



**BUK IN KOMELELE
NON MEMBER RO 2023**

Jerbal in ukok ko

Ro rejjab konono kajin belle, ro ilo Arkansas Total Care remaron jiban ilo ejjelok wonen. Jerbal kein elab air aurok kinke kwe im takto eo am maron konono im lukkun melele kin jokjok in ejmouur eo am. Jerbal in ukok kein kimij liwaji non kwe ilo ejjelok wonen ilo elon kajin ko. Ekoba ro rej kojerbal sign language ak ro rejjab maron konono. Ebar wor ro rej konono kajin Spanish im rej maron bar jiban. Ro rej uuan Arkansas Total Care im rejjab maron lo lokjen ak bilo remaron call e tok kim non am maron jiban. Jiban ko ikijen video ako kilen konono ko ilo am maron lo mejen droon bar einwot telepone relay ko, joij im call e lok Member Service eo ilo 1-866-282-6280 (TTY: 711).

Kinaak lok jerbal ko ikijen jorran ko ilo kabijuknen einwot Abuse, jorran ko rej walok ilo an ejjeloklok kojbaroke non ajiri ak ritto ro, Neglect, im bar einwot exploitation ak ilo an juon armej jerbal ilo ejjelok wonen ako erom juon ri komakoko ilo an jab bok wonen

Elane ewor armej ro kwojela rej bed ilo jokjok kein, kur lok Child Protective Services eo ilo numba kani 1-800-482-5964 ne ejjab Adult Protective Services eo ilo 1-800-482-8049. Elane kwe ak ro jet rej bed ilo kauwatata, call e lok 911 ilo ien eo emokaj tata.

- Jorran ko nae ajiri im ritto jimor ilo kabujuknen eo
- Jorran ko na ro jet ilo an ejjelok rej lale ak bok eddo non er
- Jorran ko ilo an juon erom ri komakoko ak ri jerbal ilo an jab boke wonen ak leen an jerbal
- Jorran ko nae ajiri jidik ro im rejjab 18 air iio
- Jorran ko nae ritto ro



Declaración de no discriminación

Arkansas Total Care cumple con las leyes federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo. Arkansas Total Care no excluye a las personas ni las trata en forma distinta debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

Arkansas Total Care:

- Proporciona, sin cargo alguno, ayudas y servicios a las personas con discapacidades para que se comuniquen en forma eficaz con nosotros, como:
 - Intérpretes de lenguaje de señas calificados
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos)
- Proporciona, sin cargo alguno, servicios de idiomas a las personas cuyo idioma primario no es el inglés, como:
 - Intérpretes calificados
 - Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con Arkansas Total Care al 1-866-282-6280 o TTY: 711. Si considera que Arkansas Total Care no le ha proporcionado estos servicios o que le ha discriminado de otra manera con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo, puede presentar una queja formal ante: Arkansas Total Care Quality Department, Arkansas Total Care, P.O. Box 25010, Little Rock, Arkansas 72221, 1-866-282-6280 o TTY: 711. Las quejas formales pueden presentarse en persona o por correo, fax o mensaje electrónico. Si necesita ayuda para presentar una queja formal, en Arkansas Total Care estamos listos para ayudarle.

También puede presentar una queja formal de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de Estados Unidos mediante el Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo o teléfono a:

U.S. Department of Health and Human Services
200 Independence Avenue S.W.
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 o 1-800-537-7697 (TTY)

Todos los materiales están disponibles para su traducción oral o por escrito, en su idioma y en otros formatos, sin costo alguno, llamando al 1-866-282-6280 o TTY: 711.

Ayuda con el idioma:

English:

If you, or someone you are helping, has questions about Arkansas Total Care, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-866-282-6280 or TTY: 711.

Vietnamese:

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Arkansas Total Care, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-282-6280 or TTY: 711.

Marshallese:

Ñe kwe, ak bar juon eo kwōj jipañe, ewōr an kajitōk kōn Arkansas Total Care, ewōr am jimwe in bōk jipañ im melele ko ilo kajin eo am ejjełok wōnāān. Ñan kōnono ippān juon ri-ukōk, kirlōk 1-866-282-6280 TTY: 711.

Chinese:

如果您，或是您正在協助的對象，有關於Arkansas Total Care方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-866-282-6280 or TTY: 711。

Laotian:

ທ້າທ່ານ ຫຼືອິນທ ທ່ານກໍາວັງຊ່ວຍເຫຼືອ ມ ຄໍາຖາມກ່ຽວກັບ Arkansas Total Care, ທ່ານມ ສົດທ ລະໄດ້ ອັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທ ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ ຄ່າໃຈດ້ວຍ. ແຜ່ອລະວົງກັບນາຍ ພາວາ ໃຫຼິຫຫາ 1-866-282-6280 or TTY: 711.

Tagalog:

Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Arkansas Total Care, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-866-282-6280 or TTY: 711.

Arabic:

لوصح لـ ايف قـ حلـا كـ يـ دـلـ ، لـ وـ حـ فـ لـ ئـ سـ اـ مـ دـ عـ اـ سـ تـ صـ خـ شـ يـ دـلـ وـ اـ كـ يـ دـلـ نـ اـكـ اـذـا بـ لـ صـ تـ اـ مـ جـ رـ تـ مـ عـ ثـ دـ حـ تـ لـ لـ . فـ قـ لـ كـ تـ ئـ اـ نـ وـ دـ نـ مـ كـ تـ غـ لـ بـ ئـ يـ رـ وـ رـ ضـ لـ اـ تـ اـ مـ وـ لـ اوـ دـ عـ اـ سـ مـ لـ اـ يـ لـ 1-866-282-6280 or TTY: 711.

German:

Falls Sie oder jemand, dem Sie helfen, Fragen zu Arkansas Total Care hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-866-282-6280 or TTY: 711.

French:

Si vous-même ou une personne que vous aidez avez des questions à propos Arkansas Total Care, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-866-282-6280 or TTY: 711.

Hmong:

Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Arkansas Total Care, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 1-866-282-6280 or TTY: 711.

Korean:

만약 귀하 또는 귀하가 돋고 있는 어떤 사람이 Arkansas Total Care에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-866-282-6280 or TTY: 711 로 전화하십시오.

Portuguese:

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Arkansas Total Care, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-866-282-6280 or TTY: 711.

Japanese:

Arkansas Total Careについて何かご質問がございましたらご連絡ください。ご希望の言語によるサポートや情報を無料でご提供いたします。通訳が必要な場合は、1-866-282-6280 or TTY: 711までお電話ください。

Hindi:

आप या जसिकी आप मदद कर रहे हैं उनके, Arkansas Total Care के बारे में कोई सवाल हों, तो आपको बबना कक्सी खरच के अपनी भाषा में मदद और निकारी प्राप्त करने का अधिकार है। कक्सी दुभाषण्ये से बात करने के ललए 1-866-282-6280 or TTY: 711 पर कॉल करें।

Gujarati:

જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને Arkansas Total Care વિશે કોઈ પરશ્નન હોય તો તમને, કોઈ ખર્ચ વિશે તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અવકાર છે. દુભાવણ્યા સાથે વાત કરવા માટે 1-866-282-6280 or TTY: 711.

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Nan Karuwainene & jerbal ko jet

Arkansas Total Care ej welcome e yuk Arkansas Total care ej lelok jiban ko non ro ewor mojno ak naninmij ko jet ibber. Kotobar eo in non kommane bwe aolep member ro am ren maron buki aolep jiban ko remon in jejet non er. Iminene in jerbal iumin elab lok jen 20 iio ko, jerbal ibben Arkansas Total Care ej lelok wa mourur im monono non ro komanman lok jokin mour.

Provider ak ro jet rej jiban rej komman bwe Arkansas Shared Saving Entity (PASSE) en kotobrak aikuj ikijen ejmouur non ro rej aikuj jiban non Mojno ilo eddoklok (BH) im Ejmour ilo mwil im manit (IDD). Iumin jokjok ko non care model eo, jikin takto ko jet im rej boke eddo in nanimij ko jet rej maron jerbal ibben doon non kokomanman lok ejmouur. Ilo juon wot group, rein rej boke eddo in ejmour rej maron ejake PSSE.

Un eo an PASSE ej:

- Non kokomanman lok ejmouur ilo Arkansas non ro ewor naninmij ko jet ilo enbwinier.
- Ro rej boke eddo in ejmouur rej maron jiban jerbal ibben ri nanimij ak baamle ko ewor mojno nanijmij ko ibber.
- Lelok jiban non ro elab nanimij ko ibber.

Arkansas Total Care ej jiban yuk ilo an komman bwe kwon kelet primary care provider (PCP) eo an non am maron bed ilo prokram ko jet non ejmouur.

Lo tok im ilo website ne am ArkansasTotalCare.com non melele ko rellab lok.

Komelele ko kin ta ko ilo buk in

Buk in ej komelele aolpen Arkansas Total Care im plan eo am. Ilo buk in, konej maron katak elab kin:

- Jimwe im maron ko am
- Ta Benefits ko am
- Eddo ko am

Joij im read e buk in in likit ilo juon jikin eo emon non am maron bar kojebale tok elik. Buk in ej kwalok kilen an maron lale Arkansas Total Cares ikijen jikin bok ejmuur ko. Ej bar einwot lewaj melele ikijen benefits ko jet einwot:

- Ta ko rej iwoj non yuk iumin plan eo am jen Arkansas Total Care eo
- Ta ko rej iwoj non yuk iumin plan eo am jen Arkansas Total Care eo
- Kilen buki jiban ko kwoj aikuji ekkar ilo am takto
- Jokjok in am bar maron buki uno ko am
- Jete eo kwoj aikuk kolla non jikin takto an uno ko am
- Ta ko komaron kommani elane kwojjab monono kin insurance in takto eo am
- Melele ko jet in rej iwoj non yuk jen Arkansas Total Care eo

Elane kwoj konan bar boke juon am copy in buk in, kur tok opiji eo am ilo 1-866-282-6280 (TTY: 711). Kim naj lewaj juon am copy ilo eijelok wonen. Komaron bar lale copy in buk in ilo website eo am ilo ArkansasTotalCare.com.

Lajraak in ro rej letok jiban

Arkansas Total Care eo ewor an lajraak in aolep takto, hospital, jikin takto ko einwot clinics ko im ej jerbal ibber. Ej einwot juon lajraak non jikin takto ak jikin jiban ko jet. Lajraak in ebed melele kein iloan ikijen jikin takto ko:

- PCP ro jet ak takto ro jet ekkar non nanimij ko
- Adrej(Adress) in numba in telpone ko air
- Awa in ran in jerbal ko
- Kilen am maron delon e site ko
- Kajin eo am (ijelokin Kajin belle)
- Elane rej maron buki ri naninmij ro rekaal

Kilen am maron delon e site Ko air im maron lale lajraak ko air ekkar non:

- Komaron lale ilo website ne am ilo ArkansasTotalCare.com
- Kurtok Member Services ilo 1-866-282-6280 (TTY 711). Remaron jiban yuk kabbok am jikin takto ijoko kwoj jokwe ie. Rej lewaj am copy in etan jikin takto ko ilo ejjelok wonen.

Kim ej bar maron lewaj melele ko ikijen jikin takt oak takto ro, jikin jikuul ko air im area ko rej jokwe ie.

Website eo an Arkansas Total Care

ArkansasTotalCare.com

Website eo an Arkansas Total Care ebidodo am lale non am maron bukot jiban ko non ejmouur. Ej bar einwot lewaj melele ko jet kin benefits ko am einwot:

- Komelele ko kin ta ko ilo buk in
- Lajraak in ro rej letok jiban
- Prokram ko am bar einwot ta ko kimij jiban kaki
- Ta ko rej bok jikier ilo Arkansas Total Care eo

Portal eo am im elab an tiljok enaj komman bwe en bidodo am bukot jiban ko ikije ejmouur. Ilo Portal eo an member, komaron kommani men kein:

- Jilkinlok pepa ko am
- Ukok am takto am PCP eo am
- Bar einwot lale care gaps ko
- Lale klaim ko im rej bed iumin etam
- Komaron bar print e juon am ID card elane ejako

Kilen am komman am account

Kein 1: Lo lok ArkansasTotalCare.com.
Non **“For Members”**.

Kein 2: **Login to Your account** eo am. Click (**Drelon**) **Login Now**

Kein 3: **Click ie (Profile icon) ak Pija eo am**

Kein 4: Click ukot atreej eo iturin atreej eo ekeel.
Kelet kajin eo am ak kajin majol ne kwe ri majol.
Kommane juon am password.
Kio konej jibed **“Create account”**.
Enaj iwoj juon am email non am maron kamole e account eo am.

Kein 5: Drelon e account eo am kin email address eo am kab password
eo am im account eo am.
Kadelone Member ID eo am.
Kadelone iio in lotak eo am.
Innem jibed **“Submit”**.

Kein 6: Jerammon! Emoj an kio dedelok account in am.

Kilen am etal non Member Portal eo am

Tu lon tata in screen eo am, jibede nan ne ej ba “Message” non am maron konono ibben Arkansas Total Care. Komaron loi uuak in email ko am iumin juon ak ruo raan elkin am jilkinlok email eo an.

Komaron bar tobar ak kur tok kim ilo 1-866-282-6280 (TTY: 711).

Kilen am ukote adrej (Address) eo am

- Kein 1: Lo lok Arkansas
For Members ro am.
- Kein 2: **Drelon e account** eo am **Kilen am drelon e account** eo am.
- Kein 3: Jibede Profile Icon eo am.
- Kein 4: Jibede “**Change**” turun adrej eo am ekaal Kadelone adrej eo am ekaal.
- Kein 5: Jibede “**Save**”.
Emaron boke lab lok non 24 awa non an maron oktak adrej eo am.

Elkin wot am komman oktak non adrej eo am ilo portal eo, joij im kur lok Arkansas Department of Human Services (DHS) im bar kokaal adrej eo am ibber.

Consumer Advisory Council eo

Consumer Advisory Council eo ak CAC ej jour droulul in an member ro, jinen im jemen koba Arkansas Total Care ro im rej boke eddo im report e jorran ko. Jerbal eo an CAC ej non jerbal ibben ro ilo jukjuk in bed eo koba member ro an non kokomanman lok jerbal ko an Arkansas Totak Care prokam, kakien ko im jerbal ko. CAC ej bukot mejlan non kokomanman lok jerbal ko rej ilo non jukjuk in bed ko.

CAC ej maron konono ibben ro rej jiban ilo elon wawein non komman bwe member ro an rej maron kajitok im kwalok ainikier ak inebata ko air. CAC em komman bwe Arkansas Total Care eo rej maron kajitok ko em bar einwot lelok ta ko rej lomnak remon non kakomanman lok jerbal ko. Jerbal ko ilo kojerbale video ak piya ko non konono ibben droon ej komman bwe member ro ren maron bar bed ilo kwelok ko rellap. Mottan Eddo ko an CAC en non lali un in konono ko einwot bukot mejlan lelok service ko non member ro air, jerbal in leto letak melele, kein jerbal ko jet non ko lablok melele ikijen bar jet wawein ko jet.

