

## **Jerbal ko ikijen Ukōk Kajin**

An ro uwaan im rejjab maroñ kōnono ilo kajin Pālle ak ejjab emman ipaer ñan kōnono ilo kajin in, ewōr kein jipañ kin ejjelōk wonaan jen Arkansas Total Care. Jerbal in elukuun aorōk kinke komiro takto in am aikuj maroñ in kōnaan kake abinono ko am ikijen ejmour im mwil ilo juon waween eo komiro jimor maroñ melele kake. Jerbal in ukōk kajin ko ad rej iwaj ñan eōk ilo ejelōk wonaan im emaroñ jibañ kin eloñ kain kajin ko. Ekoba sign language.

Ewōr bareinwōt rikōnono ro rej kenñan ilo kajin Spanish remaroñ jipañ yuk ñe kwoj aikuij. Ro uwaan Arkansas Total Care re bilo ak ebin aer loelakjen remaroñ kall Member Services ñan kajitōk jibañ ikijen ukōk ilo ainikien. Video ak Talpon Relay kein jipañ ukōk maroñ kall Member Services ilo 1-866-282-6280 (TTY: 711).

## **Ripoot Kejorren, Kōjekdoon, Im Jerbal ñana Ñan Juon ilo Jikin Jerbal**

Ñe kwoj lōmnak bwe juon ian ro uwaan ej jelmae juon ian laajrak kein itulal, tobar Child Protective Services ilo 1-800-482-5964 ak Adult Protective Services ilo 1-800-482-8049. Ñe ro uwaan rej pād ilo kauwōtata, tobar police ilo mōkaj ilo 911.

- Kejorren
- Kojekdoon
- Jerbal ñana ñan juon ilo jikin jerbal
- Bwod waween lale juon ajiri
- Bwod waween lale juon rito

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# Karuwainene im Kein Jipaň ko

Kwoj ruwainene ñan Arkansas Total Care. Arkansas Total Care e lōkjak ñan lelōk aolepen kein kamadmode apan ko kin ejmour an armej ro ewōr aer Intellectual developmental disabilities (IDD, ñaninmej ilo Kolmenlōkjen) im aikuj ko an behavioral health (BH, ejmour an Mwil). Waween ejejuan in ad, ej lōmnak mōk kin armej eo mōktata men in ej kamool bwe kajojo ro uwaan emaroñ bōk aolepen Kōlaajrak Jibaň ejjjot ñan er. Ikkijen elonlōk jen 20 yio ko an imenene, ro mottan ilo Arkansas Total Care rej lelōk jermal in jipaň ko rej kōmman armej ro emmanlōk aer ejmour, im remononolōk — tōbrak ko rej ej kamonmonlōk mour ko aer.

Provider-Led Arkansas Shared Savings Entity (PASSE) ej juon waween kalajraak jipaň ko me enaj topar aikuj ko an jot ro rej bōk tōkjen jen Medicaid im re aikuj jermal in jipaň ko relap kin aer BH im IDD aikuij ko. Iumin waween kalajraak jipaň in ejejuon, rilelōk jipaň kin aikuj ko ejejuon im jermal in jipaň ejmour ko re kobalōk ippen ra ko elap an aer imenene me rej kōmman jermal ko an administration rej mottan jermal in jipaň ejmour. Ippen doon, kumi kein an rilelōk jipaň im ro mottaer ilo jermal in lale jipaň kōmman juon PASSE.

Wunin PASSE ej ñan:

- Kōmanmanlōk ejmour an ro ilo Arkansas im rej aikuij wāween kōjbarōk ko relablōk kin ñaninmmej kōlmanlōkjen kōmālij, utamwe ikkijen maroñ in dedek.
- Kōkejel rilelōk jipaň kin lale ejmour an enbwinin ippen rilelōk jipaň kin ejmour an mwil im jermal in jipaň ko an ro ewōr aer utamwe ikkijen maroñ in dedek.
- Kalajraak jipaň ko kin armej ro ewōr lukuun lap an aikuj ko kin jipaň ko ejejuan.

Arkansas Total Care ej juon bŭlāān ej lelōk ñan kwe bebe ko — kin am kelet am primary care provider (PCP, eo ej jipaň kwe eñanin aolep ien) ñan bōk kunam ilo Bŭrokraaṅ ko rejejuon rej jipaň kwe ñan kōjbarōk ejmour eo am.

