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# Mizaw Covo pawl le Tuanvo pawl aatelmi HealthNet Mizaw Kutput Cauk

**HealthNet Nih Aatinhmi:** An pek khawhmi cung tuak loin zangfahnak le dawtnak he ngandamnak-lei zohkhenhnak cu pek ding in le a herh mi service (bawmhnak peknak) pawl peknak he nunnak sining pawl cu thanchoter ding in.

## HealthNet Nih Saduhthahmi: **Vawlei Cung Pumpi Huap in Aakhatmi Quality he Umnak Community i Ngandamnak-lei Zohkhenhnak Pek ding**

**Kan Mizaw pawl** — Azungzal in an lung a tling. An lung aa lawm lengmang. Achel caan ah an lung a cawtter.

**Kan Riantuantu** — An lung a thawng, an tha a tho cun an tuan mi rian cung ah an i lungmuh.

**Kan Center (Saykhan Inn) pawl** — Kan mizaw pawl caah ngandam zohkhenhnak a pe kho mi inn an si. Zohkhenhnak-lei ah a thiam bak mi pawl nih zohkhenhnak pek buin dawtnak le zangfahnak he damnak peknak hmun asi.

**Kan Hruaitu Sinak** — Aathleng kho i, bawmhnak a pe kho mi le saduhthahnak a ngei mi an si.

**Kan mah i Ngandamnak-lei Cung i Kan Tuahkhawhnak** — Zeidah kan tuah timi tha tein fianter khawh asi, kan tuah mi pawl tha tein tah khawh asi cun mizapi caah khuaruahhar thil lianngan pakhat asi.

**Kan mah i Khualral le fel tein thil kan tuah khawhnak**— Khuaruahhar thil pakhat asi.

**Kan mah i kan community** — Ram pumpi chung ah a ngan a dam bik mi khuapi i community pakhat asi.

Mah health center (ngandamnak-lei innpi) nih cun HHS nih a pek mi fund (phaisa) bawmhnak cu a co i a mah tein le a mah he aapehtlaimi pumpak pakhat cio caah sii-lei he pehtlai in ningcang loin thil tuahnak pawl caah halthannak pawl telh in a cheukhat ngandamnak-lei silole ngandamnak-lei he apehtlaimi halthannak pawl he Federal Public Health Service (Federal i Mipi Ngandamnak-lei Zohkhenhnak caah Bawmhnak



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*Kum fatin 60,000 nak tam deuh nunnak pawl cu kan mah i sibawi pawl, ha-sibawi pawl, nurse pawl, umtu hoiher-lei ngandam ding in atuahu sibawi pawl, nurse tuannak lehmmah a ngeimi midwife pawl, social worker pawl, le a dang zohkhenhnak apetu pawl i lungtho tein rian an tuannak le bochan awk atlakmi riantuannak in tonghthamh/thlop piak an si. Hi cauk nih cun nangmah i Patient-Centered Medical Home (Mizaw kha Biapi Ah Chiah in Tuah mi Ngandamnak-lei le Sii-lei he apehtlaimi Inn) cu zeitindah ngah khawh asi timi kha an chimh lai. A mah nih cun mizaw pakhat na sinak i na covo pawl le HealthNet nih kan mah i kan center pawl sin ah ra in naa piah tik ah na cung ah ze pawl dah aa ruahchan timi pawl kong kha an chimh lai.*



## Hnatlakpinak peknak

HealthNet nih cun Joint Commission (Peh Chih in pek mi Commission) sin in hnatlakpinak tazeih cu a ngeih. Joint Commission timi cu kan mah kha himnak-lei tahfung pawl he pehtlai in a kan tahchunh mi international organization pakhat asi. HealthNet nih cun health center zapi nih mizaw pawl sin ah a him i ngandamnak-lei le sii-lei he pehtlai in first-rate (Pakhatnak ah chiah asimi)

service pawl pek khawh dih ding in tampi aa zuam i rian a tuan. Joint Commission cu a rak ra, kan service pawl cu a kan zohchek, cun zeitindah kan mah riantuanning cu asi timi kha a kan chimh. HealthNet i center zapi cu a har bak mi test pawl cu tha tein kan lim dih cang, ti duh mi cu kan mah nih cun ngandamnak-lei le sii-lei zohkhenhnak kong he pehtlai in a tha bik bak kan ngah ti duhnak asi.

“Joint Commission sin in Theihhngalhpiaknak nih cun HealthNet cu hawidang he a dan ter deuh” tiin Michael Kulczycki, Ambulatory Care Accreditation Program, The Joint Commission i executive director (riantuantu bu hruaitu) nih a chim. “Organization (phu) pawl nih cun hi Hnatlakpinak ca i Sui Tazeih cu pehzulh tein an riantuannak cu thancho seh tinak caah an mah le an mah ca ah an i pek mi asi.”

## Nangmah i na Director pawl a i tel

HealthNet i Board of Director (Uk tu phu) nih cun health center pakhat cio nih an umnak community le cuka hmun i a um mi minung pawl nih an herh mi ngandamnak lei he pehtlai in herhnak pawl a tlinh dih ding in tha tein thil pawl cu an tawlrel. Board member i a bik in aatelmi pawl cu HealthNet i mizaw pawl an si. Adang pawl cu kan mah umnak pawnghrawng ah a um ve mi silole rian a tuan ve mi sipuaizi a tuah mi minung pawl an si.

Kan mah nih cun na kan bawmhnak cu kan herh ko. Kan mah nih cun nangmah cu board meeting pawl kai ding in le mah le umnak pawnghrawng hramhbunh in tuah mi organization (bu) pawl ah i tel in cawlcang ve law tiin kan in sawm. HealthNet Board meeting cu thla khat ah voi khat tiin tuah asi. Thawngpang caah 317-957-2000 ah hei chawn te.

## Na Ngandam Zohkhenhnak Anpetu

HealthNet ahcun nangmah nih na ngandamnak-lei le sii-lei sining nih a herh mi pawl tlamtlinhnak ding caah rian a tuan ti mi ngandamnak lei zohkhenhnak apetu pawl le tha tein chimhcawnpiaik cia mi riantuantu (nurse, ngandamnak-lei le sii-lei bawmhnak apemi assistant, tbt.) pawl he ser asimi Care Team (Zohkhenhtu Phu) cu na hmuh lai.

Kan mah nih cun HealthNet ah ngandamnak lei zohkhenhnak caah riantuantu phun tampi cu kan ngeih hna. Kan mah nih cun an mah cu nangmah i “ngandam zohkhenhnak apetu” tiah kan auh hna. An zapi tein an mah le rian an tuannak lei he apehtlaimi in tha tein degree a ngah dih cia mi an si cun mizaw pawl tha tein zoh kho ding in Indiana State nih a tuah mi licencse ngahnak test pawl zong tha tein a awng cia dih mi an si. An mah nih cun an mah le an license pawl tha tein an i tlaih peng khawhnak ding ah thilthar tampi cu an cawn i an hmuhton ve ding asi.

**Medical Doctors (Ngandamnak-lei le Sii-lei Sibawi pawl):** Kan sibawi pawl cu IU Health Academic Medical Center ah tinvo a ngei cio dih mi an si.

**Ngandamnak-lei le Sii-lei he pehtlai in Riantuantu Sibawi pawl:** Kan mah i ngandamnak-lei le sii-lei he pehtlai in riantuantu sibawi pawl cu a hlei deuh in thil pakhat te ah thiam hlei deuh hna seh tiin tha tein chimhcawnpiaik asimi license a ngai mi sii-lei sibawi pawl an si hna.

**Nurse Practitioners (Nurse Rian Atuan khomi Riantuantu pawl):** Kan nurse practitioner (NP) pawl cu OB/GYN (Naupawi le nu-lei sining), chungkhar sersiamnak-lei, pediatrics (hngakchia he apehtlaimi-lei), silole psychiatry (thinlung ruahnak-lei) ah tha tein lehmah a ngah cia dih mi an si. An mah cu graduate school (buah lak dih hnu kai mia sang deuh mi sianginn) ah a rak kai mi le mizaw pawl cu an ngandamnak lei ah fak khun in thil thalo sining an ton silole an zawt tik caan ah sibawi te he neihnam in rian a tuan mi lehmah a ngah i mincazin tha tein aa khumh cia mi nurse pawl an si.

**Certified Nurse-Midwives (Midwife tuan kho ding in tha tein lehmah a ngah cia mi nurse):** Kan mah i lehmah a ngei cia cang mi midwife nurse pawl cu tha tein thiam bak ding in chimh cawnpiaik cia dih mi an si cun nu pawl caah a phun phun in nu-lei ngandamnak an ngei kho din gin le obstetrics/gynecological health service (nau-pawi nak lei/nu-lei sining pawl he pehtlai in ngandamnak caah bawmhnak a phun phun) pawl ngah kho ding in tha tein chimh cawnpiaik cia mi license a phi i a ngei cia dih mi an si.