Non melele ko rellab lok ikijen CAC, kebaak ro rej jiban yuk elane jab kur tok kim ilo 1-866-282-6280 (TTY: 711).

Jokjok ko non jiban kokomanman lok

Jerbal eo an Arkansas Total Care eo ej non jiban yuk kin jikin takto ko remon tata. Unleplep in kotobar eo am ej non jiban yuk komman bwe naninmij im mojno ko am ren emon jokier. Prokam ko am rej ekejel lok wot iumin kakien ko im rej itok jen Committee for Quality Assurance (NCQA) koba lok ibben Institute of Medicine (IOM). Non kojbaroke, kokomanman lok, prokram ko am:

- Jerbal non etale jikin takto ko ilo ien air erom mottan Arkansas Total Care eo.
- Non komman bwe ro rej uuan Arkansas Total Care eo rej maron bed ilo aolep jikin takto ko.
- Lelok katak ko non jikin takto ko in nanimij ko jet.
- Lelok kakemejmej aolep iio non buki test ko, komadmod ko jet im bar einwot piya ak kakolkol ko jet.
- Etale aolep abonono ko am ikjen jikin takto ko am. Elane ewor am kajitok ilo am lo lok takto ro am ako jabdewot kajitok kin Arkansas Total Care eo, kur lok numba kein 1-866-282-6280 (TTY: 711).

Arkansas Total Care eo ej tomak ilo ronjake lomnak ko jen ro rej uuan non kokomanmanlok jerbal in jiban ko air. Kimij lewaj survey ko aolep iio non etale jokjok in an jikin takto ak takto ro jiban yuk.

Elane ear iwoj juon ian survey ko am non mwe imom, joij im kanne non ad maron jiban kokomanman lok jerbal kein ad Elane kwoj konan juon am copy in pepa in Quality Assessment im Performance Improvement ak (QAPI) eo, kur tok kim non am maron jilkinwaj juon am.

Kilen am tobar kim

Arkansas Total Care
P.O. Box 25010
Little Rock, AR 72221
Mondre non Bolaide, 8 awa jibon non 5 awa jota, CT

Jiban ko non ro rej member: 1-866-282-6280 (TTY: 711)

Jerbal in komman mej ako jikin ka uno kkok: 1-866-282-6280 (TTY: 711)

Telpone ko jet:

Awa ko an line ko an nurse ro: 1-866-282-6280 (TTY: 711)

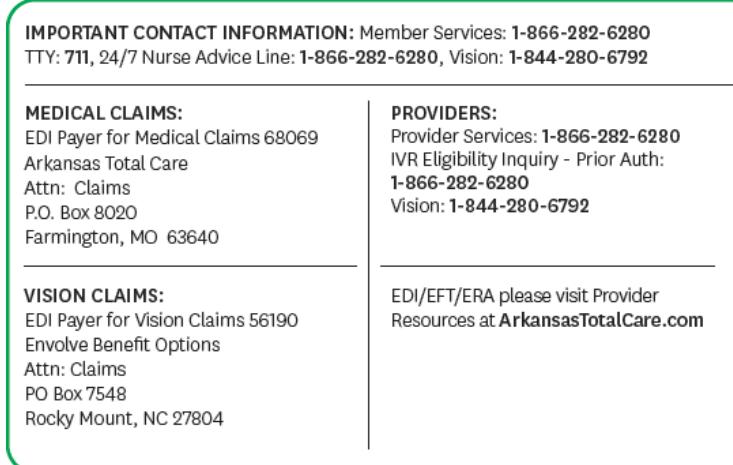
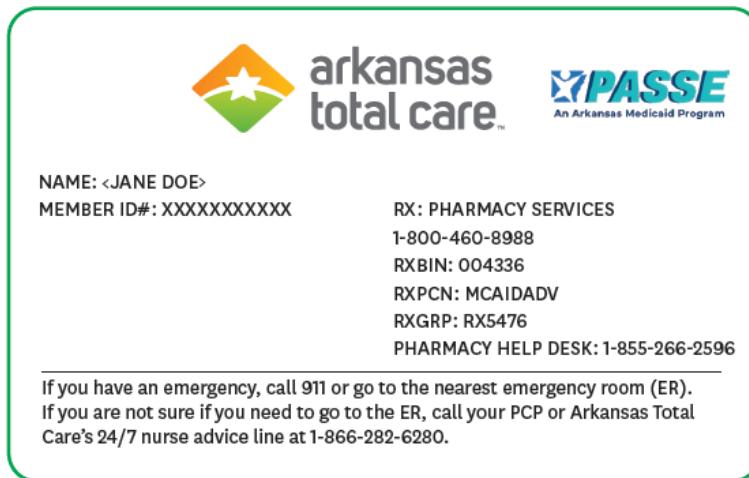
Jerbal in madmod ko jet reidrin: 911

Numba eo an ID card eo am

Arkansas Total Care eo ej jilkinwaj Member ID card eo am lalem ran elkin am enroll. Card in ej kein kamol ke emoj am erom juon uuan Arkansas Total Care eo. Likit ibbam aolep ien. Kwaloke card eo am jabdewot ien ko etal non jikin takto ko rej bed iumin Arkansas Total Care eo. Elane ejako card eo am, komaron bar print e juon ilo am etal non member portal eo am.

Elane kwojjanin kar loe Arkansas Total Care ID card eo am ak elane kwojjab maron bar kommane juon am card kaal, joij im kur tok lok numba kein 866-282-6280 (TTY: 711).

Ijin lal ej kwalok jokjok ak lam in card eo an Arkansas Total Care Member ID card eo:



Jokjok in an plan eo am jerbal

Jiban ko non ro rej member

Ri jerbal ro am renaj komelele iki non yuk kilen an Arkansas Total Care eo jerbal. Renaj jiban yuk lewaj jikin takto im takto ro kwoj aikuji. Kimij maron jiban yuk:

- Bukkot takto ak primary care provider (PCP) eo am
- Lewaj member ID card eo am
- Lewaj melele kin prokram ko rej bed im rejjab bed umin benefits ko am
- File e pepa in abonono ko am
- Jiban kabok ro rej jiban ukot ainikiom
- Melele ko jet kin ejmouur eo am
- Lewaj takto ro jet in rej uuuan network eo am
- Jiban kinaak lok jorran ko jet
- Emaron iwoj melele ko jet an member ilo kajin ko jet
- Buki melele ko kin case management ko

Kur tok im ilo numba kani 1-866-282-6280 (TTY: 711). Kimij bellok Mondre non Bolaide jen 8 awa jibon non 5 awa jota CT. Ilo ien am kilok ilo ran in holiday ko, ewor ro rej uuaki call ko ami 24 awa ko an line ko an nurse ro.

24-Awa ko an line ko an nurse ro

Line in telpone ko am rej bellok 24 awa ko an line ko an nurse ro ko rej jiban uuaki aolep kajitok ko am. Line in jiban ko an nurse roe j bellok 24 awa aolep raan. Nurse ro rej uuaki telpone ko rej monono in jiban ro rej kur lok er im rej aikuji jiban.

Elane kwoj aikuj jiban ikijen aopen jiban kein, kur tok kim ilo 1-866-282-6280 (TTY: 711)

- Komelele ko jen takto ro
- Melele ko jet ikijen ejmouur
- Uuaki kajitok ko am ikijen ejmouur
- Nan in kakabiloklok ko jen takto ro elane ajiri ro rej nanijmij
- Jiban komman am ien lo lok PCP eo am
- Jerbal in ukok ilo kajin eo am
- Jiban non ro rej aikuji jiban elane rej bed ilo kauwatata

Emaron lon jet ien kwojab jela ke kwoj aikuji jibadrok lok ro ilo emergency room eo ak ER. Elane kwojab jela, kur lok line eo an Nurse ro non jiban. Remaron jiban elane kwoj aikuj etal ak jab. Elane e kauwatata, call e 911 non am maron etal non ER eo ebake yuk.

Ro rej boke eddo in ri nanimij ro

Non kabidodo non kwe ilo ialan ejmouur, kim ej lelok yuk non ro rej boke eddo in am ejmouur bwe ren jerbal ibbam lm takto eo am jimore. Ro rej jiban yuk ilo ialan ejmouur ej ro im rekkar tata ilo air maron konono ibbam im ibben Arkansas Total Care eo.

Ilo ien eo kwoj erom juon uuan Arkansas Total Care eo, ri jerbal ro am renaj tobar yuk ilo ran ko 15 man tata non kommani jerbal in etale ko ikijen ejmouur eo am. Renaj jerbal ibbam im ibben. Ro rej jiban yuk renaj ro am. Ro rej jiban yuk renaj ak ro rej jiban yuk renaj kio karok juon ien am konono ibber non kadede lok Person-Centered Service Plan (PCPS) eo am.

Ro rej jiban yuk renaj ro remaron jiban yuk ilo wawein kein:

- Kabbok am PCP
- Komman ien am loklok PCP eo am
- Melele ko jet ikijen ejmouur eo am
- Jiban yuk kommane PCSP eo am
- Jerbal ibben jikin takto kab takto ro jet ikijen diagnostics, ambulatory, im jiban ko jet

- Jiban ko jet non mona ro elab unier bar einwot jikin exercise ko
- Makutkut ko non ejmouur eo an jukjuk in bed eo koba jerbal in lelok melele ikijen ejmouur non ri nanijmij ro
- Lolorjake melele ko rej driwojlok non ro ilo jukjuk in bed eo
- File e pepa in abonono ko am
- Jiban kabok ro rej jiban ukot ainikiom
- Kabbok am takto
- Jiban kinaak lok jorran ko jet
- Lewaj melele ko jet non kwe ilo kajin eo am make
- Ial non jikin takto ko
- Kommane juon plan non jiban ikijen ialan ejmouur ko jet, jikin jokwe, jikin jerbal im jorran ko jet an ajiri ro

Kilen an maron tobar ro rej jiban ak Ro rej jiban yuk renaj ro am

Kur tok kim elane kwoj konan konono ibben. Ro rej jiban yuk renaj eo am ilo numba kani 1-866-282-6280 (TTY: 711). Kur tok ro rej jiban yuk ak Ro rej jiban yuk renaj eo am.

Kilen am tobar kim

Arkansas Total Care
P.O. Box 25010
Little Rock, AR 72221

Telpone: 1-866-282-6280 (TTY: 711)
Email eo am: Members@ArkansasTotalCare.com
Awa ko: Mondre non Bolaide, 8 awa jibon non 5 awa jota, C

Elkin awa in jerbal ko

Jiban ko am rej bellok elkin awa in jerbal ko aolep ien koba ran in. Jadede, Jabot in ilo ien ko ej kun telpone ko, kimij bellok aolep ien. Kur tok opij eo am ilo: 1-866-282-6280 (TTY: 711) ilo elkin awa in jerabl ko im call eo am etal non Nurse ro non jiban yuk. Telpone line ko an nurse ro rej bellok aolep raan 24 awa juon ran im 7 raan ilo juon week.

Jiban ko elkin awa in jerbal ko bar einwot:

- Ilo ien komadmod ko reidrin
- Non jiban bukot jikin takto ko ekkar non naninmij ko am elane ekkar.

Jiban ko ikjin Person-Centered Service Plan (PCSP) plan eo am

Ro rej jiban yuk renaj konono ibbam non ejake juon PCSP plan non jiban yuk ekkar non ta ko konej aikuji. Ro rej jiban yuk renaj kommane juon ien air konono ibbam ekkar ia kwoj konan bwe rej jijet im konono ibbam, komaron kile ro jet non air bed ibbam ilo ien konono kein.

Arkansas Total Care eo enaj etale aolep jiban kein ilo plan eo am em elane ekkar bwe ren bar lewaj jet ialan jiban ekkar non ta ko kwoj aikuji.

Kim maron jiban yuk kwe kwon maron tobar takto ro am, jikin ka uno ko, nurse ro im ro renaj jiban yuk elkin air etale im lale ta aikuji ko jet kwoj aikuji ilo am takto. Ri jerbal ro am rej monono in jiban yuk bwe kwon maron bar lo takto ro jet.

Non am ukote Ro rej jiban yuk renaj eo am

Kur tok opij eo am ilo 1-866-282-6280 (TTY: 711).

Ro rej lolorjaki pepa in makukut ko jet an ri naninmij ro

Jerbal ko an ro rej lale program in ejmouur eo am emoj kommane bwe en ekkar non aikuji am ikiyen am ejmouur. Jen ro rej boke eddo in naninmij non jerbal ko jet, kajojo ian jiban kein rej jiban yuk lewaj aolepen jiban ko rej bed iumin benefits ko am.

Ri jerbal ak Care Manija rein am rej jerbal ibben ro rej ko belake jikin takto ko am non komman bwe en jab borjak an iwoj jiban kein kwoj aikuji. Rej jiban komman bwe jerbal ko ren wonmanlok wot.

Rej bar einwot jiban ilo ilo wawein ko jet einwot:^{*}

- Ukoktak ilo am bed
- Ien ko kwoj etal non ER ak bed iloan jikin takto ko
- Katakin kin nanimij ko
- Jorran ko ilo am wotlok ak jorran ko jet
- Kakolkok im uno ko rekaal
- Aban ko ilo jikin jokwe em jikin jerbal
- Aikuji ko non kaminene ko
- Ilo am emakut jen juon jikin jokwe non ijoko jet ilo jukjuk in bed eo kwoj jokwe ie.
- Melele ko ilo am drioj jen jikin takto ko

*Jerbal in ak lajraak in ejjab kwalok jerbal ko jet in kimij bar jiban ie ilo Care Management Program eo am.

Elane kwoj konan bed ilo prokram in, kur tok Member Service eo ilo 1-866-282-6280 (TTY: 711). Komaron bar call e ro rej jiban yuk renaj eo am.

Kilen am erom juon member im ta ko kwoj aikuji

Ta ko kwoj aikuji non erom juon member

Non am maron bed ilo PASSE eo, kwoj aikuj kadedelok juon jerbal in in etale non lale ne kwoj aikuji jokjok kein 2, 3, 4.

Erom juon member

Aolep iio ej etal non member ro non bar kokal ak ukoti PASSE ko. Kien eo an Arkansas enaj jilkinwaj juon am leta non kojela iki yuk ke ebar ien non kokal ak komman oktak (open enrollment). Renaj bar einwot kojela iki yuk ta ko komaron ukoti ilo PASSE eo am. Ilo ien ne ej bellok non kokal ak komman ukok, komaron kelet bar juon takto ak jikin takto kaal. Non melele ko ikijen am ukote PASSE eo am, kur tok im ilo 1-833-402-0672.