Etal ñan webjait in ad ilo [ArkansasTotalCare.com](http://ArkansasTotalCare.com) kin melele ko jot im jermal in jipaň ko.

## Bōk in Kōmelele an Ro Uwaan

Bōk in Kōmelele an Ro Uwaan in ej juon elij an Arkansas Total Care im bŭlāān in am. Ikkijen bōk in kōmelele in, kwoj maroñ katak elaplōk kin:

- Maroñ ko am.
- Jerammon ko am.
- Eddo ko am.

Jouj im lukuun riiti bōk in im kejbarōk e bwe kwoj maroñ bar kōjerbale ilo raan ko renaj itōk. Bōk in ej kwalōk ñan yuk waween ñan deloñ ilo jermal ko in jipañ ejmour an Arkansas Total Care. Ej bareinwōt lelōk ñan yuk melele ko kin tōkjen ko einwōt:

- Ta eo Arkansas Total Care ej bōk eddoin.
- Ta eo Arkansas Total Care ejjab bōk eddoin.
- Waween ñan bōk jipañ ko kwojj aikuij.
- Waween ñan bōk am wuno jen juon takto (perscriptions).
- Jote wonaan kwojj aikuij in kola kin am jermal in lale ejmour ak kin wuno ko jen juon takto (perscriptions).
- Ta eo kwoj maroñ kōmman ñe kwoj jab mōnōnō ippen bŭlāān in ejmour in am ak men ko ej kalibubuik.
- Men ko kwoj naj bōk jen Arkansas Total Care.

Ñe kwoj aikuij bar juon kape an bōk in kōmelele an ro uwaan in, Kall Jibañ ñan Ro Uwaan ilo

1-866-282-6280 (TTY: 711). Jenaj jilkinlōk ñan yuk kin ejjelōk wonaan. Kwoj maroñ bareinwōt etal ñan webjait in ad ilo [ArkansasTotalCare.com](http://ArkansasTotalCare.com) ñan lale Bōk in Kōmelele in online.

## Lajraak an Rilelōk Jipañ

Ewōr juon lajraak ippen Arkansas Total Care kin aolep takto ro, hospital ko, im clinic ko kimij jermal ippen.

Kimij naetan men in Lajraak an Rilelōk Jipañ. Turektori in an Takto ej kwalok laajrak in melele kake takto ro ad:

- Kain rot ak jermal ejejuan (einwōt PCPs)
- Atōrej im nōmba in telebon
- Awa ko an jikin jermal
- Maroñ in deloñ ñan jikin ko/jikin jermal ko
- Kajin ko rekonono (ijjellōkun Kajin Pälle)
- Ñe rej errā in bōk client ro rekaal an Medicaid

Kwoj maroñ lale Lajraak an Rilelōk Jipañ ikkijen am:

1. Etal ñan webjait in ad ilo [ArkansasTotalCare.com](http://ArkansasTotalCare.com).
2. Kall Jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Remaroñ jipañ yuk ñan kapukot juon rilelōk jipañ ilo jikin in am. Remaroñ bareinwōt jilkinlōk juon kape an Lajraak an Rilelōk Jipañ kin ejjelōk wonaan.

# Arkansas Total Care Webjait

## ArkansasTotalCare.com

Ewōr kein jipaņ im kein kapidodolōk ilo webjait an Arkansas Total Care rej kōmman bwe kwoj maroņ bōk lale elap joņan ilo juon waween ebidodo. Ej bareinwōt lelōk ñan yuk melele ko kin tōkjen ko im jermal in jipaņ ko einwōt:

- Bōk in Kōmelele an Ro Uwaan
- Lajraak an Rilelōk Jipaņ
- Būrokraaṃ ko im jermal in jipaņ ko an Arkansas Total Care
- Nuuj im makūtkūt ko an Arkansas Total Care Kio

Ilo ad Portal an Ro Uwaan ekejberōk ewōr kien jipaņ ko renaaj kamanmanlōk am imenene ippen Arkansas Total Care. Ilo Portal an Ro Uwaan, komaroņ:

- Kadedelōk form ko online im jilkinlōk er.
- Lale claim ko bar juon ear jilkinlōk ilo etam.
- Jeniji PCP eo am.
- Lale im buriin i juon kape an am ID Card an Ro Uwaan.
- Lale men ko bŭlāān in am ejjab lale.