**Umtu hoi her le nun-zia lei Ngandamnak:** Kan mah i psychiatrist (thinlung ruahnak-lei a bawmtu sibawi) pawl, le psychotherapists (thinlung ruahnak-lei a damtertu sibawi) pawl cu upa pawl, nungak/tlangval no pawl, le hngakchia pawl caah tha tein zohkhenhnak pe kho ding in chimhcawnpiaik cia dih mi an si.

**Ha-Sibawi pawl:** HealthNet i ha-sibawi pawl le hygienist (thiamh-hlimhnak atuahpiaktu) pawl an zapi cu tazawin in on mi ha, kam le hani lei he apehtlaimi siaginn in tha tein buaih a ngah dih mi an si.

**Ngandam Zohkhenhnak Apetu cu Zalong tein Thimnak:** Nangmah nih cun ngandamzohkhenhnak apetu cu zeitik caan poh ah zalong tein le nangmah duhtling tein thim khawhnak nawl na ngei. HealthNet i ngandam zohkhenhnak apetu nak in a dang ngandam zohkhenhnak apetu sin in thlop ding in naa thim asiahcun, HealthNet nih cun na record pawl cu mah ngandam zohkhenhnak apetu sin ah transfer (thial) ding in an bawmh lai. Achel ah HealthNet i ngandam zohkhenhnak apetu asilomi pawl cu aadangmi insurance timhtuahnak pawl chung ah aatelmi an si tawn (Medicare le Medicaid timhtuahnak pawl telh in). HealthNet nih aatlak ning tein ngandam zohkhenhnak apetu thar sin ah insurance coverage (Insurance liampiaknak) pawl cu thialnak tuah ding in an bawmh lio ah, mah bantu ngandam zohkhenhnak apetu caah aatlakmi insurance na ngeih ding in tuah ding ah nangmah cu tuanvo a ngei bik mi na si lai.

### Ngandam zohkhenhnak apetu cu zeitluk in dah zumhtlak

#### asi tinak caah ttialpiaknak ca cu hika

[www.indyhealthnet.org/Physician-Search/](http://www.indyhealthnet.org/Physician-Search/) ah na hmuh

## A ngah kho mi Service

HealthNet nih cun a kum sining tuak loin mizaw zapi caah a herh mi ahrampi ngandam zohkhenhnak le atanglei bantu pawl cu bawmhak pek ding in a tuah piak:

- Hngakchia pawl i ngandamnak-lei zohkhenh ningcang
- Chungkhar ngandamnak-lei zohkhenh ningcang
- Internal medicine (Pum Sining le Chungthliri-lei he apehtlaimi Sii-lei kong)
- OB/GYN (Nau-pawi-lei le Nu sining kong he apehtlaimi sii-lei kong) & certified nurse midwives (tha tein a cawng thiam cia mi nau-ngeihter kho mi midwife) he apehtlaimi
- Mit khuahmuhnak-lei zohkhenh ningcang
- Sii-chunhnak lei (Ka-kway say le a dang dang a herh mi sii i chunhnak-lei) kong
- Nau hlatternak-lei he apehtlaimi kong

Kan mah nih cun nangmah nih na herh mi service pawl ngah kho ding in le ngandam tein um kho ding in an bawm kho ding mi a dang service pawl cu kan in pek fawn lai. Nangmah nih cun ngandam zohkhenhnak lei i a thiam bak mi pawl he tong in i piah ding ah appointment cu tuah na duh kho men.

**Umtu hoiher le nunzia-lei Ngandamnak:** Umtu hoiher le nunzia-lei ngandam ding in a tuahpiaktu sibawi pawl cu center zapi ngawt ah an um dih ko. Atanglei bantu sining pawl na ngeih sual asiahcun nangmah nih cun umtu hoiher le nunzia-lei ngandam ding in atuahpiaktu sibawi cu ton i piah na duh kho men:

- Khua ruah ruah i tihnak ngeih silole lungrethei in na um ahcun
- Nangmah na sining lungrethei ding in a tuah ter mi ruahnak pawl silole tuahsernak pawl na ngeih ahcu
- Thinhun i thin i sum khawh loin um na hman ahcun
- I thitumnak-lei silole chungkhar derhnak lei kong ah lungrethei in na um ahcun

**Dental (Ha, Hani le Kam ngandamnak lei):** Barrington, People's (Mi pawl i), Southeast (Nichuah-lei Chak-lei), Southwest (Nittlak-lei Chak-lei), le Speedway Health Center pawl, kan ma hi ha-sibawi pawl, hygienist (thiamhlimhnak atuahpiaktu pawl), le riantuantu nih bawmhak apekmi pawl cu atanglei bantu an si:

- Ha, Hani le kam thianhpiaknak pawl
- Ha phoi piaknak
- Fillings Le crowns (ha a kua mi kha thianh piak dih in a cung in ha bunh piaknak)
- Emergency Dental (Ha/Kam ngandamnak lei) zohkhenh ningcang)
- Sealants (Ha kua phihnak/senghnak pawl)
- Fluoride hmang in thlopnak tuah ning
- Dentures (ha tuh tuah piaknak pawl)

**Pharmacy (Sii-lei) Service pawl:** HealthNet Pharmacy nih cun sibawi te nih an in pek mi na sii cazin (prescription) pawl cu an pek khawh silole nangmah duhthimnak asimi sii-dawr (pharmacy) ah an kuat piak khawh. Nangmah cu prescription assistance (sibawi te nih pek mi sii-lei he pehtlai in bawmhak peknak) he aatlakmi na si le silo theihnak ding ah HealthNet Pharmacy he khan hei i chek. HealthNet i pharmacists (sii petu) nih cun Medication Therapy Management (MTM) appointment pawl cu kan mah i health center pawl cu tambik an tuah piak hna. Thawngpang tam deuh caah (317) 981-7907 ah rak chawn te.

## Adang Service pawl (Pekmi bawmhak pawl) & Angahmi Program pawl pawl

Hibantuk service pawl le program pawl nih cun a dang herhnak a ngei mi mizaw pawl cu a bawmh hna. Hibantuk service pawl chung i pakhat khat cu hman na duh asiahcun na Care Team he khan biaruahnak hei ngei uh.



**Ngandamnak-lei he apehtlaimi Cawnnak (Fimthiamnak):** Kan mah nih cun diabetes (zunthlum zawtnak), ti le rawl, le naupawi lio he apehtlaimi chimhcawnpiaknak pawl bantuk asimi hnuk le nau-inn cancer ngeih le ngeihlo cheknak tuahnak ah bawmhnak peknak pawl cu kan pek hna.

**Social Workers (Mipi ca riatuantu pawl):** Kan mah nih cun mizaw pawl le an chungkhar pawl nih ti rawl ei ding, umnak inn, kalumnak ca, le a dang an herh mi pawl caah a herh mi resource pawl cu hmu kho ding in kan bawmh hna.

**Atak ah i hmuhtonnak in siloin Video call/Phone call tbt in Zohkhenh ningcang:** Inn in na herh mi zohkhenhnak kha hei la! Zokzok tein zohkhenhnak peknak thawk in, umtu hoiher le nunzia-lei ngandamnak le caan-sau zawtnak tawrelpiaknak tiang, kan mah i ngandam zohkhenhnak apetu sibawi pawl nih cun virtual care (video call/phone call tbt chawnhnak in zohkhenhnak peknak) hmang in ngandamnak lei he pehtlai in lungsiaherhnak a phun phun cu thlopnak an tuah khawh.

**Healthy Families (A ngan a dam mi Chungkhar pawl):** Healthy Families timi cu mah le umnak inn sining cung tuak in nulepa pawl nih a fek i a thawng mi innchungkhar sernak ding caah nuleva ning in tha tein riantuan ti ding caah tuah mi program pakhat asi. Mah program nih cun zeitindah na fa cu a pum a than lei i a sining a thancho timi thawngpang, himnak-lei he apehtlai mi thawngpang, zeitindah ngandam zohkhenhnak ka ngah khawh lai timi thawngpang, nulepa nih innchungkhorkhar caah zeitindah ka tuah/um ding asi timi cawn ding mi fimthiamnak lei he apehtlaimi thawngpang, le community sin ah ngah khawh asimi bawmhnak thilri pawl he apehtlaim thawngpang pawl cu an pek lai. Tam deuh theih na duh ahcun, hika 317-957-2600 ah chawn.

**Sianginn Hrambunh in Tuah mi Saykhan pawl:** Kan mah nih cun rak thim cia asimi aaneih mi sianginn pawl i siahngakchia pawl sin ah ngandamnak-lei le sii-lei bawmhnak peknak pawl cu kan pek hna. Tam deuh theih na duh ahcun, hika 317-957-2972 ah chawn.