Jolok ak bar kokal

Komaron bar kokal Arkansas Total Care eo am elane ear jemlok non allon kein ilo ejjelok okta kilo coverage eo am. Non am maron bar drelon ilo prokram in takto eo am, kwoj aikuji bar drelon ak kanne ilo MMIS ilo ran eo eliktata ilo juon allon. Komaron kur tok im ilo numba kani lal elane kwoj aikuj jiban. Uuak eo elane kwoj maron in wot bar rol non prokram in takto eo am enaj ilo jen State Arkansas im ejjab jen Arkansas Total Care eo.

Elane ejjab tobrak em kwojjab maron in bar drelon ilo prokram in takto eo am, innem kwojjab maron in bar enroll non allon ne juon. Enaj jemlok kitien am bed ilo Arkansas Total Care eo. Elane jorran kein renaj bar bok jikier em elane party kein ruo renaj erra ibben droon, innem konej bar jeblak non Arkansas Total Care eo. Elane ewor am kajitok ne kwoj maron bed ilo prokram in ak ne kwoj konan bar bed ilo prokram in, kur lok Arkansas Eligibility Call Center eo ilo 1-800-482-8988.

Oktak ko rej bok jikier

Oktak ko ilo am mour remaron jelete yuk ibben state. Elane ewor oktak ko ilo am mour, kur lok Medicaid Clearinghouse eo ilo 1-800-482-8988 iumin 10 ran. Aurok non am kojjela kin jabdewot oktak. Kur lok Arkansas Total Care Member Service eo ilo 1-866-282-6280 (TTY:711) Kojjela iki tok kim elane ewor jabdewot oktak.

Enin ej jet ian oktak ko:

- Oktak in etam
- Emakut non bar juon adrej (address) kaal
- Oktak ilo jikin jerbal ak wonem
- Oktan ilo uuan baamble eo an oran baamle eo
- Oktak ko rej walok ilo naninmij ak utamwe ko jet ilo enbwinum
- Kurae ak bororo
- Emakut non bar juon lal ak jikin

Tobrak im jiban ko jet

Service ko rej iwoj non kwe

Ilo lajraak in, ej komelele iki ta ko rej bed ilo benefit ko am. Ilo am bed ilo Arkansas Total Care eo, ej iwoj non kwe lajraak in ej walok ilo ijin. Ej am eddo non kolla iki service ko rejjab iwoj iumin plan eo am. Benefits ko im kwoj maron buki.

Jojj im lale:

- Arkansas Total Care ejjab maron kabojak service ro kwoj buki kinke ewor nanimij ko rebed kadede ibbam.
- Kwojjab aikuj kolla jabdewot non service ikijen ejmouur eo am im rej bed iumin Arkansas Total Care eo, ijelokin wot elane ej komplete ilo Member eo am einwot juon am eddo.
- Elane kwoj lo lok takto ro rejjab bed ilo prokram eo an Arkansas Total Care eo ak elane kwoj takto ibben takto rejjab bed ilo prokram eo am, innem enaj am eddo non kolla. Elane ewor am kajitok ikijen takto ro rej bed iumin prokram eo am, kur lok member service eo ilo 1-866-282-6280 (TTY: 711).
- Ewor am maron non konono ibben ro rej jiban yuk ilo ejjelo wonen.

Nan ko ikijen Medicare: Einwot juon member, kwoj bar drelon iumin Medicare eo, ewor am jimwe im maron non wonmalok em bok jiban jen PCP eo am. Elkin an Medicare kolla iki claim eo am, Arkansas Total Care eo ej kio kolla iki ijo konan ekkar non drettan eo jen insurance eo. Non am maron jiban yuk ilo wawein in, joij im kanne ibben Arkansas Medicaid Prokram eo.

Benefits ko jet

Non Melele ko kin benefits ko am, lo tok kim ilo website eo am
ArkansasTotalCare.com/members.html.

Non melele ko jet ikijen ta benefits ko jet kwoj maron buki iumin Arkansas Medicaid eo im rejjab bed iumin Arkansas Total Care eo, kur lok er ilo 1-800-482-8988. Komaron bar lale ilo website ne an Arkansas Medicaid ilo
portal.mmis.arkansas.gov/armedicaid/member/Home/tabid/55/Default.aspx.

PASSE eo ej aikuj jela ke aolep member ro rej bed iumin prokram in rej maron buki aolep jiban kein im rej bed iumin Medicaid State Plan, the Community Independence Waiver, im Community Employment Supports eo. Ekoba jerbal in madmod therapy ko, pijia ak screening ko, kakolkok ko jet koba prokram ko jet an ajiri jidik ro.

Jiban ko rej itok jen State ako plan eo jen state:

- Jiban ko non juon ri nanimij
- PCP ak takto eo am
- Kein jerabal ko rej iwoj jen jikin takto eo am
- Jerbal in komakutkut enbwin non kokajuur lok
- Jerbal in jiban ro rejjab jela konono
- Takto ro jet
- Pharmacy ak jikin ka uno ko
- Nurse ro rej jiban ro elab air drolol ilo moko mwer
- Jiban non ro ewor mojno ak naninmij ko ibber
- Jiban ajiri ak ri jikuul ro ewor mojno ko ibber
- Jiban ko an Physical Therapy
- Katakin ko kin loan juon baamble ak oran juon baamble
- Jiban ko ikijen office visit ak ilo an juon ri nanimij bed iumin bein ro rej jiban er ekkar non nanimij ko air

Prokram in waiver eo ej itok jen CES non jiban ro ewor naninmij ko jet ibber:

- Kein jerbal ko jet non jiban kabidodo iki an juon ri nanimij makutkut
- Konono ko ibben takto ro kab ri naninmij eo.
- Jiban ikjen jikin jerbal ko
- Jiban korol ro rej bed ilo jorran ko jet bwe ren bar rol non mokta
- Jiban ko jet ilo jikin takto ko
- Jiban ko jen nurse ilo air lale ri nanimij ro
- Jiban non ro rej buki men ko rekajuur ilo air bed ilo jikin treatment ko
- Kein jebal ko jet non jiban ri nanimij ro ekkar non mojno ko ibber
- Uno ko non ro ewor mojno ak nanimij ko jet ibber
- Jiban ko non bobrae jorran ro ilo juon ri naninmij

Prokram eo an CES

- Jiban kin jerbal non ro ewor naninmij ko ibber
- Ro rej jiban ro ewor nanimij ko ibber ilo moko mwer
- Ro rej bok jikin ri jiban ro jet elane ej wor jabdewot ej walok non er
- Ro rej jiban ikjen mwilin juon ajiri/armej
- Konono ko ikotam im ro rej bed ilo juon group
- Ro rej jiban baamble ko
- Jiban kaminene ak komakutkut enbwin non ritto ro
- Jiban ko non ajiri im ri manded ro
- Kaminene im kabeel ko
- Jiban ko non bobrae jorran ro ilo juon ri naninmij
- 1. Ro rej makutkut ilo waa ko non jiban
- Jiban ko non baamble eo ewor nanimij ak mojo ko ibber
- Treatment ko rej bok jiker ilo kabijuknen eo am
- Jiban ko kijen kabbok jikin jokwe
- Len am lo lok takto eo am ilo am jab bed wot iloan jikin takto ko
- Jerbal in komman bwe juon en rol non mokta
- Kaminene ko non ro ewor naninmij ibben non koboje er make
- Kaminene ko non jiban ilo juon droulul in armej
- Treatment ko non jiban ro ewor nanimij ko jet ibber
- Treatment ko ilo mweo

Service ko rejjab bed ilo prokram eo an PASSE ak rej bed iumin prokram eo am Medicaid:

- Ial ilo makutkut ko jet
- Ial non etal non jikin treatment ko
- Benefit ko non komman NII
- Jiban ko ilo jikin jikuul ko
- Jiban ko rej itok jen jikin nurse ko Jerbal ko non Rehabilitation im rejjab mottan SNF eo
- Jikin jokwe
- HDC service ko Jiban ko an HDCs
- Jiban ko jet rej etal non ritto ro im ewor nanimij ko ibben iumin ARChoices in Homecare prokram eo, Arkansas Independent Choices prokram eo
- Transplants
- Ilo an mij lojeen juon kora- ekkar non kakien ko an juon jikin

Ta ko kwoj kolla iki

Ne kwoj aikuj kolla ak kwojjab aiku

Arkansas Total Care enaj boke eddo in aolepen wonen takto ko am botab, ewor jet ien jiban kein rejjab bed. Kwojjab aikuj kolla elane jikin takto eo ej mottan Arkansas Total Care eo. Em am eddo non kollaiki jiban ko rejjab bed ilo plan eo am kin ta ko rebed ilo plan eo am im ta ko rejjab Handbook eo an Arkansas Total Care website eo.w

Member ro rej aikuji lori komelele kein ilal:

- Kajitok aolep ien elane service ak jiban ko rej bed iumin plan eo am.
- Elane kokonan jela ne kein jerbal ko jet jen jikin ka uno ko rej bed ilo plan eo am, kur tok kim ilo 1-866-282-6280 (TTY: 711).
- Elane kwoj buki jiban ko rejjab bed ilo plan eo am, takto ro remaron kajitok bwe kwon sign e juon pepa non am naj komman kola.
- Aurok bwe kwon etal ibben ro wot rej boke Arkansas Total Care Member ID eo. Elane kwoj uuan Arkansas Total Care eo, kwoj aikuj in etal ibben ro im rej uuan Arkansas Total Care eo Elane jab, konej aikuj kola.
- Kwlaoke Arkansas Total Care member ID eo am ilo ien am lo lok takto ro ak jikin takto ko Elane jab, konej aikuj kola.
- Elane jikin takto eo ej ba kwoj aikuj buki service ko rejjab bed ilo plan eo am, innem kwoj aikuji in naj kollla.
- Elane kwoj buki service ak jiban ko rejjab bed iumin plan eo am, innem konej aikuj kola.

Kilen am maron boke healthcare eo am

Ta in PCP?

Elane kwoj bed ilo Arkansas Total Care eo, kwoj aikuj kelet juon am takto ak PCP. PCP eo am ej takto eo am em em ej jiban yuk ilo ien am naninmij Arkansas Total Care eo ej rejan yuk non am lo lok PCP ak takto eo am 90 raan elkin wot am bed ilo prokram in mene kwojjab naninmij. Kwoj aikuj kebaak takt oak PCP eo am kin aolep am aikuji ikijen ejmouur. Kur lok takto eo am ne kwoj nanimij im jaje ta eo kwoj kommane, kakolkol ilo ien eo emokaj enaj jiban loi bobrae nanimij ko am. Emaron jiban bobrae yuk jen am etal non er.

Elane kwojanin kar lo lok takto ak PCP eo am, joij im kur lok Arkansas Total Care eo. Komaron kwalok kajjen einwot juon eo ekkal innem komman an ien lo lok takto ro ilo ran ko 90 imantata. Jab kottar am nanimij innem etal im takto.

Ewor jilu kilen am maron ebaake PCP eo ak takto eo am:

1. Kelet juon am takto. Komaron ukote takto eo am non bar juon takto. Komaron bar kur tok kim 1-866-282-6280 (TTY: 711). Elane jab komaron ba non Ro rej jiban yuk renaj eo am ke kwoj konan ukote takto eo am.
2. Komman am ien lo lok takto eo am elkin wot am bed ilo Arkansas Total Care eo.
3. Konono ibben takto eo am kin nanimij ko am.

Eddo ko an juon PCP eo am

Takto ak PCP eo am enaj :

- Buki aolep jiban ko ikijen ejmouur.
- Bar rol ibben takto ro am non lale emon ke jabdewot.
- Kimij lewaj jiban ro rejjab bojrak.
- Kakaal e pepa in takto ko am. Jela kin jokjok in jiban ko kwoj buki jen takto ak PCP eo am im takto ro jet.
- Lewaj jiban ko im rej bar etal non ri nanimij ro jet.
- Lewaj Physical Exam eo am.
- Lewaj jerbal in bobrae ko.
- Lewaj pepa in waa ko am.
- Komman bwe kwon maron tobar takto eo am bar einwot takto ro jet.
- Konono kin Advance Directives ko im likit ilo pepa in takto ko am.

Kelet PCP eo am

Ilo Website eo an Arkansas Total Care, ewor lajraak in aolep jikin takto ko im rej mottam. Kojerbale Find A Provider eo, konej maron lio jikin takto takto ro rej mottam. Konej bar einwot loi numba ko air im komadmod ko rej kommani List in lajraak in enaj kwalok adrej ko, telpone numba ko air im kajin eo rej maron jiban yuk kake. Ne kwoj Kelet PCP ak takto eo am, lale juon ian men kein:

- Takto an baamble
- Regular takto ro
- Takto ro jet an ritto Jimor
- Nurse ro rej jerbal ibben takto ro
- Takto ro an kurae/kora
- Ri jiban ro an takto ro

Takto eo am ak PCP eo am emaron bar jiban yuk Arkansas Total Care eo ej jerbal non kommane bwe kwon maron bed ilo jiban in ejmouur ko remon tata. Ewor takto kaal ro aolep ran rej bed ilo listing eo am. Lale ilo ArkansasTotalCare.com. Elane kwoj aikuji am copy in takto ak jikin takto kein ak elane kwoj konan jela kin PCP eo am, kur tok ki milo 1-866-282-6280 (TTY: 711). Kora ro rej maron tobar ro rej jiban kora ro ijelokin takto ro air make.

Ukote PCP eo am

Komaron ukot takto ak PCP eo am jabdewot ien. Elane ewor am PCP takto kaal, joij im kojjelaik tok kim ilo 1-866-282-6280 (TTY: 711). Komaron bar etal non portal eo am non ukot takto ak PCP eo am. Joij im kur tok kim ak Ro rej jiban yuk renaj eo am ilo at 1-866-282-6280 (TTY: 711) non kojjelaik tok kim elane emoj am ukot PCP eo am.

Komman ien am lo lok PCP eo am

Elkin wot am kelet PCP eo am, komman am ien lo lok er elkin 90 raan. Enaj komman bwe PCP ak takto komro en jela kajjen droon. Renaj lewaj jiban ko ikijen ejmouur, nan in rejan bar einwot melele kin ejmouur.

Kur lok PCP ak takto eo am non komman am ien lo lok. Jab meloklok in boke card in takto eo am jen Arkansas Total Care eo aolep ien kwoj takto.

Elane kwojjab maron komman an ien lo lok takto eo am, joij im kur lok. Ro rej jiban yuk renaj eo am ilo 1-866-282-6280 (TTY: 711).

Ien lo lok PCP eo am elkin awa in jerbal ko

Komaron call e lok PCP ak takto eo am ijoko kwoj jokwe ie non an maron iban yuk. Elane ewor nanimij ko ibbam im kwojjab maron tobar PCP ak takto eo am, joij im kur lok. Ro rej jiban yuk renaj eo am, ne ejjab line eo an nurse ro im ej bellok 24 awa. Elane e kauwatata, call e 911 non am maron etal non ER eo ebake yuk.