## **Waween ñan Kōmman juon Akkaun an Ro Uwaan**

Buñton 1: Etal ñan **ArkansasTotalCare.com**.  
Jiped **Kin Ro Uwaan**.

Buñton 2: Iumin **Deloņ Ñan Akkaun in Am**, jibed **Deloņ Kio**.

Buñton 3: Jiped **Kōmman Juon Akkaun Ekaal** ñan jino in kōmman akkaun eo am.  
Likut email atōrej eo am im aolepen etam.  
Kelet kajin eo kwojj koņan.

Buñton 4: Kōmman juon paajwōt.  
Jiped **Kōmman Akkaun**.  
Enaj iwaj juon email ej kajitōk bwe kwojj kamool akkaun in am.  
Deloņ ikkijen am email atōrej im paajwōt in am ñan kadedelōk am register e akkaun eo am.

Buñton 5: Likut Am ID Card an Ro Uwaan.  
Likut am raan in lōtak.  
Jiped **Jilkinlōk**.

Buñton 6: Jerammon! Emōj an dedelak an kōmman am akkaun ilo Portal eo an Ro Uwaan.



## Waween ñan Bök Jipań ilo Portal an Ro Uwaan eo

Ituloñ an screen in am, jiped ion **Message** ñan jilkinlök juon message ñan Arkansas Total Care online. Enaj wör juon am uak ej iwaj ilo taakij ilowaan juon ak ruo raan in jermal ko.

Bar äinwöt kwoj maroñ kall Jermal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

## Waween ñan Kōmman Oktak kin Atorej in Am

- Buñton 1: Etal ñan **ArkansasTotalCare.com**.  
Jiped **Kin Ro Uwaan**.
- Buñton 2: lumin **Deloñ Ñan Akkaun in Am**, jibed **Deloñ Kio**.  
Deloñ ilo am accoun in ro uwaan.
- Buñton 3: Jiped ion pija in profile.
- Buñton 4: Jiped **Kōmman oktak** turin atōrej eo am kio.  
Likut atōrej ekaal in am.
- Buñton 5: Jiped **Kejbarōk**.  
Emaroñ bök 24 awa ñan updat iatōrej in am.

Elikin kwoj kōmman ukōt kin atōrej in am ilo Portal an Ro Uwaan, jouj im tobar Arkansas Department of Human Services (DHS, Rā eo an Jipañ ko an armij an Arkansas) ilo 1-800-482-8988 ñan kakāal atōrej in am ipaer bareinwöt.

## Kaunjel eo ikijen Naan in Rojāñ

Consumer Advisory Council (CAC, Kaunjel eo ikkijen Naanin Rōjañ Ñan Armij) ej juon kumi an ro uwaan, jemen im jinen ro, im rilale (ekoba rijermal an Arkansas Total Care ñe emman) im rej etale ripoot ko ion eloñ men ko. Un eo an CAC ej ñan kobalök lōmnak ko an ro uwaan im ro ilo jukjukinbed kin waween ko im joñan lap an jipañ Būrokraam ko, kakien ko, im jermal in jipañ ko an Arkansas Total Care. CAC ej juon waween juon kumi ej kajioñ in kamanmanlök waween lelök jermal in jipañ ilo jukjukinbed ko.

CAC ej konono ikkijen eloñ waween ko ñan kamool bwe ro uwaan maroñ lelök lōmnak ko aer im kōmman kajitök ko. CAC ej kamaroñ Arkansas Total Care ñan kommon kajitök ko im lelök lōmnak ko an ro uawaer. Jemaroñ kōjermal waween bwebwenato ikkijen pija in aluj ko ñe ej juon men in aikuij ñan kotlök bwe ro uwaan maroñ bed ilo kweilök ko. Eddo ko an CAC rej ñan etale eloñ men ko einwöt ripew tōbrak ko an ju-buruon ro uwaan, waween rijermal ko rej kōmman im/ak jermal ko ñan kakomanmanlök men ko, im kein katakin ro uwaan kin ün, melele, im bidodo in kōjermal, im bar jot men ko.

