau peb kom peb thiaj li pab npaj tau lwm cov kev pab ntxiv.

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 them 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 yuav hu tau rau cov chaw muab kev pab koj los tswj xyuas koj cov kev pab thiab los xyuas txog kev tsim nyog thiab qhov kev pab ua kam them.

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 thiab qhia tawm koj cov ntaub ntawv los qhia rau koj txog cov kev pab hauv txoj kev pab them nqi, lwm cov kev kho mob los sis cov khoom thiab kev pab uas muaj feem txog txoj kev noj qab haus huv.

Los khiav koj txoj kev pab them nqi

Ua ib qho chaw pab them nqi kho mob uas muab cov kev pab uas kam them tag nrho rau ib qho kev pab them nqi rau ib pab pawg (group health plan), los sis pab khiav cov kev pab ntawm ib qho kev pab them nqi kho mob rau qhov koj them ntawm koj tus kheej uas ua ib pab pawg (self-insured group health plan), tej zaum peb, yog tias thov txog, yuav qhia tawm koj cov ntaub ntawv tsawg tsawg nrog rau tus txhawb nqa hauv koj qhov kev pab them nqi rau ib pab pawg, rau kev khiav dej num hauv qhov kev pab them nqi, yog hais tias muaj raws li qee cov kev ceev ntiag tug uas yuav tsum tau muaj.

Piv txwv: Rau ib qho kev pab them nqi uas muaj kev pov puag tag nrho, tej zaum peb yuav qhia tawm tej co zauv ua tshawb pom (statistics) nrog koj qhov chaw ua hauj lwm los tshab txhais tus nqi them txhua hli uas peb tsub.

Tej zaum peb yuav qhia tawm koj cov ntaub ntawv nrog cov neeg uas koom nrog peb (tseem hu ua cov koom haum uas muaj feem) uas pab peb khiav thiab tswj peb qhov kev pab them nqi kho mob. Peb tseem yuav qhia tawm koj cov ntaub ntawv nrog rau cov neeg sab nraud uas tsis koom nrog peb (tsis sib txheeb) uas peb tau muaj ntawv cog lus los muab tej yam khoom los sis kev pab sawv cev peb. Feem ntau peb hu lawv ua “cov neeg ua lag luam nrog.” Cov neeg ua lag luam nrog mas yuav tsum tau tiv thaiv koj cov ntaub ntawv tib yam nkaus li peb thiab. Qee cov dej num uas cov neeg ua lag luam nrog ua sawv cev peb muaj xws li cov kev pab tswj kev kho mob (case management) thiab qee cov kev them nqi. Peb tseem yuav qhia koj cov ntaub ntawv nrog cov neeg sab nraud, nrog rau cov neeg tswj cai, nom tswv cov koom haum los sis tub ceev xwm, raws li pub ua los sis yuav tsum tau ua raws txoj cai.

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 peb thiaj 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 fww 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 peb 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 (audits) los sis cov kev tshawb nrhiav
- Ua raws li cov dej num tshwj xeeb hauv nom tswv 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

Koj yuav tau cov lus qhia ntxiv txog peb qhov kev pab them nqi kho mob tsab ntawv qhia txog kev ceev ntiag tug thiab koj cov cai txog kev ceev ntiag tug 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 yuav nrhiav tau cov lus qhia ntawd saum huab cua (online) ntawm **healthpartners.com**. Koj tseem hu tau rau HealthPartners Integrity thiab Compliance Tus Xov Tooj Muab Xov (Hotline) ntawm **1-866-444-3493**.

Koj puas yog HealthPartners tus neeg mob thiab?

Thov nrog peb tham ntawm qhov chaw kho koj yog tias koj muaj lus nug txog peb txoj kev kho mob cov kev ceev ntiag tug. Koj tseem hu tua rau peb ntawm:

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)

PEB LUB KOOM HAUM

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

- Amery Hospital & Clinics
- Capitol View Transitional Care Center
- Group Health Plan
- HealthPartners Administrators (ua tus neeg saib xyuas kev khiav dej num hauv cov kev pab them nqi kho mob uas tus neeg them ntawm nws tus kheej)
- HealthPartners Dental Group and Clinics (nrog rau Three Rivers Dental Care thiab Three Rivers Orthodontics)
- HealthPartners Hospice and Palliative Care
- HealthPartners Insurance Company
- HealthPartners Medical Group and Clinics
- Hudson Hospital & Clinics
- Hutchinson Health
- Lakeview Hospital
- North Suburban Family Physicians
- Olivia Hospital & Clinics
- Park Nicollet Clinic
- Park Nicollet Health Care Products
- Park Nicollet Melrose Center
- Park Nicollet Methodist Hospital
- Regions Hospital
- RHSC
- Riverway Clinics
- TRIA Orthopaedic Centers and Clinics
- virtuwel®
- Westfields Hospital & Clinic
- 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.