AUROK: Elane kwojjab maron etal non appointment ko am, joij im kur lok takto eo am non cancel 24 awa mokta. Elane kwoj aikuj jenij e ien lok takto eo am, joij im call e lok er ien eo emokaj tata. Remaron jiban komman an bar ien lo lok takto eo am. Elane kwoj aikuji komman am ien lo lok takto eo am, kur lok. Ro rej jiban yuk renaj eo am ilo 1-866-282-6280 (TTY: 711).

Ta eo komaron kommane ne jikin takto eo am enaj etal jen Arkansas Total Care Network eo

Elane PCP ak takto eo am ej lomnak in emakut jen Arkansas Total Care eo, kim naj kojjela ik waj yuk. Ro rej jiban yuk renaj eo am enaj jiban bukot juon am PCP kaal, elane jab kim naj lewaj juon. Enaj iwoj juon am leta kin PCP eo am. Elane kwoj konan juon an PCP kaal, joij im kur tok kim ilo 1-866-282-6280 (TTY: 711). Komaron ukot PCP ak takto eo am jabdewot ien.

Arkansas Total Care emaron komelim ak lo lok takto eo am iumin 90 ran elkin air emmakut. Kim maron jiban ilo wawein in elane ewor treatment ibben takto eo am

Ri Bororo ro me 0-13 week ak 27-40 week remaron bed wot ibben takto ro air mae ededelok an takto eo etale yuk. Ilo tore in, komaron kabbok am takto kaal. Enaj iwoj ejja service ko mokta. Uaak eo ej aikuj itok jen takto eo:

- Lolorjake ejmouur eo am
- Rate ro rejjab bar einwot rate ko an Arkansas Total Care eo
- Lori aolepen jerbal ko non kokomanman lok service ko
- Lori Kakien ko an Arkansas Total Care eo
- Lewaj melele ko kin ejmouur

Kwoj maron buki wot service kein jen PCP eo am elane Arkansas Total Care eo ekar jab joloke jen prokram eo air.

Jiban ko ikijen jikin takto ko

Jiban ko remenin aikuj non jikin takto

Jiban ko kwoj buki ikijen ejmouur ej aikuj jiban ko kwoj aikuji ekkar on nanimij ko am. Melele in, jiban ko kwoj buki re jimwe jejet. Arkansas Total Care eo ej lori karok ko non aikuj non ejmouur. Arkansas ejjab lelok nebar non takto ro im rijerbal ro air ilo air jab lelok jiban.

Jerbal in komman bwe en wor wonen takto mokta jen an juon an takto eo maron jiban yuk

Ne kwoj aikuj jiban, kur lok PCP ak takto eo am. Jet ian jiban kein remaron aikuji mokta emon ibben Arkansas Total Care eo mokta jen am buki. Ekoba jiban ko ilo an lo lok takto ro im rejjab bed ilo prokram ko am. Jiban ko jet einwot ilo kabujuken kab komadmod ko jet remaron aikuj etali mokta. Takto eo emaron ba elane jiban ko rej aikuji etali mokta. Komaron lale listing ne ilo website ne am ArkansasTotalCare.com. Komaron bar tobar ak kur tok kim ilo 1-866-282-6280 (TTY: 711) non am jela elane ej aikuj wor etale ko jen kim. Kwojjab aikuji kottar elane ewor am emergency ak idin ko.

Takto eo am enaj letok melele ko etke kwoj kar aikuji jiban ak service kein. Arkansas Total care eo enaj lale elane kwoj aikuji jiban ke im rekkar ke. Uuak ko eliktata renaj iwoj jen Arkansas Total Care eo ilo ien eo emokaj tata.

Melim ko reidrin remaron in bok jikier ruo raan ilo an etal aolep melele ko non Arkansas Total Care eo. Enaj etal juon leta non takto eo am jiban kein rej wonmanlok wot ak jab.

Jerbal ko reidrin renaj bok jikin juon ran ilo an etal aolep melele ko non Arkansas Total Care eo.

Kajitok ko reidrin, Arkansas Total Care eo enaj kajjeon tobar takto ro am. Elane takto eo am ejjab monono kin karok kein, komaron bar kajitok non etal kein karuo. Ien ronjake ko. Lale in buk eo an member non melele ko ket ikijen ien ronjake ko

Elane ewor oktak ilo melim ko, kim naj kojjela iki yuk kab takto eo am.

Referrals ko non takto ro jet

PCP ak takto eo am emaron jiban yuk ilo elon wawein ko. Kwoj aikuj lo lok takto eo am ien non ien non naninmij ko am jet. Ilo jokjok in komaron lo lok takto ro jet.

Juon Specialist ej juon takto eo ej jerbal ilo juon jikin takto. Non wanjonok, ewor takto ro rej jiban ikijen men kein, menono, kil im drii ko.

Komaron lo lok takto rein jabdewot ien. Arkansas Total Care ejzelok an referral. Kwojjab aikuj jerbal in referral.

PCP ak takto eo am emaron jiban kabbok an takto, ne ejjab komaron kajju ibben takto ro jet. Ne takto eo ejjab motaan Arkansas Total Care eo, innem komaron naj aikuj melim mokta jen am lo takto eo Takto ro. Lale komele kani kin melim ilo handbook eo am.

Ejjab aolep takto ro jet rej maron jiban yuk ilo an ejzelok referral. Melele ko ikijen prokram ko an referral, kur tok kim ilo numba kein 1-866-282-6280 (TTY: 711). Elane ewor idin ko, kur lok 911.

Jerbal in madmod ko jet reidrin:

Jikin takto ko jet non ien ko reidrin

Jikin takto me rej nae tar Urgent care oktak jen Emergency ko. Rej jerbal wot non naninmij ko me ebidod madmodi iumin wot 48 awa ko. Ne ejjab juon jokjok eo eidrin, ilo am jab maron kottar non am lo lok PCP ak takto eo am.

Joj im kur lok ro rej jiban yuk renaj eo am elkin am bed ilo Urgent ak ER eo.

Emergency room ko non madmod ko re

Room ko an Emergency rej non ro rej bed ilo kauwatata ak elane ajiri ej kwoj bororo kake ek bed ilo kauwatata. Jabdewot jokjok ko rej kauwata non mour eo am ej menin idrin. Jerbal ko an ERs rej madmodi jorran ko re kauwatata.

Etal non ER ko elane takto eo am ej ba kwon etal ak elane kobed ilo kauwatata. Elane takto eo am ejjab ba kwon etal non ER, innem jab etal. Lori nan in kean ko:

- Kur lok PCP ak takto eo. PCP ak takto eo am emaron lewaj komelele ilo telpone ko.
- Elane kwojjab maron tobar PCP ak takto eo am ilo elkin awa in jerbal ko, kur lok Nurse ro ilo numba kein 1-866-282-6280 (TTY: 711). Konej maron konono ibben nurse ro.

Etal non ER elane kwoj enajaki mein kein:

- Metak ubom ak menono eo am
- Kadok uno ko
- Jorran jen men ko rekajuur
- Bwil
- Jorran ko ilo an jab botoktok
Menokadu, maro, adibolul im
oktak kolar in kilum.
- Dribubub
- Bin am menono
- Mojno im jaje lo lokjen, makutkut
ak konono
- Metak in nii ak ebboj
- Ne koboror im kwoj bojak in kiotak
- Elane ejjab emon am mour in kwoj
lomnak in make kakkure yuk ak ro jet
- Kinej ko kin bu ak bakbok ko

Etal non jikin takto ko ak kur lok PCP ak takto eo am elane:

- Bok mij in, bio, metal buruom, metal lojilnum
- Inrok ilo enbwinum
- Kinej ko rejjab aikuj kiji
- Non bok uno ko

Komaron kojerbale lajraak in non jiban yuk bukot jikin takto ko rekkar. Melele bwe jokjok
kein ren jab kabojak yuk jen an lo lok PCP ak takto eo am.

Jikin ebbok uno ko

Prokram ko an jikin ebbok uno ko:

Ro rej uuan Arkansas Total Care eo remaron buki uno air ilo air etal non jikin kauno ko rej mottan Arkansas Total Care eo. Aikuj bed ibbam member ID card eo am jabdewot ien kwoj etal non jikin ka uno ko.

Arkansas Total Care eo ejjab kolla aolep uno. Elane ewor am kajitok kin uno, kur tok kim 1-866-282-6280 (TTY: 711) non jiban.

Lajraak in uno ko

Lajraak in uno ko rej kwalok uno tak ko komaron buki iumin prokram eo am. Lajraak eo an Arkansas Medicaid eo ekaal tata. Remaron oktak iloaan juon iion. Lale lajraan in ilo am iwoj non: ArkansasTotalCare.com/members/pharmacy.html. Lajraak eo an PDL ejjab kwalok uno ko rej bed iumin prokam eo am.

Arkansas Total Care eo ejjab boke eddo in aolep uno ko, jet uno ewor jonaer. Jonak ko air rej iwoj ilo elon jokjok ko einwot:

- Ilo ko air
- Jonan uno ko
- Melim ko jet

Takto eo am emron kajitok bwe uno kein ren iwoj jekdron ne ewor air limit. Komelele ko non am maron bok melim ko, lale ilo website ne am ArkansasTotalCare.com/providers/pharmacy.html. Elane ewor am kajitok kin uno ko rej bed iumin prokram eo am jen Arkansas Total Care eo, kur lok numba kein. 1-866-282-6280 (TTY: 711).

Ta ko woj aikuji ak requirement ko

Aolep uno ko ewor jonaer Ekoba:

- Uno ko rej iwoj iumin 31 ran ko.
- Arkansas Total Care ej maron komman bwe aolep uno ko am rej 90% jerbal mokta jen am maron bar ka uno. Ijelokin wot jet wawein remaron jab. Lale melele ko kin uno ro rej jako, jorran ilo Handbook eo am.
- Non am maron buki uno ko jet, rej aikuj mottan prokram eo am Arkansas Medicaid Prokam eo.
- Uno ko rej aikuj etal jen jikin ka uno ko im rej bed ilo prokram eo an Arkansas Total Care eo.
- Kwalok Arkansas Total Care ID eo am jabdewot ien kwoj ka uno. Elane jab, konej aikuj kolla.
- Jejo ian jikin ka uno kein remaron komman juon wot kind uno Non an maron drelon uno ko am ilo prokram eo am, jikin kommane uno kein ej aikuj mottan Medicaid Drug Rebate Prokram (MDRP) eo.

Lale melele kein ilal non melele ko jet.

Uno ko kwoj wia iki jen imon wia ko

Prokam in ka uno eo an Arkansas Total Care eo emaron buki jet ian uno jen imon wia ko. Aolep uno ko rej itok iumin OTC eo ilo PDL ak Arkansas Medicaid ak ko ilo lajraak eo an OTC. Non an uno ko an OTC maron in bed iumin Arkansas Total Care eo, rej aikuji itok ibben komelele ko jen juon jikin ka uno ekkar non ta ko ilo handbook eo. Uno ko rej itok jen OTC im rejjab bed iumin prokram eo an Arkansas Total Care rejjab mottan ATC eo.

Compound ak jorran ko jet

Arkansas Total Care emaron buki uno rej kere ilo ruo mottan ko ak uno ko elon lok jen ruo air (ingredients) kere. Uno ko elon lok jen ruo air kere remaron bed iumin prokram eo am. Elane juon ian kere kein an uno kein rejjab bed ilo prokram eo an Arkansas Total Care eo, innem konej aikuj kolla iki.

Elane jikin ka uno eo am ej lewaj uno ko elon ruo air kere, mekar ta ne rejjab bed ilo prokram eo am ak koban aikuj naj kolla woner.

Ta ko kwoj aikuji elane kwoj bed ilo Medicare/Medicaid

Arkansas eban kolla iki uno ko rej bed iumin prokram eo an Medicare Part D eo non ro rej bed iumin prokram eo an part A ak Part B.

Arkansas Total Care eo eban kolla iki uno ko rejjab bed iumin plan ko aolep an Part D. Komaron lale lajraak in aolep uno ak kein jerbal kein im rej bed iumin prokram eo am ilo Arkansas.magellanrx.com/provider/docs/rxinfo/1927d.pdf.

Uno ko kwoj aikuji iumin 30 raan ko

Jet ian uno kein rej jebal iumin 90 ran. Arkansas Total Care eo ej jiban lewaj jet ian uno kein ilo am kottar jerbal in kojbarok ko. Jonak in emaron bar jerbal non uno ko jet einwot:

- Melim ko jet
- Uno ko kwojjab aikuji buki
- Jonan uno ko
- Ilo ko air

Arkansas Total Care eo ej maron lewaj uno ko rej iwoj non kwe iumin 93 raan. Non am maron bar ebbok uno, ej aikuji wor am melim jen Arkansas Total Care eo. Ilo ien ko rekkar, Arkansas Total Care eo emaron lewaj melim non am maron bar ka uno mae jemlok in iio ne tok. Ilo jokjok in, enaj bar aikuji iwoj juon am melim ilo jemlok in iio ne.

Kein komadmod ko ilo ien ko reidrin

Komaron aikuj am melim non jet ian uno kein. Jikin ka uno ko remaron lewaj uno ko am iumin 72 awa ko ak 3 raan ilo am ilo am kottar melim eo am. Jokjok eo ilo air lewaj uno kein ej non jiban bobrae jorran ko ilo ien therapy ko am.

Aolep jikin ka uno rej bed iumin prokram eo an Arkansas Total Care eo rej aikuji liwaji uno ko am iumin 72 awa ko. Enaj etal kolla ko non jikin ka uno eo non kollaiki uno am umin 72 awa ko mekar ne melim ko rejjab tobrak. Jikin ka uno eo emaron in kur tok ro rej boke eddo in uno ko am ilo 1-800-460-8988.

Uno ko rej jako ak jorran

Elane uno ko am rej jako, lutox ak jorran, ej iwoj am melim non bar ka uno juon wot katten aolep iio. Melim ko jet remaron bar jerabal elane ej wor idrin ko jet.

Elane uno ko am rej jako, aikuj wor am police report non am maron bar ebbok uno. Elane uno ko am rej jako in kwoj aikuj melim, boke police report eo ibbam lok non jikin ka uno ko. Jikin ka uno eo am ej aikuj call e lok ro rej boke eddo in uno ko am ilo 1-800-460-8988. Ro rej boke eddo in uno ko am renaj kwalok kilen an jikin ka uno eo am jilkinlok police report eo non er. Ejzelok melim enaj iwoj elane ejjab police report lok non jikin ka uno eo am im ro rej boke eddo in uno ko am.