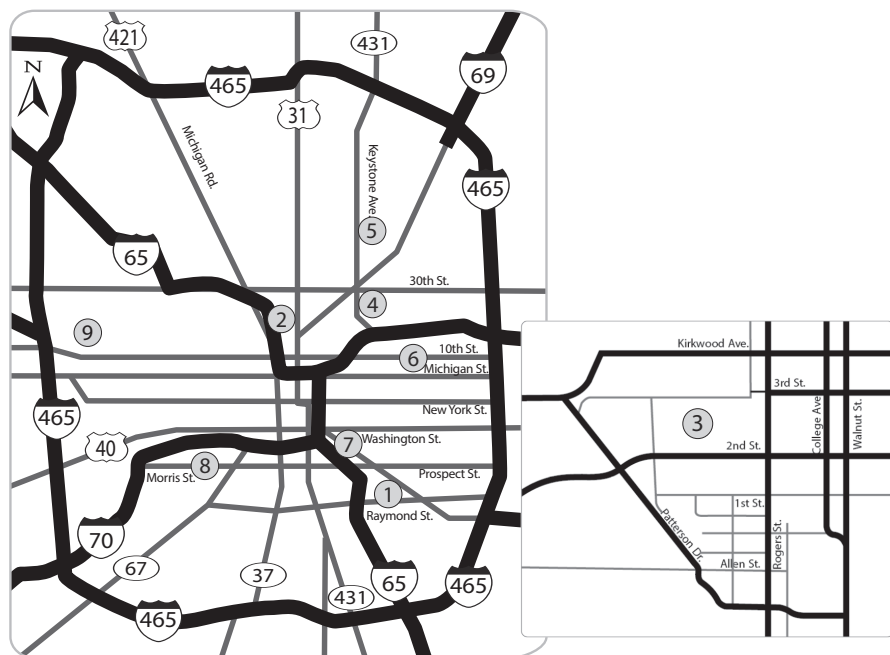
**Atlangpi min X (Amin ah X tiin chiah mi)/Chungkhar Timhtuahnak ding caah Aherhmi Bawmhnak Peknak/Hmuhnak Resource Center:** Kan mah nih cun zeitindah chungkhar derh le chungkhar ca timhtuahnak asi timi service pawl, birth control (nau-hlatternak) cu zeitin tuah asi timi, nu le pa ihtinak in i chawnh khawh asimi zawtnak pawl ngeih le ngeihlo chek piaknak le zawtnak thlopnak pawl, le People's Health & Dental Center ah a dang pawl tapi cu bawmhnak kan pek hna.

**Homeless Initiative Program (Inn-ngeilo Pawl Sin ah Hramthawk in Tuah mi Program/HIP):** HIP nih cun Marion County Le Bloomington i a um mi inn angei lomi minung pawl le chungkhar pawl cu bawmhnak a pek hna. Pek mi service pawl chung ah cun ngandamnak-lei le sii-lei zohkhenhnak, umnak inn he pehtlai in harnak tonnak caah ruah lo piin ruahnak halnak ding ca i saykhan rak rat le cang ka i piahnak (walk-in triage), a fak ngai mi thil sining ca tawrelpiaknak, rianpeknak le training ca bawmhnak peknak, le a hmaan mi lam cung ah phan than kho ding in bawmhnak peknak pawl an i tel. Tam deuh theih khawhnak ding ah 317-957-2275 ah rak chawn te.

**Lab (thi, zun, ek tbt chekhlatnak):** Lab nih cun thi he apehtlaimi riantuannak pawl cu a tuah cun thi chung i a thlum mi dat a tlawm tam zohnak tuahnak, nau pawl le pawl lo test tuahnak pawl, hngakchia pawl sin ah iron dat a tlawm le tam cheknak le a dang test tuahnak tapi ah bawmhnak peknak pawl a tuah. Health center ah HealthNet nih a tuah lomi test pawl caah, specimen (zun, thi, ek, tbt.) pawl cu test tuahnak ding ah khawmh i LabCorp ah kuat piak khawh an si.

**Chiropractic Care (Ruh le cang, tit le sa abik in kengruh riantuannak lei ah zohkhenh thlop piaknak/hmehnak):** HealthNet's chiropractic Service pawl (Pekmi bawmhnak pawl) nih cun keng silole hngawng fahnak, lufahnak phun phun pawl, taksa fahnak pawl bantuk asimi fahnak a phun phun cu dam deuh ding in a bawmh khawh.. Chiropractic Care (Ruh le cang, tit le sa abik in kengruh riantuannak lei ah zohkhenh thlop piaknak/hmehnak) nih cun acheukhat fahnak phun pawl cu a dam ter khawh cun a huap piin na pum cawlcanghnak-lei le na pum umtu sining thatnak lei ah tapi a bawmh khawh.

## Kan Health Center pawl a umnak Map (Mae-pung) le On caan pawl



### 1. Barrington Health & Dental Center

3401 E. Raymond Street  
Indianapolis, IN 46203  
**Health Phone:** 317-957-2100  
Hours: Mon., Tues. 8 AM - 8 PM  
Wed., Fri. 8 AM - 5 PM  
Thurs. 9 AM - 5 PM  
**Dental Phone:** 317-957-2450  
Hours: Mon. 10 AM - 7 PM  
Tues. - Fri. 8 AM - 5 PM

### 2. Downtown Health Center

1801 N. Senate Blvd, Suite 310  
Indianapolis, IN 46202  
**Health Phone:** 317-957-2070  
Hours: Mon. - Fri. 8 AM - 5 PM

### 3. Bloomington Health Center

811 W. 2nd Street  
Bloomington, IN 47403  
**Health Phone:** 812-333-4001  
Hours: Mon. 8 AM - 5 PM  
Tues. 8 AM - 5 PM  
Weds. 8 AM - 5 PM  
Thurs. 8 AM - 8 PM  
Fri. 8 AM - 1 PM

### 4. Martindale-Brightwood Health Center

2855 N. Keystone Ave., Suite 100  
Indianapolis, IN 46218  
**Health Phone:** 317-957-2300  
Hours: Mon. 8 AM - 8 PM  
Tues. 8 AM - 5 PM  
Weds. 8 AM - 5 PM  
Thurs. 8 AM - 5 PM  
Fri. 8 AM - 5 PM

### 5. Northeast Health Center

3908 Meadows Drive, Suite 1  
Indianapolis, IN 46205  
**Health Phone:** 317-957-2150  
Hours: Mon. 8 AM - 5 PM  
Tues. 8 AM - 5 PM  
Weds. 8 AM - 5 PM  
Thurs. 8 AM - 8 PM  
Fri. 8 AM - 5 PM

### 6. People's Health & Dental Center

2340 E. 10th Street  
Indianapolis, IN 46201  
**Health Phone:** 317-957-2200  
Hours: Mon. 8 AM - 8 PM  
Tues. 8 AM - 5 PM  
Weds. 8 AM - 8 PM  
Thurs. 8 AM - 5 PM  
Fri. 8 AM - 5 PM  
**Dental Phone:** 317-957-2450  
Hours: Mon. 10 AM - 7 PM  
Tues. - Fri. 8 AM - 5 PM

### 7. Southeast Health & Dental Center

901 Shelby Street  
Indianapolis, IN 46203  
**Health Phone:** 317-957-2400  
Hours: Mon., Tues. 8 AM - 8 PM  
Weds. - Fri. 8 AM - 5 PM  
**Dental Phone:** 317-957-2450  
Hours: Mon. 10 AM - 7 PM  
Tues. - Fri. 8 AM - 5 PM

### 8. Southwest Health & Dental Center

1522 W. Morris Street  
Indianapolis, IN 46221  
**Health Phone:** 317-957-2500  
Hours: Mon. 7 AM - 8 PM  
Tues. - Fri. 7 AM - 5 PM  
Sat. 7:30 AM - 12 PM (Zoh caan a di hnu i zohkhenhnak peknak cu hngakchia pawl ca lawng asi)  
**Dental Phone:** 317-957-2450  
Hours: Mon. 10 AM - 7 PM  
Tues. - Fri. 8 AM - 5 PM

### 9. Speedway Health & Dental Center

6020 Crawfordsville Road,  
Suite 102  
Indianapolis, IN 46224  
**Health Phone:** 317-957-2550  
Hours: Mon. 7:30 AM - 7:30 PM  
Tues., Thurs., Fri. 7:30 AM - 5 PM  
Weds. 7:30 AM - 8 PM  
**Dental Phone:** 317-957-2450  
Hours: Mon. 10 AM - 7 PM  
Tues. - Fri. 8 AM - 5 PM

## Sliding Fee Scale (Hnu-Hmai Thawn khawh mi Maan) Thumhpiaknak ca i Hnatlaknak

Sliding Fee Scale cu nang mah na income (phaisa na hmuhmi zat) le family size (na chungkhar ah minung pa zeizah dah nan si timi) cung tuak in pek mi discount program (Thil maan thumhpiaknak program) asi. Insurance na ngeih ko bu zong in mah discount cu na ngah khawh mi asi. Insurance na ngeih asiahcun, HealthNet nih cun na insurance sin ah bill cu a kuat hmasa hrim lai. Nangmah cu Sliding Fee Scale pek ding in aatlakmi na si asiahcun, discount an in pek nak cu nangmah nih pek awk ding na ngeih mi caah tuah piak asi kho men. Service pek asilio ah phaisa peknak tuah tuah hrim ding asi lai.