Los ntawm 6/1/2022

* 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**.

Sob Lus Hais Txog Kev Txwv Tsis Pub Cais Neeg rau Cov Tswv Cuab Ntawm Daim Ntawv Kho 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 li:
 - 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 1-800-883-2177 yog koj xav tau kev pab txhais lus los yog lwm yam kev pab sib cev lus mus los. (TTY: 711)

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 nqaij daim tawv, keeb kwm lub teb chaws yug, hnuv 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 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 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)

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-883-2177. (TTY: 711)

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-883-2177. (TTY: 711)

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 1-800-883-2177. (TTY: 711)

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 1-800-883-2177. (TTY: 711)

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-883-2177. (телетайп: 711)

ພາສາລາວ (Laotian)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-883-2177. (TTY: 711)

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-883-2177. (TTY: 711)

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-883-2177 (رقم هاتف الصم والبكم): 711

Français (French)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-883-2177. (ATS: 711)

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-883-2177. (TTY: 711)

<p>Af Soomaali (<i>Somali</i>) OGAYSIIS: Haddii aad ku hadasho afka soomaaliga, Waxaa kuu diyaar ah caawimaad xagga luqadda ah oo bilaash ah. Fadlan soo wac 1-800-883-2177. (TTY: 711)</p>	<p>Tagalog (<i>Tagalog</i>) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-883-2177. (TTY: 711)</p>
<p>Oromiffa (<i>Cushite [Oromo]</i>) XIYYEEFFANNA: Afaan dubbattu Oromiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-883-2177. (TTY: 711)</p>	<p>Italiano (<i>Italian</i>) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-883-2177. (TTY: 711)</p>
<p>አማርኛ (<i>Amharic</i>) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶቻችን በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚክተለው ቁጥር ይደውሉ 1-800-883-2177. (መስማት ለተሳናቸው: 711)</p>	<p>ภาษาไทย (<i>Thai</i>) เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-883-2177. (TTY: 711)</p>
<p>unD (<i>Karen</i>) ဟ်သ့ၣ်ဟ်သး- နမ့ၢ်ကတိၤ ကညိ ကျိၣ်အယိ, နမ့ၢ်ကျိၣ်အတၢ်မၤစၢၤလၢ တလၢ်ဘျုးလၢ်စ့ၤ နိတမံၤဘျုးသ့ၣ်လိၤ. ကိး 1-800-883-2177. (TTY: 711)</p>	<p>ελληνικά (<i>Greek</i>) ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-883-2177. (TTY: 711)</p>
<p>ខ្មែរ (<i>Mon-Khmer, Cambodian</i>) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតកម្រៃ គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-883-2177. (TTY: 711)</p>	<p>Diné Bizaad (<i>Navajo</i>) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, kojí' hódíílnih 1-800-883-2177. (TTY: 711)</p>
<p>Deutsch (<i>Pennsylvanian Dutch</i>) Wann du Deutsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-883-2177. (TTY: 711)</p>	<p>Ikirundi (<i>Bantu – Kirundi</i>) ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-883-2177. (TTY: 711)</p>
<p>Polski (<i>Polish</i>) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-883-2177. (TTY: 711)</p>	<p>Kiswahili (<i>Swahili</i>) KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-800-883-2177. (TTY: 711)</p>
<p>हिंदी (<i>Hindi</i>) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-883-2177. (TTY: 711)</p>	<p>日本語 (<i>Japanese</i>) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-883-2177 (TTY: 711) まで、お電話にてご連絡ください。</p>
<p>Shqip (<i>Albanian</i>) KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-883-2177. (TTY: 711)</p>	<p>नेपाली (<i>Nepali</i>) ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-883-2177 (टिटिवाइ: 711)</p>
<p>Srpsko-hrvatski (<i>Serbo-Croatian</i>) OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-883-2177. (TTY: 711)</p>	<p>Norsk (<i>Norwegian</i>) MERK: Hvis du snakker norsk, er gratis språkassistansetjenester tilgjengelige for deg. Ring 1-800-883-2177. (TTY: 711)</p>
<p>ગુજરાતી (<i>Gujarati</i>) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-883-2177. (TTY: 711)</p>	<p>Adamawa (<i>Fulfulde, Sudanic</i>) MAANDO: To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-800-883-2177. (TTY: 711)</p>
<p>اُردُو (<i>Urdu</i>) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-883-2177 (TTY: 711)</p>	<p>Українська (<i>Ukrainian</i>) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-883-2177. (телетайп: 711)</p>