Uno ko edik woner

Jikin ka uno ko renaj lewaj uno ko jet ijelokin uno ko am elane ewor ibber. Elane ewor uno ko jet ijelok uno ko am kwoj buki innem mol in uno ko ekka am buki reban kolla jen prokam eo an Arkansas Total Care eo. Elane kwoj aikuij buki mol in uno ko am ekkar non takto eo am, innem takto eo am ej aikuj kajitok am melim non kolla uno ko am.

Prokram in kauno ko rej kojbaroke juon ri nanimij

Arkansas Total Care eo ej etale ro rej bed iumin prokram ko air non komman bwe en emon in jejet ilo air kojverbali uno ko air. Kim naj beke elane emon bwe kwon buki uno ko am jen juon wot jikin ka uno. Etan prokram in ej Pharmacy Lock-in Prokram Arkansas Total.

Care ej lale elane emon an ro rej bed ilo prokram eo air bed ilo Lock-In Prokram eo.

Jokjok ko kimij kojerbali non etal rej einwot in:

- Elane member ro air rar ka uno ilo elon lok jen juon jikin ka uno iumin 30 raan
- Elane member ro air rej kojerbale uno ko jet in rejjab melim jen FDA (einwot Opioids im uno ko jet rekajuur)
- Elane member ro air rej kojerbali uno ko jet rekajuur jen uno ok jen takto ro

Elane konej bed ilo prokram eo an Lock-In Prokram eo, Arkansas Total Care eo kelet ia eo konej buki uno ko am ie ekkar non jikin ka uno eo am. Kim naj jilkinwaj juon am leta im kalikare naat Lock-in prokram eo am ej jino im ia ko komaron ka uno ie. Aolep uno ko am rej aikuji in itok jen jikin ka uno ko rej bed iumin Arkansas Total Care eo. Arkansas Total Care eo eban kollaiki uno ko in rej itok jen jikin ka uno ko rejjab mottan.

Prokam eo an Lock-In eo ej juon iio aetokan Arkansas Total Care eo enaj karoke elane lock-in prokram eo en wonmanlok wot.

Elane kwoj konan komman am abonono nae Lock-In prokram eo, enaj iwoj 30 ran non am komman am aboonono Joij im lelok abonono ko ilo jeje non:

Arkansas Total Care
Attn: Appeals Department
P.O. Box 2010
Little Rock, AR 72221

Elane jikin ka uno eo ejjab emon non kwe, innem kim naj kajitok non ukote Komaron komman oktak ilo am call e lok 1-866-282-6280 (TTY: 711). Non am maron komman oktak non jikin ka uno eo, renaj aikuj kamol kin jikin jokwe. Erkein ej pepa ko komaron kojerbali non kamol kij jikin jokwe: driver's license eo am, ID eo am, bill in jarom iumin etam, pepa in lease ko iumin etam.

Elane ejjelok uno ko am ilo jikin ka uno eo am em kwoj locked ibber, komaron etal non jikin ka uno ko jet non bok uno ko am iumin 72 awa ko. Jikin ka uno eo ej aikuj bed iumin prokram eo an Arkansas Total Care eo. Non am buki uno ko am iumin 72 awa ko, jikin ka uno eo am ej aikuj kur lok ro rej jiban kin uno ilo 1-800-460-8988.

Kilen kojbaroke ejmouur

Kakolkol ko jet

Arkansas Total Care eo ekonan jela ewi wawen an maron jiban yuk. Kilen am kommane, kimij kajitok bwe kwon kommane juon pepa im ej bed ilo portal ne an member. Pepa in ej jiban kim kokomanman lok jerbal ko am non kake aikuj ko am Komaron lale ilo Member.ArkansasTotalCare.com. Elane ewor am kajitok kin pepa in kur tok kim ilo 1-866-282-6280 (TTY: 711).

Jiban non ro ewor nanijmij ko jet ibber

Arkansas Total Care eo enaj boke eddo in behavioral aikuj ko am jet. Komaron etal non jabdewot jikin takto ko rej bed iumin prokram eo am. Lale ilo website eo am non lajraan in jikin takto rein rej jiban ikijen naninmij kein. Komaron bar kur tok kim

1-866-282-6280 (TTY: 711).

Nanijmij kein reboka ro rej kojebale men ko rekajuur ak drenin kadok im jiban ko jet. Kur tok im non am maron jiban yuk ikijen im baamle ro am im rej kojerbali uno ro rekajuur kab drenin kadok ko. Kwojab aikuj referral jen takto eo am non wawen in. Kim maron jiban yuk bukot ro remaron jiban yuk. Kur tok kim 1-866-282-6280 (TTY: Non bok jiban ien eo emokaj tata. Kimij bellok 24 awa juon raan in 7 raan ilo juon week non jiban yuk.

Kim maron jiban?

Ri jerbal ro am remaron jiban yuk ilo wawen kein:

- Kabok am takto
- Komman am ien lo lok takto ro am
- Jiban ukok ilo kajin eo am

Ta ko kwoj kommane ne ej wor idrin ikijen Behavioral ako ro rej kojebali men ko rekajuu ak nanijmij ko jet ibber

Kur lok 911 elane baamble eo ej bed ilo kauwatata. Komaron bar etal non jikin takto ko ijo kwoj jokwe ie, ak ER eo. Jab kottar elane ro ilo baamel eo rejjab ione jorran ak elane komij aikuj jiban ikijen jorran ko jet. Kur tok nurse line eo am in ej bellok 24 awa

1-866-282-6280 (TTY: 711). Kim maron jiban baamble eo am im ewor air nanimij in air in komelij, naninmij ko jet, kojerbali uno ko rekajuur im kajitok ko jet ak enjake ko ibber. Kur tok kim 24 awa juon raan, jijlimjuon raan ilo juon week.

Provider-Led Arkansas Shared Savings Entity Ombudsman

Arkansas Total Care eo ej mottan PASSE eo. Einwot juon uuan PASSE prokram eo, ewor am maron lo tok opij eo an PASSE Ombudsman eo.

PASSE Ombudsman ej ro rej jiban yuk ilo ien ko einwot:

- Kwoj aikuj ke jiban ko ibben Arkansas Total Care eo
- Kwoj ke buki aolep jiban ko kwoj aikuji
- Jimwe im maron ko am rejako ak rejjab lori

Ro rej jerbal ibben Arkansas Department of Human Services rej ro rej jerbal ibben PASSE eo. Jerbal ko an jikin jerbal rej air, jimor ibben Arkansas Total Care eo. Komaron komman am abonono ikijken kakien ko ilo opij eo an PASSE Ombudsman hotline eo. Abonono ko nae PASSE eo remaroon bar komman ilo hotline eo.

Ewor Emen kilen am maron tobar opij eo an PASSE Ombudsman eo:

Telpone ko:

1-844-843-7351. Ro ewor rejjab maron ronjake ak konono, kur tok im ilo dialing 1-888-987-1200, jibed 2.

Jeje tok ilo email:

Komaron komman am abonono ilo am jeje tok non email in lal
PASSEombudsmanOffice@dhs.arkansas.gov.

Jeje tok ilo email:

Division of Medical Services

Office of Ombudsman

P.O. Box 1437 Slot S-418 Little Rock, AR 72203

Komaron fax tok:

501-404-4625

Ro rej jiban ritto ro ak ri nanimij ilo ialan ejmouur

Ta in Person-Centered Service Plan (PCSP)?

PCSP eo ej juon jerbal non jiban yuk karok ilju im joklaj eo am Ilo PCSP eo, kimij jiban yuk kin kotobar ko am ikijen ejmouur aolep iio.

Ilo jokjok in, kimij jela kajjem non am maron jiban yuk kin ta ko kwoj aikuji. Kwe im ro kwoj kelet ej rej kaju ilo jokjok in. Ej jiban ilo lale ta ko kokajuur ilo kommani, im aikuj ko am. Ri jerbal rein am renaj jerbal ibbam non ejake juon PCSP.

PCSP ej juon ialan jiban ro ewor mojno im naninmij ko jet ibber. PCSP ej jerbal non lelok aolep jiban ko im rej menin aikuj non kwe.

Kwe eo kwoj kotobalbale. Ro rej jiban ak PCSP rej jerbal ibban non lale aikuj ko am.

Juon PCSP emaron:

- Lewaj jiban ko ilo wawen ko jet im ta ko remenin aurok non kwe.
- Lewaj eddo ko non kwe non am komman am kelet ko am kin ejmouur. PCSP ej bar jiban komman bwe kwon bok konam ilo jukjuk in bed ko ilo am jiban einwot juon volunteer.
- Kile yuk kin ta ko komaron komane ak ta ko kwoj monono kaki im kotobar ko am. PCSCP eo ej jiban yuk bwe kwon tobar kotobar ko am.
- Lewaj jiban ko jet einwot juon droulul in jiban non jerbal ibben dron.

Ewi wawen an PCSP eo jerbal?

- Kelet won eo kwoj konan bwe en an PCSP. Ro ilo baamble eo, ro jeram im mottam, takto ro am im ro jet im rebake yuk.
- Ne ededelok team eo am, innem kimij kur yuk non juon ien kwelok ibben PCSP eo am. Jikin kwelok kab awa eo enaj bedbed wot ekkar non ta eo emon non kwe.
- Jenaj lewaj aolep jiban ko remmon tata im ro rebake yuk no jerbal ibbam. Ro rej jiban yuk renaj eo am enaj bar bed non jiban yuk.

Ta ko ilo PCSP eo am

- Melele ko kin jokjok in am mour, men ko rebbin kwoj ione im karok ko non jiban yuk ella jen men ko rebbin
- Jiban yuk tobar kotobar ko am
- Lajraak in jiban ko raurok non yuk

Ro rej boke eddo in uuau juon baamble

Arkansas Total Care ej jiban ikiken baamble planning. Komaron buki jiban kein im kein jerbal kein jen ijoko jet im rejjab bed ilo prokram eo am. Kwojjab aikuj referral jen takto eo am. Jiban kein ejjelok woner non member ro am. Jiban kein rej iwoj ilo ittino mekar ne ejjanin 18 am iio Jet ian jiban ko ikiken baamble planning rej einwot:

- Jiban ikiken jelalokjen im nan in rejan non jiban yuk
- Melele ko jet kin uno ko an Bororo
- Kakolkol ko jet ak physical exam

Prokram ko an kurae ak ri bororo ro (Start Smart for Your Baby®)

Juon ijjino eo emon ak kabeel non jiban ko non kurae ro Arkansas Total Care ej monono in jiban yuk kab ninnin eo mejum ilo an lap lojeem. Melele ko kin ejmouur ilo am. Bororo renaj iwoj ilo mail ne ejjab ilo telpone. Komaron bar lale melele ko jet ilo website eo am. Ro rej jiban ikiken prokram ko an kurae rej monono in uuaki aolep kajitok ko am Remarons bar iwoj non mwe imom.

Elane kwoj Bororo im kwoj kobatat, Arkansas Total Care eo ej maron jiban yuk jolok kobatat. Ewor jiban ko ilo ejjelok wonen non jiban yuk jolok kobatat.

Ri jerbal ro am renaj katakin yuk kilen am maron jolok am kobatat jerbal ibben dron ilo telpone ko, kimij maron jiban yuk komman oktak ko ilo am mour.

SafeLink ako telpone ko (SafeLink Cell Phones®)

SafeLink Cell Phones (SafeLink) ej juon ian prokram ko an federal im ej lewaj cell phone non Arkansas Total Care member ro ilo ejjelok wonen cell phone ko rej iwoj ilo am maron text ejjelok limit im 350 minutes kab 3GB ilo juon allon.

SafeLink eo ej kabitodo iki am tobar ro raurok ibbam. Komaron kur lok takto eo am, jikin ka uno ko am, 911 ro nukum im mottam.

Komaron kur lok Arkansas Total Care at 1-866-282-6280 (TTY: 711) koban loose e minute ko am. Elane kwoj kur lok Case Management eo am, remarons bar lewaj am minute.

Emon ke jerbal ko member ro rej buki, rej ke monono kaki

Jerbal in etal elane ewor jebal in kalijoklok

Arkansas Total Care emonono in jiban yuk. Jabdewot wawein eo kwojjab monono kake, kim ro ilo Arkansas Total Care eo monono in jiban yuk. Komaron kommman am abonono kin jabdewot einwot:

- Jokjok in jiban ko rej iwoj non kwe
- Am tobar ro jet kin telpone ko
- Bidodo in leto letak melele ko

Arkansas Total Care eban oktak an lale yuk ilo am koman abonono. Komman am abonono eban jelet jiban ko an kin ejmouur. Non am maron jiban yuk kin abonono ko am, kwoj aikuj letok melele kein:

- Etam
- Arkansas Total Care in takto eo am
- Telpone numba eo am
- Ta ko kwojjab monono kaki
- Ta ko kwoj konan ilo am kur tok kim non komman abonono

Komaron komman am abonono ilo jeje ak kur tok kim. Kim naj jiban yuk kin pepa ko am non komman abonono. Kim naj jiban ukot ainikiom.

Kim naj kojjela iki yuk ke emoj am loi pepa in abonono ko am iumin 5 raan. Elane kwar komman am abonono ilo am konono, kim naj jilkinwaj juon am leta. Koba komelele ko kin pepa in abonono eo am.

Ewi aetok in kommane juon jerbal in etal

Pepa in abonono ko re oktak jen droon em naj lewaj ien non jerballi. Pepa in abonono ko ekka air dedelok iumin 30 raan. Kim naj kojjela iki yuk ke emoj am loi pepa in abonono eo am 5 ran elkin am file e.

Emaron lap lok jen 14 aetok lok non kommane jerbal in elane:

- Armej eo ej komman abonono ej aikuj elab lok ien
- Arkansas Total Care enaj aikuj elab lok melele non kadedelok abonono eo am
- Am bebe elane kwoj aikuj elab lok ien

Arkansas Total Care enaj kojjela iki yuk ilo jeje kin jemlok in abonono ruo raan elkin wot an wor jemlok. Kim naj wonmanlok wot ilo 30 raan ko kin jemlok in abonono eo. Jemlok eo ej itok men kein iben tok:

- Tobraj in jemlok in abonono eo
- Ran eo ekar dededlok
- Kajitok ko jet elane ewor

Non am komman an abonono, joij im kur tok kim ilo:

Arkansas Total Care
Attn: Quality Department
P.O. Box 25010
Little Rock, AR 72221
Telpone: 1-866-282-6280 (TTY: 711)

Jerabal in etale ko

Abonono ko rej kajitok ko rej etal non Arkansas Total Care non etale. Joran ko non kommane jemlok. Komaron komman ilo telpone ak ilo jeje.

Elane Arkansas Total Care ejjab maron kolla non jiban kein, enaj iwoj leta ilo mail non komelel iki yuk. Elane kwojjab erra kake, komaron komman am abonono kake.

Pepa in abonono eo am ej aikuj etal non opij eo an appeal. Enaj jiban ilo wawein in elane konej.