### **Zeitindah ka sok ning asi lai?**

Information Checklist (Tha tein Check tuah hau mi Thawngpang Cazin) cu tha tein chek cia dih an si ko timi langhternak a pe kho mi proof (tehte) cu kan in pek lai. Checklist (Chek tuah hau mi cazin) nih cun discount ngahnak ding ah ze pawl dah i put i ton an hauh lai timi kha an chimh lai. Zangfah tein cazin i kan langhter mi thil pawl kha rak pu dih hna. HealthNet Riantuantu member pawl nih cun mah na tuah chung vialte an in bawmh/tuah pi lai i na ngeih mi biahalnak pawl kha an in leh dih ko lai. Mah thil hi cu thla 12 ah voikhat silole na income silole na family size aa thlen fatin tuah than a herh lai.

### **What may qualify for a discount?**

Zeibantuk bawmhnak (service) pawl dah discount pek ding in aatlak?

- HealthNet ah a tuah piak mi service pawl ah cun hman khawh asimi sliding fee scale pawl cu aphun phun in an um.
- Acheukhat bawmhnak pek mi thil pawl le thilri pawl cu discount pek an ngah kho tawn lo.
- Na insurance nih a mah a pek ding a pek dih hnu ah co-insurance (insurance nih nangmah an liam ter mi zat), deductibles (insurance he phaisa pektinak tuah hlan ah liampiak asimi service caah zuh khawh asimi phaisa) le co-pay (liampiak asimi service caah acawtu lei nih a zat khiah in a pek mi phaisa) tuahnak pawl cu discount tuah piak khawh an si.

## Thawngpang Ahman ko Tiin Check khawh Asimi cazin langhter khawhnak Tehte

**HealthNet's Sliding Fee Scale discount (HealthNet nih a hmaan thumh piak deuh ding in a tuah mi) ah tel ve ding in ca tin nak ding ah, zangfah tein atanglei i langhter mi thil pawl kha a hnu na rat than tik ah rak i put te hna:**

**Kum 18 nak hngakchia asimi caah birth certificate (Achuahkhehnak langhternak catlap) (pek lo ding in thim khawh asi)**

**Hman a ngah rih mi ID hmanthlak (a caan a luan rih lomi)**

- Driver's license (Mawtaw mawngkhawhnak license)
- Rian na Tuannak Hmun i tazeih (badge)
- Caan-sau/Azungzal Umnak Cu hmun ah Aum mi Sinak Card
- Sianginn kainak ID
- Ralkap lei tuannak ID
- Passport

**Na um aa tel mi na umnak hmun address asiko tiin a langhter kho mi tehte (Kan mah nih cun P.O Boxes/ Cakuatnak bawm cu tehte caah kan letkhan lo)**

- Aluancia ni 30 chung i hman mi thil ca phaisa peknak bill silole nah man mi thilri company sin in na ngah mi phaisa peknak receipt (lehmah) (nangmah cu nupi/va a ngei cia mi na si i bill nan peknak cu na nupi/va min in a um asi zong ah a ngah thiam)
- Aluancia ni 30 chung ah cakuat a rak lut mi nithla
- Bawmhnak peknak catialnak
- Hlan khawhnak ding caah tuah mi kap-hnih hnatlaknak (sar-chioh)
- Check stubs (Phaisa chuahnak check cauk i a hram lei a tang mi tete)
- Hman a ngah rih mi ID hmanthlak
- Mawtaw cazin peknak rak tuahnak

**Zohkhenhtusinak**

Kum a tling rihlomi hngakchia caah abik in zohkhenhnak apetu le an mah caah a dih mi phaisa a liampiak tu hna.

**Social Security Card (Lu-Hmuh-Phu-Hlone-Ye Card) (pek lo ding in thim khawh asi)**

Rian ngei lomi nan si lawng ah nangmah le na nupi/va caah.

**Phaisa a lut mi ca tehte piahnak: Nan inn chungkhar sining a langhter kho mi atanglei bantuk thil zapi tein cu rak i put hna.**

• **Cash in phaisa peknak pawl:** Cash (Phaisa fang) in phaisa peknak pawl—Apetu nih rak pek mi nithla le a phone number (na tuah khawh asiahcun, catlang cungbik bak ah tial mi) aatel mi apetu minthutnak aatelmi catialnak in tuah mi form he cash in phaisapeknak pawl a um ko tiin langhternak a tuah khomi tehte. Nangmah nih cun HealthNet i ahmai cabuai ah a thu mi riantuantu sin ah khan Employment Verification Form (Rian pek asiko tiin Tehte a piah khomi Form) kha na hal khawh fawn hna.

• **Hngakchia caah Bawmhnak peknak:** Marion County Clerk's Office (1st floor of City/County Building, Suite 123) i a um mi biaceih zung pawl hman in hngakchia caah bawmhnak ka rak pek ko tiin a piah kho mi tehte. Aherh asiahcun, nangmah nih cun phaisa peknak na rak tuahnak receipt pawl,

bank statements (bank chung i phaisa luhchuahnak pawl), silole phaisa peknak a tuah ko tiin tha tein a langhter kho mi tehte asi ve mi hngakchia zohkhenhnak he pehtlai in tazawin in zohkhenhtu sinak a ngei lomi nulepa sin in tial mi catlap pakhat cu na hman khawh.

• **Riantuannak in Phaisa ngahnak pawl:** Riantuannak in phaisa ngahnak pawl – Ni 30 nak tam deuh a rau lomi nangmah nih azapi tein phaisapeknak (tax phiat hlan i na pek mi) na tuah mi a langhter kho mi atlawmbik ni 30 i check stub pawl. Check stub (check in phaisa peknak tuah tik i a tang mi khat telei catlap) cu na ngah khawh lo asiahcun, atulio i nangmah rian anpetu nih cun Employment Verification Form (Rian pek asiko tiin tehte a piah khomi form) cu a phih khawh fawn. Marketplace silole Medicaid ngah ding in tinnak ding caah, nangmah nih cun thla thum chung lakhah na hmuhnak a langhter khomi tehte cu na rak i put hrim a herh.

• **Social Security (Lu-Hmuh-Phu-Hlone-Ye)/Disability (Pum tlamtling lomi)/ Pension (Pensen a ei mi):** Na ngah mi phaisa zat a langhter kho ding mi atulio suh/laksawng peknak ca. Nangmah i laksawng na ngahnak caah pek mi catialnak i copy caah, Social Security cu hika 1-800-772-1213 ah rak chawn te.

• **Riangeilo ca Liamhnak Phaisa Peknak:** Rian ngei lo hman mi check stub (check cauk i khat lei a tang mi) HealthNet nih cun rian ngeilo mi caah phaisa peknak pakhat cio cu aakhat mi zat an si dih tiin a ruah.

• **Atu Kum Tax Kirthannak pawl:** nangmah cu mah tein rian aa pe i a tuan mi na si sual asiahcun na lakhah a lut mi tehte a piah kho ding mi. Nangmah nih cun atu kum caah na tax return cu na ngah rih lo asiahcun, a hlan deuh kum ca i phaisa pekthannak cu a tu kum chung i May thla ni 1 tiang kha na hman khawh rih.

**Innchungkhar sining chung ah aatelmi Member pawl caah Amah cu Lakhah A ngah lo tiin Langhternak a tuah khomi Tehte**

Nangmah cu US Citizen/Resident (US Minphun sinak a ngah mi/US Umnak a ngah mi) na silo asiahcun, nangmah na caah a dih mi bill pawl an pek piak mi minung (phaisa lei he pehtlai in bawmhnak peknak) kha Letter of Support Form (Bawmhnak peknak form i catialnak) chung ah na telh hrim a herh. Mah catlap cu thla 12 caah silole phaisa lei he pehtlai in thawngpang thlennak pawl a um tiang kha hman a ngah lai (a sinpi lai).

Naa piah tik caan ah, insurance a ngei lomi mizaw pawl nih cun ngandamnak-lei le sii-lei he apehtlaimi ca a dih mi le ha, hani le kam ca a dih mi zat cu a pek hrim hrim lai. Ahlei in pek ter asimi maan pawl cu a um kho men. Insurance a ngei mi mizaw pawl nih cun saykhan an rat i an i piah tik caan ah co-pay an tuahnak pawl cu an pek hrim hrim lai.

Biahalnak pawl caah, HealthNet Billing cu hika 317-957-2075 ah na chawnh khawh.

## Saykhan I Piah Ding in Kalnak

Hi cathen nih cun HealthNet i na rat tik ah ze i pawl dah a cang lai timi pawl kong cu an chimh lai. Mah nih cun kan mah nih ze i pawl dah kan tuah lai timi le nangmah nih cun athabik mi zohkhenhnak ngah kho ding in ze i pawl dah na tuah khawh hna timi kong kha an chimh lai.