Jilkintok juon copy in leta eo kwar loe jen kim. Ewor ran ilo leta eo kim kar jilkinwaj. Komaron komman am abonono iumin 60 raan. Pepa in abonono eo am eban tobrak elane kim ejjab loe iumin raan kein 60.

Elane kim kabojak jiban ko kwar buki mokta, komaron komman an kajitok bwe ren bar korol waj:

- Aurok bwe pepa kein ren mokaj im dedelok
- Pepa in abonono in ebed ie jemlok ak bojrak in jiban ko rar iwoj non kwe mokta lok
- Jiban kein rej jen ro rej bok eddo in jiban kein
- Aetok in jiban kein rejjanin jemlok
- Elane jinen im jemen renaj kajitok bwe en bar wonmalok wot

Non am maron buki jiban kein, kwoj aikuj kajitok non air wonmanlok im kommane juon am abonono 10 raan elkin am iwoj kojjela eo. Komaron naj kolla wonen jiban kein elane konej deny iki.

Jilkinlok abonono eo am non:

Arkansas Total Care
Attn: Grievance & Appeals Office
P.O. Box 25010
Little Rock, AR 72221

Telpone: 1-866-282-6280 (TTY: 711)
Fax: 866-811-3255

Ien ronjake ko

Enaj iwoj am leta elane etobrak ak jab. Elane ejab tobrak, ewor am jimwe non juon ien ronjake ibben DHS.

Elane kwoj konan juon ien ronjake, lelok kajitok eo am opij eo an DHS of Appeals im Hearings. Ro rej rej konan komman air ien ronjake rej aiikuj letok air kajitok non Arkansas Department of Health ilo opij eo an Medicaid.

Joij im bar lelok leta eo am jen Arkansas Total Care eo me ej konono kin kolla ko rar jab tobrak non opij eo an appeal.

Ewor am 30 ran jen ran eo ej bed ilo leta eo am jen appeal opij eo an Arkansas Total Care eo. Pepa in abonono ak appeal eo am emaron in jab tobrak elane enaj motlok jen ran in konono kake.

Komaron kajitok on juon ien ronjake elane kwoj tomak ke:

- Ebod ilo an jab tobrak pepa eo am non jiban
- Ebol elab ien non lale pepa eo am
- Ekar jar iwoj jiban
- Kwar kajitok in jiban ak ekar jab iwoj jiban
- Ejjab kar konan eo am eo
- Ekar wor jerbal in kalijoklok

Non kajitok kin juon ien ronjake, lelok juon leta non:

DHS Office of Appeals and Hearings
P.O. Box 1437, Slot N401
Little Rock, AR 72203-1437

Telpone: 501-682-8622
Fax: 501-404-4628

Melele ko raurok an member ro

Ta ko kwoj kommane elane ewor am muri

Ewor jet ian jiban kein ilo plan in am non jiban yuk in jet rejjab. Jiban ko rej iwoj iumin plan eo am. Ne konej lori rule ko an plan eo am, koban kolla jabdewot. Kur lok takto eo am ien eo emokaj tata elane rej kajitok bwe kwon kolla service ko rej bed iumin Arkansas Total Care eo.

Konono ibben takto eo am kin ta ko rej bed in rejjab bed iumin plan eo an jen Arkansas Total Plan eo. Lale bwe en jimwe aolep melele ko an kin jikin takto eo am em rej lelok bill e lok Arkansas Total Care eo.

Elane ewor am bill jen takto eo am elkin am lelok melele ko kin insurance eo an, kur tok kim ilo 1-866-282-6280 (TTY: 711). Kimij monono in jiban. Jab kolla bill eo am elane ej bed iumin Arkansas Total Care eo.

Elane kwoj buki jiban ko rejjab bed iumin plan eo an, konej aikuj in kommane juon an pepa ibben takto eo am. Pepa in ej komlet ke konej kolla. Konej aikuj iki jiban ko rejjab bed iumin plan eo am im ejjab Arkansas Total Care eo. Elane ewor am kajitok kin bill in takto eo am, kur lok Arkansas Total Care eo ilo 1-866-282-6280 (TTY: 711).

Insurance ko jet

Kwoj aikuj kojjela iki kim elane ewor am bar insurance in takto. Kim naj jerbal ibben plan eo am juon ekkar non plan eo am. Konej bar aikuji kojjaiki Medicaid kin insurance eo am juon.

Ewor ke am insurance ibben Arkansas Total Care eo im Medicare?

Ejjelok jorran elane ewor am insurance ibben Arkansas Total Care eo im Medicare, komaron etal ibben takto eo am im ej boke Medicare. Kojjela iki takto eo am ke ewor am insurance ibben insurance kein ruo Medicare im Arkansas Total Care eo.

Medicare eo enaj kolla iki wonen am takto Elane prokram eo ej bed iumin Arkansas Total Care eo, kim naj kolla iki bill eo an jen Medicare in kolla ko jet.

Joran ko jet

Arkansas Total Care eo ej jerbal non bobrae fraud, waste im abuse. Non kinaak lok men kein, kur FWA eo ilo. 1-866-685-8664. Kwojjab aikuj lelok etam.

Jerbal nana kein ej ilo an juon member jab kojerbali service kein rej iwoj jen Arkansas Total Care eo ilo jimwe. Ekoba men kein einwot:

- Lelok ak wia kake Member ID card eo am non bar juon armej
- Koerbale Arkansas Total Care eo am Medicaid eo
- Lelok bill ko non Arkansas Total Care eo kin service ko ejzelok woner
- Lelok bill ro rejjab jimwe non Arkansas Total Care eo
- Lelok bill ko non Arkansas Total Care eo kin service ko rar jab buki
- Jerbal ko jet rejjab jimwe nae Arkansas Total Care eo

Benefit ko an rej iwoj ekkar non aikuj ko am iumin prokram eo am Medicaid. Jab lelok member card ID eo am non jabdewot. Takto ro rej bed ilo prokram eo an Arkansas Total Care rej aikuj kinaak lok aolep jerbal ko rejjab jimwe non Arkansas Total Care eo Arkansas Total Care eo ej aikuj kinaak lok aolep jerbal ko rejjab jimwe non Medicaid. Emaron jako benefit ko am elane ejjab jimwe am kojerbali. Medicaid emaron boklok yuk non court elane ejjab jimwe am koerbale benefit ko am.

Elane takto, jikin takto, ak ro jet rej bed iumin prokram eo am Arkansas rejjab koerbale Medicaid or Arkansas Total Care eo, joij im kojjela iki tok kim ien eo emokaj tata. Enaj wor jerbal in etal ko non ro rejjab jimwe air koerbale prokram eo am Medicaid. Kim naj jerbal ibbam.

Komaron kojjela iki tok kim ilo mail:

Arkansas Total Care
Attn: Compliance Department
P.O. Box 25010
Little Rock, AR 72221

Ne ejjab, kur tok FWA eo ilo 1-866-685-8664. Kwojjab aikuj lelok etam.

Kinaak lok aolep jerbal ko rejab jimwe non Arkansas Medicaid Fraud im Abuse:

Arkansas Attorney General's Office

Attn: Medicaid Fraud and Abuse Division 323 Center Street, Suite 200

Little Rock, AR 72201

Telpone: 501-682-2007 or 800-482-8982

Jimwe im maron ko am juon member

Buk in ej komelele kin jimbwe in maron ko an einwot juon member in Arkansas Total Care eo. Ro rej jerbal ilo Arkansas Total Care eo rej aikuj kautie jimbwe im maron ko am.

Einwo juon member in Arkansas Total Care eo, ewor am jimbwe non:

- Buki melele ko ekkar non [§ 438.10](#). Ekoba men kein einwot:
 - Jerbal in ukok ilo kajin ko jet. Ro rejjab konono kajin belle. Koba kein jerbal ko jet ilo kajiton ko jet.
 - Jeje ro lellab ilo kajin ko jet. Jeje ro rellab in rejjab dik lok jen 18 ilo size.
 - Komelele ko jet non ilo jeje. Ekoba buk in an member ro, kojela ko non appeal im grievance, im ko jet. Kein jerbal kein rej aikuj bed.
 - Kajin ko jet in rejjab konono kajin majol.
 - Kein jerbal ko jet ilo ejjelok wonen rej aikiji.
 - Kein jerbal ko jet einwot audio, tape ilo ejjelok wonen.
 - Melele ko jet ilo jeje ilo kajin ko jet. Jerbal in ukok. Jeje ro rekillep ilo kajin ko jet.
 - Jerbal in ukok ko jet ilo ejjelok wonen ekoba ro rejjab konono ak rej kojerbale sign language.
- Kelet ro rej bed ilo prokram eo non jiban ko rej iwoj iumin PCSP eo. Ekoba Takto Ak PCP eo am.
- Kommane juon jerbal non komman juon jemlok ilo ejjelok kalijoklok ie.
- Ilo am bed ilo juon jukjuk in bed eo ej lewaj anemkwoj eo non am jela ta ko rej bok jikier ilo mour eo am.
- Melele kin PCSP eo am in ta ko rej itok iben tok.

- Juon eo ej juraki elon makutkut ko ilo jukjuk in bed eo.
- Kautiej jerbal ko am im kwalok am aurok im an ittino.
- Melele ko rej itok kin komadmod ak treatment kwoj buki rej iwoj non yuk ekkar jokjok in ejmouur eo am.
- Bok konam ilo konono ko kin ejmouur eo am kab jimwe im maron ko am ilo am jab erra in bok jet ian komadmod kein.
- Buki jiban ko kwoj aikuji, im jerbal ko jet an ejmouur in rej bed iumin prokram eo am PASSE eo.
- Ko rolok yuk make jen jokjok non jiban kommani bebe ko am ilo jokjok ko im rej lewaj anemkwoj einwot an komlet ilo kakien ko.
- Buki ako kajitok pepa in takto ko am.
- Kojobali jimwe in maron ko am ilo an Arkansas Total Care jerbal ibbam.
- Lilok abonono ko am non Arkansas Total Care eo im ro rej jerbal ibber. Ekoba jikin takto ko.
- Kojjela ko rej iwoj ilo an oktak. Ro rej jiban yuk renaj eo am iumin 7 raan ko.
- Buk eo an member ro ej aikuj iwoj koba lajraak in jikin takto ko ilo juon juon ien eo ejjab to kitien.
- Kajitok melele kein kin Arkansas Total Care eo ilo ejjelok wonen:
 - Wawein an Arkansas Total Care eo jerbal.
 - Jerbal in etal ko kin jokjok in an Arkansas Total Care eo lewaj jiban ko ilo an DHS im CMS eo etale.
 - Kakein ko ej ne ej wor jerbal in kalijoklok im ro rej boke eddo in etale kakien kein. Claim ko nae Arkansas Total Care kin jerbal in kalijoklok ko.
 - Jerabl in counseling ak referral ko im rejjab bed ilo prokram eo an Arkansas Total Care eo kinke ejelet tomak ko im kilen am maron buki melele kein.

Einwot juon uuan Arkansas Total Care eo, eddo ko an rej einwot in:

- Melele kin kilen im jokjok in an Arkansas Total Care eo jerbal.
- Kur lok Arkansas Total Care eo elane ewor am kajitok.
- Lelok melele ko rejimwe tata non jikin takto ko am.

- Lori nan in kean ko jen takto ro am, elane kwojjab maron lori, innem kur lok takto eo am ien eo emokaj tata.
- Kojbroke ien lo lok takto ro am.
- Ialan jiban ko non bobrae.
- Bukot ejmouur im buki lomnak ko remon non bobrae yuk jen jorran.
- Melele kin ta ko rejelet ejmouur eo am in im ta ko komaron kommani non jiban kokomanman lok am mour.
- Lelok melelok rejimwe tata non Arkansas Total Care eo im aolep jikin takto ko am.
- Konanik PCP eo am kin takto ro jet kwoj takto ibber. Enaj jiban kabidodo lok konono kab jiban ko jet. bar einwot ro rej jiban yuk ikijen behavior.
- Kajitok ibben takto ro ak jikin takto ro am non katak kin jorran, kab wonen komadmod. Komani bebe kok am elkin wot etale ko konono ko.
- Kilen kommani abonono ko einwot an komlet ilo booklet eo an member ro, elane jikin takto ak takto ro rejjab erra kaki.
- Kelet juon PCP.
- Kautiej im kaurok takto ro am im ro rej jerbal ibber.

Ukote PASSE eo am

PASSE eo am enaj iwoj jen ra eo an Human Services ilo Arkansas. Komaron etal jen PASSE eo am elkin 90 raan elane non bar juon. Komaron bar ukot PASSE eo am aolep iio ilo ien bar kokal ak enrollment ko. Elkin 90 ran ko, elkin ien bar kokal ko, komaron ukot PASSE eo an non jokjok ko wot me rekkar.

Jet ian jokjok ko rej komman bwe kwon maron ukot PASSE eo am rej:

- Ejjab emon service ko rej iwoj non kwe.
- Jerbal in jiban ko non takto rejjab bed ilo prokram eo an Arkansas Total Care.
- Arkansas Total Care eo ekar jab maron boke eddo in jerbal ko non ro kwoj takto ibber.

Elane kwoj konan ukot PASSE eo am non bar juon PASSE kaal, kur lok numba kein ilal.

DHS ej er eo rej jebal kajitok ko am. Renaj kojjela iki yuk elane kwoj aikij komman an abonono nae Arkansas Total Care eo. Elane Arkansas Total Care eo ejjab kotobar abonono ko am ilo juon tore emon, innem abonono ko am renaj wonmanlok wot. Arkansas Total Care eo ejjab bok konan ilo jerbal ko non ukote PASSE ko. Ewor am maron non appeal elane kwojjab erra ilo lomnak ko an DHS.

Elane etobrak PASSE eo am, PASSE eo am enaj bok jino jerbal ilo 1 raan in allon eo kein karuo jen ran eo DHS ear loe pepa ko am. Non wanjonok, elane DHS enaj loe kajitok eo am ilo 15 raan in January, ran eo im enaj jino jerbal PASSE eo am ej March 1 raan.

Non kajiitok kin PASSE kaal, kur lok DHS eo ilo 1-833-402-0672.

Pepa eo jen kwe non takto ro am

Emaron lon jet ien konej jaje ta ko kwoj kommani non ejmouur eo am. Elane kwojjab konono, takto eo am emaron jab maron jiban yuk lewaj jiban ko non kwe. Pepa eo nae etal Advance Directive ej kwalok ta eo takto eo am em kommane einwot juon pepa in kamool. Ej kwalok non takto eo am ta eo en kommane elane konej jaje konono. Pepa in enaj komman bwe takto eo am ej jela komadmod ko rejimwe im jejet non kwe.

Aolep ritto ro rej rej bed ilo prokam eo an Arkansas Total Care eo rej maron kommani pepa in konono kake. Arkansas Total Care eo enaj lewaj aolpe melele ko kin pepa in koba kakien ko nae pepa in. Kur tok kim ilo at 1-866-282-6280 (TTY: 711) elane kwoj aikuji pepa in. Komaron bar konono ibben PCP ak takto eo am kin pepa in Kajitok bwe PCP ak takto ro am rej likit pepa in ibben pepa in takto ko am.

Jebal ibben PCP ak takto eo an non jiban kabidodo lok lomnak ko am. Pepa in enaj jiban takto ro im ro jet rej jiban yuk kin ta ko kwoj konan non ejmouur eo am. Pepa in eban jolok jimwe im maron ko am non kommane make an lomnak. Renaj jerbal ilo tore eo kwojjab maron konono Jerbal in kalijoklok ko reban jelet yuk elane ejjelok am pepa in konono kake.

Wanjonok ko non pepa in rej einwot in:

- Pepa ko kin jemlok ko am
- Melim ko kin ejmouur
- Jab jarom e ubom ne ebojak am menono

Einwot juon member in Arkasas Total care eo, ewor am jimwe im maron:

- Non buki komadmod ko.
- Komman an pepa in ta eo takto ro ren kommane elane konej jaje konono.
- Bukot juon an book kin melele ko kin jimwe im maron ko am iumin kakein ko. Ekoba jokjok ko ikijen ejake pepa in konono kake ekkar kon bedbed in tomak ko an juon armej.
- Lelok abonono ko am elane kakien ko nae pepa in rejjab lori ilo non hotline eo an state.
- Komman am abonono nae PASSE eo am ak ro rej boke eddo in. Ekobar ro jet rej jiban. Lale ilo handbook eo an member non melele ko rellab lok.
- Ilo an ejjelok aikij ko jet, komaron bukot referral ko non bukot jikin takto non baamle eo am, jikin takto kein rejjab aikuj mottan Arkansas Total Care eo.

Pepa in komelele ko kin ta eo kwoj Konan non ejmouur eo am

Ekkar non kakien ko an Arkansas, elane 18 am iio ak ritto lok, ewor am jimwe im maron non kommane am bebe kin ta eo kwoj konan non ejmouur eo am jen jikin takto ko. Einwot juon jimwe eo lewaj non kwe, kakien ko rej lewaj komelele ko ilo ilo jeje non kwalok am lomnak kin ejmouur eo an ilo etam kin ta eo kwoj konan elane konej etal im droulul in ban kwalok ta ko kwoj konan ilo am naninmi. Kojjela ak melele kein ejjelok oktak jen living wills eo am ak jemlok ko am ilo state ko jet.

Erkein ej pepa ko

Ewor juon pepa in Arkansas ej kojerbali. Pepa eo kein kajuon ej konono naninmij ko ejjelok uno er. Pepa eo kein karuo ej konono kin juon enbwin eo ejjab makutkut a. Elane kwoj konan komman am pepa kein, komaron kojerbale juon wot iaer. Komaron kojerbali nan ko jet. Komaron buki pepa ko jet ak kajitok ian eo komaron buki pepa kein ie ibben takto ro am. Komaron bar buki jen attorney eo am.

Melele bwe pepa kein remaron jab lewaj aolepen ta ko kwoj konan iumin jimwe im maron ko. Non wanjonok, komaron komelele iki kilen air lale yuk ak ian eo kwoj konan bwe ren najidrik yuk ie ilo tore eo kwoj mojno. Elane ewor am kajitok im takto ak jikin takto ko am rejjab maron uuak. Elane kwoj konan komman oktak non pepa in ak likit melele ko jet iloan, komaron kebak juon lawyer ak juon eo emelele kin pepa kein.

Kelet ko im rebed ilo pepa in

Kajojo pepa kein rej kommane bwe kwoj kelet juon ian men kein:

1. Komelele ko kin ta ko kwoj konan bwe takto eo am en kommani elane einwot jolok ak wonmalok wot kin komadmod ko kwojjab aikuji. **OR**
2. Non jiton juon eo enaj komman jabdewot ilo etam. Lomnak ko non wonmanlok wot ak kabojrak komadmod ko ilo am naninmij.

Kilen an kadede lok pepa in

Bwe pepa in en emon im bojak non jerbal, ej aikuj sign jen kwe im eo kwoj komaron e bwe en konono ilo etam. Aikuj bar kamol jen ruo armej. Pepa in ej bok jikin ilo ie ko men kein ruo rej walok:

1. Pepa in ej kwalok ta eo takto eo am en kommane. Takto eo am ej e eo ej eddo iki yuk ilo an naninmij. **BAR EINWOT**
2. Takto eo am koba ro rej jiban e ej er eo rej karok elane kwoj lukkun. Lukkun naninmij em kio jab maron in kwalok ta eo ren komman non kwe.

Elane kwoj konan jolok pepa in declaration eo am

Elane kwar kadedelok pepa in declaration eo am im kwoj konan jolok, komaron kommane jabdewot ien jekdron jonan eo kwoj bed ie ilo ejmouur. Jerbal in jolok pepa in declaration eo ej jino ilo tore eo ej etal kojjela eo non jolok pepa in non takto eo am im takto ro jet ak ilo an wor juon eo non kamol. Komaron kommane ilo jeje, ak konono elane kwoj lomnak in jolok pepa e ak ilo am jolok im kakure pepa in konono kake.

Kommane juon pepp in declaration non bar juon armej

Ilo ien ko ajiri ak ritto ro rejjab maron kommane karok ikijen ejmouur ko air, juon pepa in declaration emaron in komman jen juon eo rej kabbe ak juon eo ej kommane ilo etan. Kakien ko jen Arkansas ej komlet jokjok kein ilal im lelok maron ko bwe juon declaration emaron in komman jen juon armej ak rein konono kake er im rej maron bed non konono ko:

1. Eo ej boke eddo in ri naninmij eo, elane ewor
2. Jinen im jemen ri naninmij eo, elane rejjab marre im ri naninmij eo ejjanin 18 an iio
3. Leo ak lio belele

4. Ajiri ro re ritto nejin ri naninmij eo, elane elon lok jen juon, aolep ro re ritto
5. Jinen in jemen ri naninmij eo 18 an iio an ritto lok
6. Ro jein im jatin ri naninmij eo, elane elon lok jen 1, aolep renaj bok konaer
7. Ro rej boke eddo in ri naninmij eo im jerbal einwot jinen ak jemen
8. Aolep ro uuan baamble eo an juon rej bok konaer

Ro rej kojbarok ak jerbal in kojbarok

Kakein ko an Arkansas ikijen kojbarok non:

1. Ri naninmij ro mekar ta ne rej naninmij remaron beke ta komadmod ko rej etal non er toon wor air maron komman air bebe.
2. Pepa in declaration eo non ri nanimij ro rej. Bororo eban etal non er elane rej kile ke elab lojen, ilo an jikin ninnin eo eddok non ien kiotak kein jerbal ko non jiban juon ri naninmij.
3. Jabdewot takto ijelokin takto eo am im ejjab maron in komman karok ko non ri nanimij eo ekkar non kakien ko ej aiikuj boke eddo non lolorjake bwe ri naninmij eo ej emakut lok non ibben takto ro jet.
4. Ilo Arkansas, takto ak jikin takto ko rejjab kamo ak kabojrak jiban ko rej juon ri naninmij ej aikuji ekkar non pepa in declaration eo air.
5. Declaration ko jet in rej bok jikier ilo state ko jet rej lori kakien ko im rej jerbal ilo Arkansas.

*A.C.A Jimwe ko jet an ajiri ro rej bed ilo A.C.A. 20-17-214.

Pepa in kamol ko jet kin jimwe im maron ko am

Melele ko ikijen ejmouur eo am, kilen air kojerbali im ekojkan am maron buki melele kein. Joij im etal melele kein.

Jino ilo December 14, 2022.

Non jiban ikijen ukok non kajin eo am ak melele ko jet, joij im kur tok kim ilo 1-866-282-6280 (TTY: 711).

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-866-282-6280 (TTY: 711).

Jerbal ak eddo ko jet:

Arkansas Total Care eo ej jerbal iumin Health Insurance Portability im Accountability Act eo an 1996 ak (HIPAA). Arkansas Total Care eo ej lori kakien ko non kojbaroke aolep melele ko am ikijen ejmouur eo am, lewaj melele ko non kwe kin eddo ko am ekkar non PHI eo am, ekoba kojjela iki yuk elane PHI eo am ej jorran ak breach.

Komelele ko kilen am maron kojerbali PHI eo am. Jimwe in maron ko am non kojerbale PHI eo am im kilen am kojerbali. Jokjok ko jet non leto letak PHI eo am im ejjab walok ijin emaron in kommane elane ewor melim jen kwe.

Arkansas Total Care eo ewor an maron in ukot notice in. Ewor maron ko ibbam non ukot PHI eo am in ej bed ibbem ak PHI eo am tok elik. Arkansas Total Care eo enaj komman oktak im kajedede e jabdewot oktak ko einwot:

- Jerbal ko ak melele ko jet
- Jimwe im maron ko am
- Eddo ko am
- Kakien ko jet

Oktak ko jet renaj komman ilo website eo am elane ejjab renaj iwoj ilo mail.

Jerbal in kojbarok ko jet einwot ilo jeje ak kein jerbal ko jet:

Arkansas Total Care eo ej kojbaroke PHI eo am. Ewor jokjok ko kimij kojerbali non jiban. Jet ian jokjok ko kimij kojerbali non kojbaroke PHI eo am:

- Kaminene ko non ri jerbal ro am.
- Aolep ro kimij jerbal ibber rej aikuj lori kakien ko.
- Jikin jerbal ak opij ko am retiljok.
- Kimij konono kin PHI eo am non jerbal ko wot an business .
- Kimij kojbaroke PHI eo am ilo am lelok non jikin kakon ko.
- Kimij kojerbali kein jerbal ko rekabeel non kojbarok PHI eo am PHI.

Melim ko non kojerbale PHI eo am:

Kllen am kojerbale PHI eo am ilo an ejjelok melim jen kwe:

- **Komadmod ko.** Non takto ro ak jikin takto ko jet rej lewaj treatment ko am. Melim ko kimij kommane bedbed ion ejmouur eo am.
- **Kolla.** Non kolla ko non jikin takto ko rej jiban yuk kin treatment ko am. Ak non jikin takto ko jet ak insurance in takto ko jet ekkar non kakien kon non komman kolla. Makutkut ko jet ikijen payment ekoba:
 - Kommani klaim ko
 - Etale ko non lale elane klaim eo am non kolla
 - Kolla ko rej kajju iwoj non kwe
 - Etale ko non jiban ko non takto
 - Etale ko non jokjok in an klaim ko jerbal
- **Jerbal ko jet ilo jikin takto ko.** Kim maron kojebali PHI eo am non jerbal ko an jikin takto ko. Ebar drelon jerbal kein einwot:
 - Jerbal in jiban customer ro
 - Uuaki aolep abonono ko
 - Jerabal in jiban ko jen group in takto ak nurse ro

- Jerbal in etal ko non klaim ko jokjok ko jet non komman oktak
- Jerbal in kokomanman lok ko non activity ko

Ilo jerbal ko an jikin takto eo am, kim maron kojerbale PHI am non business to jet. Enaj wor karok ko ilo jeje ke kim naj kojbarok PHI eo am ibben rein kimij jerbal ibber. Kim maron kojerbale PHI eo am non entity ko jet ekkar non kakien ko. Aikuj wor jemjera ko ikotaam im entity kein. Ekoba men kein:

- Jerbal ko non kokomanmanlok
- Etale ko non lale kabeel ko ibben takto ro
- Group in takto ak nurse ro rej jiban ri nanimij ro
- Jerbal non bobrae jerbal ko renana
- **Jikin takto ko jet im jokjok in air jerbal.** Kim maron bar kojerbale PHI eo am non ro jet rej jerbal ibben jikin takto ko jet, einwot jikin jerbal ko im rej lewaj jikin am takto ilo air erra kin kilen kojerbale PHI eo am. Erra ilo am jab kotlok bwe jikin jerbak ko ren kojerbale PHI eo am.

Melim ak jerbal ko non jrbale PHI eo am:

- **Makutkut ko non komman jaan.** Komaron kojerbale PHI non ien kobajet ko non group ko im jerbal ko air. Ilo tore eo kimij tobar yuk ikijen kobajet ko, kim naj kotlok bwe kwon komman am bebe bwe kim en jab bar tobar yuk ikijen jerbal ko non kobajet.
- **Jerbal in etale ko.** Kim maron kejrbale PHI eo am non jerbal in etale ko non insurance ko im kajitok ko jet. Elane kim naj kojebale PHI eo an non jerbal in etale ko, kimij kamo am kojerbale aolep melele ko kin PHI eo am ilo jerbal in etal kein.
- **Kakemejmej ko non ien lo lok takto ro am ak Treatment ko jet.** Kim maron kojerbale PHI eo am non kakemejmej yuk kin ien lo lok takto ro am and jerbal ko jet non ejmouur. Kim maron kojerbale PHI eo non lewaj melele ko ikijen treatment ko ak ejmouur eo am jerbal ko jet einwot jiban jolok kobatat im kaidikdik lok.
- **Einwot juon kakien.** Elane kakien ko an federal ak state rej aikuji kojerbale PHI eo am, kim maron kojerbale PHI eo am. Kim maron kojerbale ekkar non kakien ko. elane ruo ak elon lok kakien ko rej jerbal non im komman conflict, innen kom naj lori kakien ko rebin lok .
- **Makutkut ko an Public Health.** Kim maron kojrbali PHI eo am non jerbal ko an public health non jerbal ko non kojbarok naninmij im jorran ko jet. Kim maron kojerbale PHI non Food im Drug Administration eo non jerbal ko einwot aurok Im kilen an jerbal product ko air iumin maron ko air.

- **Ro rej bed ilo Joran ko einwot abuse in Neglect.** Kim maron kojebale PHI eo an non jikin kein ilo jukjuk in bed eo am einwot kien ko jimor an state, local im federal, social services ko ak protective service ko jet in rej jerbal non etali jorran ko elane ej wor Joran ko.
- **Jikin ekajet ko.** Kim maron kojebale PHI eo an ien ronjake ko an jikin ekajet eo. Kim maron bar kojebale ilo wawein kein:
 - Kajitok ko non jikin ekajet ko
 - Jikin ekajet ko jet im rej komman jemlok ikotaan armej in kien eo
 - Kur ko non etal non jikin ekajet ko
 - Kajitok ko non bed ilo ien ronjake ko reidrin
 - Warrant ak pepa ko jet jikin ekajet ak juon judge
 - Kajitok ko non kamol ikotaan ruo party
 - Kajitok ko jet
- **Ro rej boke eddo in kakien ko.** Kim maron kojebale PHI eo am non ro rej boke eddo in kakien ko. Non wan jonok:
 - Kajitok ko jen jikin ekajet ko
 - Warrant ko jen jikin ekajet ko
 - Kur ko non etal non jikin ekajet ko
 - Kajitok ko jen ro ri jerbal ko an jikin ekajet ko
 - Ri kamol ro

Kim maron kojebale PHI eo am ilo bukot ro rej lemnak nana nae er, ro rej ko jen jorran ko rej kommane, kein kamol, ro rej jako.