**Karhlannak 1nak:** Appointment tuahnak

**Kan mah nih cun ze i pawl dah kan tuah lai:**

- Nangmah cu insurance na ngeih lo silole insurance aa chiah lomi na si sual asiahcun nangmah i liampiaknak ca thimnak pawl cu lonh ding ah minpekcia asimi specialist (thiamhleisang) he nangmah cu appointment ngei kho ding in caanthiahnak kan in tuah piak lai.
- Nangmah caah aakhatmi ni bak ah silole asi khawh le cang ka na kan chawnhnak cu kan in leh colh lai i appointment kan in tuah piak colh lai.
- Nangmah i a hmasabik appointment tuahnak ah ze i pawl dah na herh lai i na put ding pawl cu zaidah an si lai timi kha kan in chimh lai.
- Nangmah nih naa piah khawh ding mi aa dang mi ngandam zohkhenhnak apetu pawl kong kha kan in chimh lai.
- Na zawt tuk asiahcun nurse he biaruahnak ngei kho ding in kan in chimh lai. Mah nurse nih cun zeitik caan dah piah ding ah na rat ding asi timi silole inn ah zeitindah dam deuh ding in na tuah khawh lai timi kong kha an chimh lai.

**Ze i Pawl Dah Na Tuah Khawh:**

- HealthNet center na thim khawh Nangmah nih cun kan mah i Health Center pawl chung ah na duh mi hmun poh ah na kal kho.
- Health Center kha pehtlainak hei tuah hna.
- Zei ruang ah dah nangmah cu sibawi he i piah na herh timi kha rak kan chim.
- Zeibantuk ngandam zohkhenhnak apetu he dah i piah na duh timi kha tha tein biakhiahnak hei tuah.

**Karhlannak 2nak:** Sibawi He I Piah Ding in Ready tein Thil Tuahnak

**Kan mah nih cun ze i pawl dah kan tuah lai:**

- Sibawi he i piah ding in nangmah cu theiherthannak (remind) tuah ding ah chawnhnak silole cakuatnak tuahnak.

**Ze i Pawl Dah Na Tuah Khawh:**

- Athar asimi upa pawl nih cun an mah i an appointment cu caanthiahnak an rak tuah mi an appointment a phak hlan i chun 12 asi hlan ah i piah ding asiko timi fehternak kha an tuah hrim hrim lai.
- I piah ding in na rat khawh lo ding asiahcun kan mah kha na kan chawnh lai.
- Na lakhah hmuh mi kong he apehtlaimi thawngpang, na insurance card pawl le ID pawl cu na rak i put hna lai.
- Na din lio mi sii pawl le vitamin pawl zong na rak i put hna lai.



**Karhlannak 3nak:** Na Phak Tik caan Ah**Kan mah nih cun zei pawl dah kan tuah lai:**

- Nangmah cu kan in hmuh le cang ka kan in chawnh colh lai i na umnak address, chawnh khawh na sinak phone number le na insurance he apehtlaimi thawngpang pawl cu hal colh na si lai.
- Nangmah nih cun kan ma hi service pawl kan in pek mi caah discount na ngah kho hnga ma ti theih khawhnak ding ah nangmah he apehtlaimi thawngpang pawl cu zohfelnak le zohthannak tuah asi lai.
- Nangmah cu aatlakmi minung na si asiahcun Medicaid, Marketplace silole a dang program pawl ah i tel kho ding in bawmhnak pek na si lai.
- Naa piahnak caah a dih mi zat cu chimh na si lai i a herh asiahcun nagnmah cu phaisa peknak tuahnak caah hal na si lai.

**Zei Pawl Dah Na Tuah Khawh:**

- A can hman tein na ra lai. Nangmah cu minute 15 nak sau deuh na hnut sual asiahcun kan mah nih cun nangmah cu naa piahnak cu hngah ta rih ding in silole a hnu ah i piahnak tuah than ding in kan in hal lai.
- Minpek cia asimi Specialist he avoikhatnak bik naa piah tik caan ah nangmah nih a mah he naa piahnak ah discount na ngah khawh le ngah khawh lo kha bi aruahnak hei ngei uh. Nangmah nih cun nan inn i a um ve mi member pawl zapi ca i Information Checklist (Check khawh asimi Thawngpang pawl Cazin Tehte) chung i aatelmi cakhumh zapi cu na rak put hrim hrim lai.

**Karhlannak 4nak:** Na Care Team (Zohkhenhnak Apetu Phu) he Ton Ding in I Timhcia tein Umnak**Kan mah nih cun zei pawl dah kan tuah lai:**

- Na ngandamnak-lei he apehtlaimi kong cu tha deuh in kan theih khawh ding in a kan bawmh ding ah nangmah na ngandamnak-lei he apehtlaimi history cu an in hal lai.
- Nangmah kha Care Team (Zohkhenhnak Apetu Phu) chung ah rian an in pek ve lai.
- Nangmah cu lunglawm tein an in don lai i pum sining chekhlatnak tuahnk khan ah kal ding in an in fial lai. Na pum umtu sining a piah kho mi (thi tahnak, na pum rih zaan tahnak le na tak pum linhsat mi tahnak) chekhlatnak pawl an tuah lai i nangmah cu na ngandamnak-lei kong he pehtlai in biahalnak pawl an in tuah lai.

**Zei Pawl Dah Na Tuah Khawh:**

- Atulio na ngandamnak-lei le na ngandamnak-lei he apehtlaimi a hlan lio history pawl kong kha azapi tein na kan chimh lai.
- Na din lio mi sii pawl le vitamin pawl zapi kong cu na kan chimh dih lai.

**Karhlannak 5nak:** An Zohkhenhtu Team he i Tonnak**Kan mah nih cun zei pawl dah kan tuah lai:**

- Na ngandamnak kong he apehtlaimi biahalnak pawl kha hei hal hna.
- Na biahalnak pawl cu azapi tein phi dih hna.
- Tha deuh in na ruah khawh nak ding ah thimnak na tuah khawh mi pawl kong kha an in chimh lai.
- Ngandamnak lei tinhnak pawl ca cazin tuah kho ding in nangmah he rian an tuan ti lai.
- Ahlei deuh in ngandam zohkhenhnak apetu pawl asimi dietitian (ti-rawl einak lei thiamhleisang) (nangmah nih ti le rawl tha deuh in na ei thiamnak hnga an bawm kho mi) he a herh asiahcun tonnak appointment tuah piak ding ah nangmah he rian an tuan ti lai.
- Nangmah nih cun thiamhleisang sibawi cu ton na herh asiahcun, kan mah nih cun a mah he tonnak ding appointment tuahnak ah le appointment na tuahnak hmun i na rak kal tik caan i an chekhlatnak pawl ah kan in bawmh khawh, cun na ngan a dam peng khawhnak ding ah kan mah nih cun a dang sibawi te he zong rian kan tuan ti kho fawn.
- Na ngandamnak-lei le sii-lei he apehtlaimi record caah computer chung ah cun nangmah he apehtlaimi thawngpang pawl cu tial hna.

**Zei Pawl Dah Na Tuah Khawh:**

- Na Care Team he khan bia i ruah uh law biahalnak na ngeih mi pawl kha na hal khawh fawn hna.
- Sii dinnak lei kong kau le a dang thlopnak lei kongkau caah Care Team i an in fial mi pawl kha tha tein zul hna.
- Nangmah cu a ngan a dam deuh mi le a nun ah aa nuam deuh mi si na duh ning pawl kong he pehtlai in na tuah ding lam pawl caah Care Team he khan biaruahnak ngei uh.
- Nangmah nih thawngpang tam deuh in theih na herh silole kan in chimh cia mi thawngpang he pehtlai in fiang fai deuh in theih na herh asiahcun rak kan chim.
- Pumpak mah tein tawlrelnak lei ca tinhnak pawl tuah mi chung ah i teltum khawh i zuam.

**Karhlannak 6nak:** Na kal le cang ka**Kan mah nih cun zei pawl dah kan tuah lai:**

- Hmailei naa piahnak ding ca appointment kha la cia.

**Zei Pawl Dah Na Tuah Khawh:**

- Bill peknak cu ni 30 chung ah pe colh silole a cheukhat cu atu ah pe colh law a dang cu a hnu deuh ah pek ding in tuah colh.
- Na ngandam zohkhennak lei kong he pehtlai in biahalnak pawl na ngeih sual asiahcun na Care Team kha chawn colh hna.

After Hours (Zohcaan a dih hnu/Caan sau pi hnu Zohkhenhnak peknak)  
Le Emergency in Zohkhenhnak peknak

**Na HealthNet health center cu an khar asi tik caan ah:**

HealthNet health center pawl cu an i khar dih cang asiahcun ngandam zohkhenhnak apetu cu zoh caan a dih hnu caan i chawnh khawhnak ca lawng ah aa ngah cang lai. Na health center kha na chawnh lai cun minung pakhat khat nih cun ze i pawl dah na tuah ding asi timi kha an chimh than lai.