- **Ro rej katak kin ri mij ro im ro rej boke eddo in ien ilomej ko.** Kim kojebale PHI eo am non ro rej katak kin rimij ro. Emaron jerbal non etale ta eo ej komman an juon armej mij ak jako. Kim maron kojebale HPI eo am non ro rej kotobarbal juon ilomej, non jiban komman jerbal ko air.
- **Mottan ko ilo enbwin, mej im mottan enbwin ko rej donate e.** Kim maron kojebale PHI eo am non Droulul ko. Kim maron kojebale PHI eo am non bank ko, jikin ko rej komakutkut mottan ko ilo enbwin non bar juon enbwin:
 - Motan ko ilo komelij
 - Mej
 - Mottan cell ko ilo enbwin

- **Kauwatata non ejmouur im safety.** Kim maron kojebale PHI eo am elane kimij tomak ke aurok non bobrae jorran ko kwe im ro jet.
- **Makutkut ko an kien.** Elane kwoj bed ilo jarin tarinae ko an Amerika, kim maron kojebale PHI eo am. Kim maron bar kojebale PHI eo am non:
 - Ri jerbal ko an ien ro rej lolorjake ainemon
 - Ro rej jerbal ibben lal ko jet ilo lolorjake ainemon
 - Ra ko jet an kien non etale jorran ko jet an ejmouur im oktak ko ie
 - Ro rej kojbaroke president eo ak ro jet
- **Insurance ko an ri jerbal kab benefit ko jet.** Kim maron kojebale PHI eo non lori kakien nae jikin insurance kar benefit ko jet an ri jerbal ro non bobrae joraan ko rej bok jikier ilo jikin jerbal ko an.
- **Ien idrin ko.** Kim maron kojebale PHI eo an non tore ko ej wor idrin ilo ien ko kwojjab maron makutkut ak bed, non ro uuan baamble eo, ro mottan im ro kwojela kajjer. Kim naj kommani jo kelet ko remon tata ilo ien am kojebale PHI eo am ilo etam. Elane emon ibbam im kwoj erra non kojebale PHI eo am, kim naj kojebale PHI eo am non ro rej lale yuk wot.
- **Ro ilo jikin kalbuj ko.** Elane kalbuj ro rej bed iumin kein ko, kim maron kojebale PHI eo Jikin kalbuj ak ri jerbal ro jet an kien ak jabdewot jikin eo renaj aikuji Melele ko kake kwe ilo air kojbaroke ejmouur eo am im ro jet koba ro rej jebal ilo jikin kalbuj ko.
- **Katak ko.** Kim maron kojebale PHI eo am non ro rej kommani katak ko ilo tore ko ej tobrak katak ko rej kommani im dedelok non kojbaroke PHI eo am.

Jerbal ko an PHI eo ami rej aikuj Melim ilo jeje jen kwe:

Kimij aikuj bok melim ilo jeje jen kwe non am maron kojebale PHI eo am ilo wawein kein:

- **Wia kake PHI.** Kim naj aikuj melim jen kwe elane kimij wia kake PHI eo am, melele in kimij kolla ilo am kojebale PHI eo am.
- **Kadelel.** Kim naj aikuj melim jen kwe ilo am kojebale PHI eo am ilo jerbal in kadelel ak wia kake ijelokin wot jerbal in kadelel ko im rej bok jikier kotam im ro jet ilo am lelok menin lelok ko rejjab lab woner.
- **Note ko an takto ro.** Kim naj aikuji jen kwe non kojebale PHI eo am non takto ro rej jiban ilo jokjok kein einwot, komadmod ko, kolla, jerbal in ejmouur.

Jimwe im maron ko an juon armej:

Maron ko am iumin PHI eo am. Kur tok kim elane kwoj konan kojerbale jimwe im maron kein am.

- **Jimwe non kabojrak.** Ewor am jimwe im maron non kabojrak PHI eo am jen an jerbal non treatment, kolla ak jerbal ko an ejmouur bar einwot ro rej jokwe ibbam im kwoj boke eddo er einwot ro uuan baamble eo im ro mottam. Kajitok eo am non komman bojrak ej aikuj komelele ta eo kwoj ka bojrake im won ro ej jerbal none. Kim maron jab erra ilo kajitok eo am non komman bojrak. Elane kimij erra, kim naj lore im bojrak mae ien konej aikuj komadmod ko reidrin. Ejja ilo jokjok in wot, kim naj kabojark am kojerbale PHI eo am non komman kolla non jikin takto ko kwoj kolla.
- **Jimwe im maron non kajitok kin melele ko jet.** Ewor am jimwe im maron non kajitok kin melele ko ilo PHI eo am. Rej jerbal non melele ko wot raurok non am jela no bobrae jorran ko nae kwe. Ejjab aurok non am komelele ta unin am komman kajitok non bojrak, botab kwoj aikuj komelele iki ta jorran ko non kwe ne ejjelok oktak. Kimij aikuj na kitien kajitok in am elane emon im jejet ekkar non jikin im ia eo PHI eo am ej etal non.
- **Jimwe im maron ko am bwe en wor am copy in PHI.** Ewor am jimwe im maron bwe ej wor am copy in PHI eo am. Komaron kajitok bwe en iwoj am copy in PHI eo am ijelokin copy ko ilo pepa. Kim naj lewaj copy eo am ilo jokjok eo kwoj kajitok e. Kwoj aikuj lelok kajitok eo am ilo jeje. Elane ejjab tobrak kajitok eo am, kim naj jeje waj im komelele iki yuk etke ejjab tobrak kajitok eo am. Kim naj bar einwot komelele iki yuk kilen am kajitok non etale.
- **Jimwe im maron ko am non amend e PHI eo am.** Ewor am jimwe im maron komman bwe kim en ukote elane ewor melele ko rejjab jimwe. Kajitok eo am ej aikuj itok ilo jeje, ej aikuj komelele kin ta ko rej aikuj oktak. Kim maron jab kotlok kajitok eo am kin jet wawen. non wonjonok, kim maron jab kotlok kajitok eo am elane kim kar jab kommane melele ko kwoj kajitok bwe ren oktak. Elane ejjab tobrak kajitok eo am, kim naj jeje waj im komelele iki yuk. Komaron jeje tok no kim im kwalok ke kwojjab erra ibbam kin jemlok eo. Kim naj koba iki ennan ko am ibben PHI eo am im ta ko kwoj kajitok bwe ren oktak. Elane enaj tobrak kajitok eo am non komman oktak, kim naj kojjela iki ro kwoj likit er ilo oktak kein ekoba oktak ko tok elik.
- **Jimwe im maron non pepa in accounting ko am.** Ewor am jimwe im maron non jela ia ko iumin 6 iio kim kar kojebale PHI eo am none. Jerbal in komadmod ko jet, kolla im jerbal ko jet. Makutkut ko jet. Elane kwoj konan pepa kein, enaj wor wonen elane elon lok jen 1 katton an kajitok aolep 12 allon. Kim naj lewaj melele ko ilo tore eo kwoj komman an request kin wonen pepa kein.
- **Jimwe im maron ko am non komman abonono.** Ne kwoj lomnak ke ewor jerbal ro renana ilo jorran jimwe in maron ko am, komaron komman am abonono ilo am jeje ak kur tok kom elkin an iwoj kojjela in.

Komaron bar kommani abonono ko am ilo opij eo an Secretary eo an U.S. ra eo an jikin ejmouur im Human Services ilo am jeje lok non:

U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201

Telpone: 1-800-368-1019 (TTY: 1-800-537-7697)

Email eo am: OCRCComplaint@HHS.gov

Website eo: [HHS.gov/hipaa/filing-a-complaint/complaint-process/index.html](https://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html)

Kim ejjab maron komman jabdewot nae yuk ilo am komman am abonono.

- **Ewor am maron non an iwoj am copy in kojjela in.** Komaron kajitok juon am copy in kojjela in jabdewot ien elkin wot an iwoj kojjela in. Elane ekar iwoj kojjela in ilo website eo am ak email, komaron bar kajitok bwe en iwoj juon am copy.

Kilen am tobar kim.

Elane ewor am kajitok kin kojjela in ak jokjok ko jet ikjen PHI eo am, komaron kur tok kim ilo am kojerbale melele kein ilal.

Arkansas Total Care
Attn: Privacy Official
P.O. Box 205010
Little Rock, AR 72221
Telpone: 1-866-282-6280 (TTY: 711)

Lajraak ko

Pepa in komelele eo am. Ta ko kwoj ba non ro rej lale yuk kin ta ro renaj bok jikier ilo tore eo kwojjab maron konono. Karok ko am eliktata ak living will eo am ej pepa eo ekka kojerbale.

Pepa in appeal. Pepa in kajitok jen Arkansas Total Care eo non etale. Etan pepa in (NOA) Pepa eo etal NOA ej pepa eo kimij lewaj ne Arkansas Total Care eo ej kabojak jiban ko rej iwoj non kwe, kadilok jiban ko, jolok jiban ko rar iwoj mokta ak jolok kolla ko. Elane konej komman an appeal, enaj jino juon jokjok non jumae karok ko komman jen PASSE eo.

Melim ko. Karok ko non buki jiban ko kin ejmouur. Juon melim ej bar juon referral.

Jerbal in jiban ko non ro ewor jorran ko ibber (BH). Jiban In jiban non ro ewor nanimij ko ibber jen air kojerbali uno ko.

Jiban ko jen kajojo jikin takto ko. jiban ko rejjab jemlok am buki. Ej jino ibbem ilo am kebak PCP eo am wonmanlok ilo aolep jiban ko non kwe. Ne ej wor jorran non jiban kein.

Eligible(s). Juon armej eo emoj kile en ej maron buki jiban kein iumin Medicaid plan eo an state.

Komadmod ko reidrin. Jerbal in komadmod kwoj buki ien eo emokaj tata ne kwoj jorran in ro kauwatata.

Abonono ko. Abonono ko nae jabdewot jerbal ijelok benefit ko am. Abonono ko remaron ikiken jiban ko rej iwoj non kwe im jokjok in an jikin takto kab ri jerbal ro air lale yuk, ak jimwe im maron ko am. Abonono ko rej lewaj am maron kabojrak an aetok lok ien ko non kommani karok ko jen PASSE eo.

Ilo an takto ro rej jebal ibbam ilo mweo imom. Aolep kein jerbal ko koba jiban ko rej iwoj non kwe ilo am bed mweo jen takto ro am.

WAA. Aurok bwe kwon buki waa ko am non kojbaroke yuk.

Drelon hospital. Jiban ko kwoj buki ilo am bed hospital.

Medicaid ak insurance in takto eo am. Jiban ko ikiken ejmouur in rej itok jen kakien eo an Social Security Title XIX eo.

Card in Takto eo am. Card in takto eo am ej kwalok ke kwoj member in Arkansas Total Care eo. Ilo handbook ne am, komaron lale Member ID Card ne am ie.

Aikuj ko jet ikiken ejmouu.r Jerbal ak komadmod rej iwoj im rejjab bed iumin coverage eo am remaron cover ekkar non category ko air. Ej aikuj menin aikuj non ejmouur, lalem ianer rej einwot:

- a. Maron. Komadmod ko takto ro rej liwaji non kwe raurok non kwe.
- b. Un ko. Komadmod ko rej non jiban yuk kin naninmij ko rebed ibbam.
- c. Etale ko. Komadmod ko rej lewaj jonan uno ko im kwoj aikuji non kokomanman lok am mour.
- d. Kein kamol. Jerbal in madmod kein rej jebal non jiban yuk. Komadmod ko rejanin lukkun etali wawein air jebal, rej etali ilo an takto ro katak kamol ko non lale kilen air jerbal.
- e. Aurok. Komadmod kein ejjab lab woner einwot komadmod ko jet menin ejjab konono kin jerbal in kokomanman lok ko. Wonen ro redik lok ejjab melele in edik wonen. Remaron lewaj komadmod ko jet ak rejjab bed ilo plan eo am jerbal in kokomanman lo ko remaron In oktak melele ko air.

Jerbal im komadmod ko jet im rejjab jerbal non bukot ejmouur rej bar buki.

Komadmod ko remaron in dik woner elane rej jerbal, keidi non wonen komadmod ko jet non ro ewor naninmij ko ibber llo am etaile komadmod ko elane rekkar im emon, kimij bedbed wot ibben kajojo member ro kab naninmij ko air.

Melele in „Effective” ej komadmod ko renaj jerbal non jiban naninmij ko.

Ro uuan. Ro rej buki jiban jen Arkansas Total Care eo ej etal jen State of Arkansas.

Kojjela non ta ko rej bok jikier. Pepa in ej iwoj non kwe ilo mail non komelele ta ko yuk ta ko kim maron jiban yuk kaki ibben tok ebar wor:

- a. Jerbal ko renaj bok jikier
- b. Unin jerbal kein renaj bok jikier
- c. Kakien ko non support e jerbal in

NOA enaj komelele iki yuk kin jimwe im maron ko an kab kilen jerbal abonono ko am. Ej kalikare kilen am kajitok kin ien ronjake ko am ibben State ilo am buki jiban ko ilo tore eo rej jrbale wot appeal ko am.

Ro rej takto im jab drelon ilo jikin takto ko. Komadmod ko remaron liwaji ilo am jar drelon hospital.

Uno ko jen takto ro. Uno ko im rej iwoj jen takto eo am em kwojjab wia jen mon wia ko.

Melele ko retiljok kin ejmouur (PHI). Melele ko im rej kwalok kadkad in kwe.

Ro rej letok letak jiban. Takto ro ak ro ewor air pepa non lale ri naninmij ro.

Provider Directory. Lajraan in etal takto ro rej jerbal ibben Arkansas Total care eo.

Takto ak PCP eo am. Ej juon eo ej eddo non ejmouur eo an juom member. PCP rej lelok jiban ko jet. Rej etale jerbal in referral ko non takto ro jet im jerbal ko jet an jikin takto ko PCP ej lewaj jiban ko ien non ien.

Referral ko. Kajitok ko jen PCP eo am non bukot ejmouur ilo etam ej kwalok ke member eo ej aikuj takto jen takto ro jet.

Takto ak specialist ro. Takto ro rej jiban ilo naninmij ro jet .

Jemlok. Jemlok in an juon member bed ilo Arkansas Total Care eo Ne ej walok jokjok in, member eo ejjab bed ilo Arkansas Total Care eo.

Komadmod ko. Jiban ko jen takto ro im jikin takto ko.

Jikin takto ko rej lale ro rejjab lukkun nanimij. Naninmij ko remaron komadmodi iumin 48 awa wot lm rejjab kauwatata.