Na chawnhnak hna cu an rak in chawnh khawh than ding in minung pakhat khat caah na caan cu pek in onhnak zangfah tein hei tuah. An in chawnh than tik caan ah tha tein phit khawh ding in manh khawh i zuam. Kan mah cu atanglei bantu pawl pek ding in kan in hal lai:

- Mizaw i A Min
- A ton mi harnak phun
- Ngandam zohkhenhnak apetu i a min
- Na din lio mi sii pawl i a min
- Nazi 24 chung a ngah mi pharmacy
- phone number

**Zoh can a dih hnu i zohkhenhnak peknak/Caan a sau pi hnu zohkhenhnak peknak le Emergency in zohkhenhnak peknak tahchunhnak:**

Zoh caan a dih hnu/Caan a sau pi hnu i zohkhenhnak peknak (After hours care) timi cu na zawtnak silole na hma cu caan-sau harnak an pe ding asilo silole nunnak thih tiang a phak lo caan i na herh mi ngandamnak-lei le sii-lei zohkhenhnak peknak khi asi. Nangmah nih cun zoh can a dih hnu/can sau pi hnu i zohkhenhnak peknak cu na herh asiahcun, na health center kha hei chawn colh hna. Zokzok tein zohkhenhnak peknak (Urgent Care) pawl i tahchunhnak pawl:

- Hnakhaw fah
- Or fah
- Taklinh/zawt
- Fak tuk loin i ahnak pawl

**Zokzok tein zohkhenhnak peknak (Emergency care) timi cu emergency room ah na kal colh lo asiahcun na damlonak (zawtnak) silole na hma cu caan-sau harnak a chuah pi kho mi dirhmun silole nunnak thihnak tiang a chuah pi kho mi asi tik caan ah zok zok tein zohkhenhnak pek khi asi.**

Nangmah nih cun zokzok tein zohkhenhnak peknak cu na herh asiahcun, aaneihnak bik sizung ah khan hei kal colh. Emergency in zohkhenhnak peknak ca i tahchunhnak pawl:

- A seik mihnak
- Thi tampi chuahnak
- Heart attack ngahnak/Tang ah fak tuk in fahnak ngeih

Na Medical Record (Ngandamnak-lei le Sii-lei Aatiami Ca) i copy pawl

Nangmah i (silole na fa i ) na ngandamnak-lei le sii-lei he apehtlaimi record pawl i copy pawl cu ngahnak ding ah atanglei pawl hi zangfah tein tha tein rel law zul hna:

1. Kan mah nih ngandamnak-lei le sii-lei kong he apehtlaimi thawngpawng cu kan in pek hlan ah, kan mah nih cun nangmah nih catialnak in onhnak na kan peknak cu kan herh. Zangfah tein Thawngpang Theihternak Tuahnak Form cu tha tein hei phih dih. Hi form cu na Care Team sin ah hei hal hna silole kan website asimihika [www.indyhealthnet.org](http://www.indyhealthnet.org) ah hin download na tuah khawh.
2. HealthNet nih cun record pawl cu kan mah caah copy a tuah piak mi copy tuahnak in service a pe i a paw aa cawm mi riantuantu pawl he contract tuah in riantuantinak an ngei.
3. Nangmah nih cun nangmah tein na ngandamnak-lei le sii-lei he apehtlaimi record pawl cu halnak na tuah asiahcun, mah caah tuahnak pawl cu a lak in tuah piak asi.

Patient Self-Determination Act of 1990 (1990 kum Mizaw nih Mah tein Biakhiahnak Tuahnak Upadi)

Hi upadi nih cun upa zapi te cu an mah le pumpak duhning tein ngandamnak-lei le sii-lei biakhiahnak cu tuah kho ding in nawl (covo) a pek hna. Mizaw pawl cu zeibantuk thlopnak phunnak an duh timi kha tial ding in a forhfial hna. Mizaw nih a mah le mah caah bia aa chim piak khawh ti lo asiahcun, ngandam zohkhenhnak apetu le chungkhar pawl nih cun cakhumh cia in chiah asimi thlopnak lei timhtuahnak cu tuah ding in refer an tuah khawh.

Tuan deuh in Sawhpiaknak tuahnak

Tuan deuh in sawhpiaknak tuahnak (Advance directive) timi cu mizaw nih cun a mah le mah caah biachimnak aa tuah khawh ti lo caan ah zeibantuk ngandam zohkhenhnak phun dah a duh timi kha tha tein fianternak a tuah kho mi cakhumh khi asi. Tuann deuh in sawhpiaknak tuahnak phun tampi an um:

- **A nung mi Saduhthahnak/Nunduhnak ca rovuihnak:** mizaw nih a mah le mah ca bia aa chim khawh tilo caan ah mizaw i ngandamnak-lei le sii-lei he pehtlai in a ngah duh mi service pawl kong a chim kho mi cakhumh pakhat asi.
- **Ngandam Zohkhenhnak-lei Aiawhtu he Appointment tuahnak:** mizaw nih a mah caah ngandam zohkhenhnak lei kong he pehtlai in biakhiahnak pawl tuah ding ah nawl a pek mi minung asi.
- **Nun Sauh Deuhnak ca ding Tuahnak pawl Chimnak/Langhternak:** nih cun mizaw cu a ei ding mi rawl, ti, le a pum fahnak le siaremlonak pawl umlo ding in that ter deuhnak ding in sii hmanna pawl telh in a nun a sauh ternak ding asimi ngandamnak-lei le sii-lei thlopnak ca i zeibantuk biakhiahnak poah tuah ding in a onh.
- **Sizung in Tum A Ngah Lo Tiin Order Chuahnak Ca he Langhternak Tuahnak:** nih cun an mah cu sizung ah siloin kaa dang hmun i an um lio ah an lung silole cuap pawl cu rian a tuan tilo asiahcun CPR tuahnak in an nun sauhternak cu kan duh lo tiin mizaw pawl nih chim kho ding in a onh.

Tuan deuh in sawhpiaknak pawl cu zeitindah an si lai tiin tha tein theihternak aatelmi packet (thilfun) pawl cu health center i riantuantu pawl sin in ngah khawh an si. Na Care Team kha zangfah tein hei hal hna.

## Mizaw Covo Pawl | HealthNet Rovuihnak:

- Nangmah cu zeibantuk mipun na si hmanh ah, na tak rong, na chauhkehnak, nu/pa na sinak, na kum khua, na duhthim mi nu/pa sinak, naa chauh pi mi nu/pa sinak silole na langhter mi nu/pa sinak, na zumhnak, pumtamtlinglo na sinak, nupi,va na ngeihnak/naa thennak tbt, silole phaisa peknak na tuahnak pawl cung zoh loin le tuak loin nangmah cu upatnak he tha tein an chawnhbiak lai.
- Nangmah cu na ngandamnak-lei kong he apehtlaimi thawngpang pawl aatelmi le cu thawngpang pawl cu zeitindah kan hman lai i a ho sin ah dah theihternak kan tuah lai tbt kong le na covo pawl kong tha tein a langhternak tuah asimi Pumpak Theihternak (Privacy Notice) cu an pek lai.
- Nangmah cu nangmah i (silole na fa i) zawtnak kong le thlopnak lei kong he pehtlai in thimnak pawl nan tuah khawhnak pawl kong zapi cu an pek dih lai mah ti cun nangmah nih athabikmi thlopnak-lei timhtuahnak cu na thim khawh lai.
- Fahnak le cu fahnak cu hmual ngei tein tawrel khawhnak lei he apehtlaimi thawngpang pawl cu an pek lai.
- Nangmah nih thlopnak pawl cu ka duh lo tiin al khawh ding in an onh la ii cu ti na al asiahcun zeidah a cang kho mi an si timi zong kha an theih ter lai.
- Nan chungkhar i a um mi minung zat le nan hmuh mi lahkharhah cung tuak in khan ngandam zohkhenhnak-lei he pehtlai in maan thumh piaknak (sliding fee scale) cu an pek lai.
- Mizaw nih phaisa an pek khawh lo ruang ah silole phaisa pek duh loin an um ruang ah tbt cung zoh in zohkhenhnak pawl cu pek lo ding in silole rii khiah in chiah ding in a tuah lo.
- Nangmah nih na ngandam zohkhenhnak-lei he apehtlaimi service pawl cung ah na duhnak silole duhlonak pawl a um sual asiahcun kan mah cu na kan chimh khawhnak ding ah Patient Concern/Comment Form (Mizaw lei i lungsiaherhnak/duhnak langhternak form) cu an pek lai.

## Mizaw Tuanvo pawl | Nangmah nih cun atanglei bantuan cu na tuah ding asi:

- HealthNet cu nangmah i Patient-Centered Medical Home (Mizaw kha biapi ah achia mi ngandamnak-lei le sii-lei zohkhenhnak peknak inn) ah hei thim.
- Nangmah i Ahmasabik ngandam zohkhenhnak anpetu (PCP) cu hei thim.
- Na ngandam zohkhenhnak lei kong he pehtlai in sibawi he piah ding in na kal fatin a caan hman tein phanh khawh na zuam lai.
- Cancel tuah ding in na chawnh hna lo asiahcun, naa piahnak cu an ra lo (an bau) tiin tuah asi ko lai. Mah bantuan in rat loin umnak cu voi 3 asi hnu ahcun kan mah nih cun nangmah serve kan in tuahnak cu kan dir ter khawh men.

- Appointment cu cancel tuah na duh asiahcun atlawmbik nazi 2 aa duh in na chawnh cia hna lai.
- Chungkhar lahkharhah hmuhnak a piah kho mi tehte kha piah ding. Chungkhar lahkharhah hmuhnak a piah kho mi tehte cu na piah khawh lo asiahcun, nangmah nih cun hmailei i naa piahnak pawl caah discount cu na ngah kho lai lo.
- Saykhan naa piah tik ni i a donghnak bik ah na bill cu na pek lai Na bill tha tein na kan pek mi nih cun mizapi caah a tha deuh in thil tuah kho ding in a bawmh khawh. Ni 120 chung ah na bill cu na pek lo asiahcun kan mah nih cun na account cu phaisa khawh tu agency (phu) sin ah kan kuat lai.
- Na umnak naa thial, phone number thar nah man, na chungkhar i a um mi minung zat aa thlen, na hmuh mi lahkharhah aa thlen, silole na health insurance cu aa thlen sual asiahcun na kan chimh hrim lai.
- Health Center riantuantu pawl cu upat peknak he na chawnhbiak hna lai. Nangmah cu na au chih, biachia pawl na chim i na volh pamh chih hna, na fah ter hna silole riantuantu cu na tlerh chih hna asiahcun, nangmah cu HealthNet ah na rak kir than kho ti lai lo.

## Na Ruahnak cu Tuakpiak chih asi

Na ngandam zohkhenhnak-lei kong he pehtlai in chim na duh mi na ngeih asiahcun, silole nangmah cu zeitindah chawnhbiak na rak ton tiin theihternak tuah na duh asiahcun, zangfah tein atanglei bantuan karhlannak pawl kha tha tein zul law tuah hna:

1. Mizaw nih a chim duh mi Comment/A lung um mi pawl cu hngahnak hmun i a um mi Form ah khan hei phih dih hna.
2. Mah na phih dih mi form cu hngahnak hmun pawng i a um ve mi mahthahnak aa tuah mi bawm chung ah khan hei senh.
3. HealthNet lei i minung pakhat khat nih cun nangmah he follow up cu a tuah ti lai.

**Digital form in a um mi QR code zong cu hngahnak khan chung i Patient Comment/Concern box (Mizaw nih a duh mi tialnak/a lung um mi tialnak bawm) pawng ah khan ngah khawh asi.**

## Nawl Zulhnak

Zulhning tha tein zulh in tuahnak-lei, upadi lei le/silole sipuazi tuah mi pawl nih zulhning pawl zulhnak-lei ah an mah nih nawl buarnak an tuah tiin na hmuhton/ na zumh asiahcun zangfah tein cu kong he pehtlai in Compliance Line (Nawl Zulhnak-lei Chawhnak) ah khan report cu hei tuah. Cu bantu tuahsernak pawl cu an i tel kho men, sinan tein atanglei bantu tuahsernak pawl cu rii-khiah in chiah piak khawh an si lo kho men:

- Riantuannak hmun Firpiaknak
- Hlennak, Alak in hmanna, le/silole Ningcang loin Hmanna/tuahnak
- Conflicts of Interest (Hmuhmi Amiak pawl Ningcang loin tuahnak)
- Research cu Ahmanloin Tuahnak
- Phaisa halnak Ahmanloin Tuahnak
- Tuaitam/Awlokchong in um ding in tuahnak
- Thleidannak
- Rit hai sii/ Zu Ningcang loin Hmanna
- HealthNet i Tuahning Code silole Tuah ding mi Tahfung pawl Ningcang loin Hman Sual khawhnak

HealthNet cu asangbik riantuannak-lei zulh ding tahfung pawl tang ah tha tein pehzulh in rian a tuan peng khawh ding in hei bawm. Riantuannak hmun ah zumh awk a tha lomi (mah hi cu mah bantu asi hnga ma tiah biahalnak a um kho ding mi) tuahsernak pawl na hmuhton asiahcun, hika ah rak chawn colh hna. 1-888-892-9224. Nangmah nih cun online in report tuah khawhnak ding ah hika <https://app.mycompliancereport.com/report.aspx?cid=hni> ah lut in le code cu hmanna na tuah khawh: **HNI**.

## Thleidannak Tuah Cu Upadi he Aakalah Mi Asi

HealthNet nih cun hman khawh asimi aapehtlaimi federal mipi covo pawl he aapehtlaimi upadi pawl cu tha tein a zulh cun minung pawl cu an mipun sinak, an takrong, an chuahkehnak, nu/pa an sinak, an kum khua, an mah nih an duh mi nu/pa sinak, an i chuah pi mi nu/pa sinak silole an langhter mi nu/pa sinak, an zumhnak, pumtamtlinglo an sinak, nupi/va ngei cia mi/nupi,va he aa then mi tbt pawl, le phaisa an pek khawhnak cung pawl tuak thleidannak zehmanh an ngei lo.

HealthNet nih cun minung pawl cu an mipun sinak, an taksa rong, an chuahkehnak, nu/pa an sinak, an kum, an duhthim mi nu/pa sinak, an i chuah pi mi nu/pa sinak silole anlanghter mi nu/pa sinak, an zumhnak, pumtamtlinglo an sinak, nupi/va an ngeihnak/nupi, va he an i thennak tbt, silole phaisa an pek khawhnak thil pawl hmang in minung pawl cu aa dang deuh in a chawnbia hlei hna lo.

HealthNet nih cun mizaw pawl cu phaisa pek ding in an alnak silole phaisa an pek khawhlonak cung tuak in zohkhenhnak a peknak cu alnak silole rii khiah in a tuah piak hna lai lo.

HealthNet nih cun:

- Pumtamtling lomi pawl cu kan mah he hmual ngei tein biaruahnak an ngeih khawhnak ding ah a herh mi bawmhnak thilri pawl le service pawl cu a lak in a pek hna.
- English (Mirang holh) cu ahmasabik holh ah a hmang lomi minung pawl caah holh-lei bawmhnak service cu a lak in a pek hna.

Hibantu service pawl cu na herh asiahcun nangmah na health center i manager kha hei pehtlai.

HealthNet nih nangmah cu mah bantu service pawl pek ding in a tloh silole nangmah cu na mipun sinak, na tak rong, na chuah kehnak, na um, pumtamtlinglo na sinak, silole nu/pa na sinak cung hram bunh in a dang phun in thleidannak an tuah ko tiin na ruah asiahcun, na lungtlinlonak cu hmaitonh chimnak in silole cakuatnak in, fax kuatnak in silole email kuatnak in na tuah khawh.

Christie Malandrakis, Risk Manager

3403 East Raymond Street | 317-957-2000; Fax: 317-957-2050

[info@indyhealthnet.org](mailto:info@indyhealthnet.org)

Na duhlonak/lungtlinlonak cu catin ding in bawmh na herh asiahcun, Christie Malandrakis, Risk Manager (Harnakp awl Tawlreltu) cu nangmah bawmh ding ah aa manh. Nangmah nih cun civil rights complaint (mipi covo pawl ca duhlonak langhternak) cu the Indiana Civil Rights Commission (ICRC) ah khan 1-800-628-2909 ah chawhnak in silole in.gov/ icrc/ ah email (electronic thilri hmang in cakuatnakin) kuatnak in catinnak na tuah khawh.

Nangmah nih cun mipi covo pawl kong he pehtlai in duhlonak cu U.S. i Ngandannak-lei le Sii-lei Le Mipi Bawmhnak peknak-lei Zung (Department of Health and Human Services), Mipi Covo pawl ca Zung (Office for Civil Rights) ah email (electronic thilri pawl hmang in) tbt kuatnak in Mipi Covo pawl he pehtlai in Duhlonak Langhternak Portal asimi, hika <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> ah email kuatnak in silole atanglei hmun ah cakuatnak silole phone chawhnak in na pehtlaih khawh hna:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019; 1-800-537-7697 (TDD)



Holh-lei Bawmtu

English - If you are in need of language services, please contact your health center. This service is free.

Español - Si usted necesita los servicios de idiomas, póngase en contacto con su centro de salud. Este servicio es gratuito.

Français - ATTENTION: Si vous parlez français, des services d'assistance linguistique gratuits vous sont disponibles. Veuillez signaler à un membre du personnel que vous avez besoin d'un interprète.

သတိပြုရန်။ ။ အကယုၤၤ သဒ္ဓညုၤ ငမ္မနာၤ လိုၤငမ္မလာပါက ဘာသာစကားဆိုၣ်အကူအညီၣ် ဝနံးဆာၣ်းကို အခမဲ့ ရးပို့ၣ်ါ သည။ စကားပြုန့ၣ်းလိုၣ်အပုၣ်းကောၣ်းကို ဝဲးကးၣ်းပုၣ်းပိး ဝနံးမ့းတဲးပုၣ်းၣ်းကို ဝဲးမ္မလာပါ။

Pennsilfaanisch Deutsch - ACHTUNG: Wenn Sie sprechen Pennsilfaanisch Deutsch, Übersetzungsdienste sind gratis für Sie vorhanden. Bitte sagen Sie einem Mitarbeiter dass Sie einen Interpreter benötigen.

注意: 如果您说中文, 我们可为您提供免费的语言帮助服务。请您告诉工作人员您需要一位口语翻译。

Nederlands - Als je Nederlands spreekt, zijn de taal assistentie diensten gratis beschikbaar voor jou. Gelieve een van onze werknemers te vertellen dat je een tolk nodig hebt.

Deutsche - ACHTUNG: Wenn Sie sprechen Deutsche, Übersetzungsdienste sind gratis für Sie vorhanden. Bitte sagen Sie einem Mitarbeiter dass Sie einen Interpreter benötigen.

Hakha Chin - Holh lehpiak na hauh ahcun zaangfah tein na sikhhan chim hna. Manlo te in tuahpiak na si ko lai.

お知らせ: 日本語を話される方は言語補助サービスを無料にてご利用頂けます。通訳が必要な方はスタッフにその旨をお伝えください。

တံးပုၣ်းပိး: မုၢ်ကတိၢ်ကညိၣ်န့ၣ် ပုၤကတိၢ်ထံးအတံးရဲၣ်တံးက့ၢ် လၢအတံးလၢကတိၢ်လၢကတိၢ်တဖၣ် အိၣ်လၢကတိၢ်န့ၣ်ပိး. ဝဲးမ့းတဲးပုၣ်း ပုၤကတိၢ်န့ၣ်ပိးလၢကတိၢ် လၢကတိၢ်န့ၣ်ပိးပုၤတံး လၢအကတိၢ်ထံး အကတိၢ်န့ၣ်ပိး.

주의:를 하시면한국인통역 지원 서비스를 무료로 받으실 수 있습니다. 통역사를

이용하시려면 직원에게 말씀해주시요.

ВНИМАНИЕ: Если вы говорите на русский, вам будут предоставлены бесплатные переводческие услуги. Пожалуйста, сообщите сотруднику, что вам нужен переводчик

Tagalog - PAUNAWA. Kung ang gamit mong wikà ay Tagalog, mayroóng libreng tulong sa wikà para sa iyó. Magsabi lamang sa isáng kawani na kailangan mo ng tagasalin.

Tiếng Việt - CHÚ Ý: Nếu quý vị nói Tiếng Việt, sẽ có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy nói cho thành nhân viên biết nếu quý vị cần người thông ngôn.

انتباه: إن كنت تتكلم اللغة ( العربية ), فإنه تتوفر لدينا خدمات اللغة بالمجان. يُرجى إخبار أحد

.. أعضاء فريقنا إن كنت بحاجة لمترجم فوري

ध्यान दें: यदि आप हिंदी भाषा बोलते हैं, तो आप के लिए भाषा सहायता सेवाएँ नि:शुल्क, उपलब्ध हैं। कृपया किसी स्टाफ सदस्य को बताएँ कि आपको एक दुभाषिये की जरूरत है।

ध्यान दिऐ: जे तुमी पंजाबी भासा बोलते हे, उं तुगाडे लएी भासा सहायता सेवाएँ मुड्डत दिऐ उुपलब्ध गन। किरपा बरवे किसे सटाड मेशर तुं उंसे कि तुगाडेु दिऐ अनुवादक चाहीदा है।

Good Faith Zeizahdah Asilai Timi Khat-Hman Piaknak)

Nangmah nih cun “Good Faith Estimate” timi na ngandamnak-lei le sii-lei zohkhenhnak caah zeizah dah a dih lai timi laghternak tuahnak cu co khawhnak nawl na ngei. Upadi tang ah, insurance a ngei lomi silole sii-lei thilri le service pawl caah buaktlak in zeizah asi lai timi khat-hmannak caah a insurance a hmang lo mi mizaw pawl cu pek ding in ngandam zohkhenhnak apetu pawl nih an herh.

- Emergency asilomi zeibantuk thilri pawl silole service pawl hmanna caah mah zah hi a dih mi cu asilai tiin ruah cia mi a dih mi zapi fonh caah Good Faith Estimate cu co khawhnak nawl na ngei. Cu chung ahcun ngandamnak-lei le sii-lei ca a herh mi test tuahnak pawl ca a dih mi, sibawi te nih pek mi sii pawl ca dih mi, hman mi thilri pawl, le sizung kainak maan ca a dih mi pawl he apehtlaimi pawl an i tel.
• Na ngandam zohkhenhnak anpetu nih cun nangmah cu Good Faith Estimate cu nangmah nih ngandamnak-lei le sii-lei ca a herh mi service pawl silole thilri cu nah man hlan atlawmbik riantuan ni nikhat aa duh ah catialnak in an pek ding hrim asi. Nangmah zong nih na ngandam zohkhenhnak anpetu, le a dang nangmah nih na thim mi ngandam zohkhenhnak anpetu pawl cu, nangmah cu cu thilri silole service pawl hman ding in caanthiahnak na tuah hlan ah Good Faith Estimate cu pek ding in na hal khawh fawn hna.
• Na Good Faith Estimate nak a tam deuh mi atlawmbik \$400 asimi bill cu na hmuh asiahcun, nangmah nih cun cu bill cu pek lo ding in na al khawh hna.
• Na Good Faith Estimate i hmanthlak silole copy cu tha tein i fim.

Biahalnak na ngeih mi pawl caah silole Good Faith Estimate i covo na ngeih mi paw kong he pehtlai in thawngpang tam deuh theihnak ding ah, hika www.cms.gov/nosurprises ah lut law zoh silole hika 317-957-2075 ah hei chawn hna.

Na ngandam Zohkhenhnak Caah Zeitindah Phaisa Peknak Na tuah lai

HealthNet nih cun atanglei bantuk phaisa peknek pun pawl cu a lehkhan hna:

- Medicare, Medicaid, Le Hoosier Healthwise timhtuahnak pawl
• Sipuazi ca tuah mi insurance timhtuahnak tam u pawl
• Sliding Fee scale discount (Thumh khawh asimi maan) (hmuh mi lahkha le chungkhar minung zeizah timi cung tuak asi)
• Phaisa fang, check catlap, credit/debit card pawl (Na Mizaw pehtlainak Portal cung ah na bill pawl cu credit/debit card pawl in na pek khawh asiahcun)

Na ngandam zohkhenhnak caah zeitindah pek ning asilai timi kong tam deuh theihnak ding ah, hika QR code hi scan thei tuah silole hika www.indyhealthnet.org ah lut law zoh.



# Sining Tuanbia pawl Thlennak, Nunnak pawl Thlennak...

Sining Tuanbia pawl Thlennak, Nunnak pawl Thlennak... HealthNet i pehtlainnak chung i community hrambunh in tuah mi health center paw le bawmhnaek pek mi service pawl cu community i ngandamnaek sining thancho deuh ding in bawmhnaek pek ding ah Indianapolis chung zapi ah an um hna.

## Kan Health Center pawl

HealthNet Barrington  
Health & Dental Center  
3401 E. Raymond St.  
Indianapolis, IN 46203  
(317) 957-2100

HealthNet Northeast  
Health Center  
3908 Meadows Dr.  
Indianapolis, IN 46205  
(317) 957-2150

HealthNet Southwest  
Health & Dental Center  
1522 W. Morris St.  
Indianapolis, IN 46221  
(317) 957-2500

HealthNet Bloomington  
Health Center  
811 W. 2nd St.  
Bloomington, IN 47403  
(812) 333-4001

HealthNet People's  
Health & Dental Center  
2340 E. 10th St.  
Indianapolis, IN 46201  
(317) 957-2200

HealthNet Speedway  
Health & Dental Center  
6020 Crawfordsville Rd.  
Suite 102  
Indianapolis, IN 46224  
(317) 957-2070

HealthNet Downtown Health  
Center  
Methodist Professional Center 1  
1801 North Senate Blvd.,  
Suite 310  
Indianapolis, IN 46202  
(317) 957-2070

HealthNet Southeast  
Health & Dental Center  
901 Shelby St.  
Indianapolis, IN 46203  
(317) 957-2400

HealthNet Martindale-  
Brightwood Health Center  
2855 N. Keystone, Suite 100  
Indianapolis, IN 46218  
(317) 957-2300

## Kan Program pawl

HealthNet Healthy Families  
6029 W 10th St.  
Indianapolis, IN 46224  
(317) 957-2600

HealthNet Homeless  
Initiative Program  
901 Shelby Street  
Indianapolis, IN 46203  
(317) 957-2275

HealthNet School-Based  
Services  
2340 E. 10th St.  
Indianapolis, IN 46201  
(317) 957-2972

HealthNet Title X/Family  
Planning Resource Center  
2340 E. 10th St.  
Indianapolis, IN 46201  
(317) 957-2970

HealthNet Homeless  
Initiative Program Bloomington  
822 West 1st Street, Suite 5  
Bloomington, IN 47403  
(317) 957-2275

HealthNet Pharmacy  
3401 E. Raymond Street  
Suite 106  
Indianapolis, IN 46203  
(463) 268-MEDS



HealthNet, Inc. Administrative Offices  
3403 East Raymond Street  
Indianapolis, IN 46203

Phone: (317) 957-2000

Fax: (317) 957-2050

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