Kin melele ko jot kin CAC, konono ippen am Rikalajraak Jipañ in am ak kall Jermal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

## Kakomanman Jerbal (QI)

Arkansas Total Care e lōkjak ñal lelōk ñan yuk jermal in lale ejmour elukuun emman. Mejenkajeik laptata in ad ej ñan kōmman ejmour emman im jipañ yuk ñan kamadmode jabdewōt nañinmej ak utamwe. Būrokraam in ad ejlore kakien ko an National Committee for Quality Assurance (NCQA) im Institute of Medicine eo (IOM). Bwe en kōmman jermal in lale ejmour emman, jōkwane, im kwoj maroñ liki, Būrokraam ko ad rej:

- Lukuun etale aolep rilelōk jipañ ko mōktalōk jen re kobatōk ippen dolul in lelōk jipañ an Arkansas Total Care.
- Kamool bwe aolepen ro uwaan Arkansas Total Care maroñ bōk eloñ kain jermal in lale ejmour ko.
- Lelōk kein katakin kin kejbarōk ejmour im eloñ kain nañinmej ko.
- Jilkinlōk naan in kememej ko ñan kōmman am teej kin kajojo yio, waween kamadmod, ak etale ko.
- Idajoñjoñ jabdewōt an am inebata ko kin jermal in lale ejmour in am kwar bōke. Ñe ewōr am inebata kin kain jipañ eo kwar bōk jen takto in am ak jabdewōt jermal in jipañ jen Arkansas Total Care, jouj im kall Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

Arkansas Total Care ej tomak bwe ñe rej bōk lōmnak ko an ro uwaan einwōt kwe naj jipañ in kōmman kamanmanlōk ilo ad jermal in jipañ ko im joñan lap an emman Būrokraam ko ad. Kim naj jilkinlōk juon peba in kajitok ko an ro uwaan kajojo yio me ej kajtōk kin imenene ko am kin am bōk jermal in lale ejmour in am im jermal in am kwojj bōk.

Ñe kwojj bōk juon peba in kajitōk ko ad, jouj im kadedelōk aolep kajitōk ko bwe en kamaroñ kim ñan kamanmanlōk waween kimij jermal kin kwe. Ñe kwoj koñan bōk juon kape an Quality Assessment and Performance Improvement (QAPI) bülāān in ad, jouj im tobar kim im kim naj jilkinlōk juon ñan kwe.

## **Waween ñan Tobar Kim**

### **Arkansas Total Care**

P.O. Box 25010

Little Rock, AR 72221

Mande-Bolaide, 8 awa jipoñ-5 awa jota. CT

**Jibañ ñan Ro Uwaan:** 1-866-282-6280 (TTY: 711)

**Medical Management (Lale ejmour):** 1-866-282-6280 (TTY: 711)

**Jerbal in Jipañ ko kin Lolökjen/Jikin Kauno:** 1-866-282-6280 (TTY: 711)

**Nõmba in Talbon Ro Jot Reaorök:**

**24-Awa Lain in Bök Naan in Kapilök jen Nõøj:** 1-866-282-6280 (TTY: 711)



**Jerbal in Jipañ kin Emojonji ko:** 911

## ID Kaat an Ro Uwaan

Jenaj jilkinwaj Card eo am ñan Arkansas Total Care iumin lalem raan in jermal ko jen ien kwojj deloñ. Card in ej kein kamool bwe kwojj juon eo uwaan an Arkansas Total Care. Jouj im bök e ippam aolep ien. Jouj im kwalök card in am kajojo ien kwojj bök jabdewõt jermal in jipañ Arkansas Total Care ej jipañ ippen. Ñe kwoj aikuij, kwoj maroñ printi juon ID card ekaal jen Portal an Ro Uwaan.

Ñe kwoj jab bök am ID card an Arkansas Total Care ilo mail eo ak kwoj jab maroñ printi juon card ekaal, jouj im kall Jermal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

Itulal ej juon waanjoñak an juon ID Card an Arkansas Total Care:

	
ET: <JANE DOE>	
RO UWAAN ID#: XXXXXXXXXXXX	RX: JERBAL IN JIPAÑ ko an JIKIN KAUNO 1-800-460-8988 RXBIN: 004336 RXPCN: MCAIDADV RXGRP: RX5476 DESK IN JIPAÑ AN JIKIN KAUNO: 1-855-266-2596
<hr/>	
Ñe ewör am imurjanji, kall 911 ak etal ñan emergency room (ER) eo epäake tata eök. Ñe ejjab allikar ñe kwo aikuij in etal nan ER, kall am PCP ak Arkansas Total Care's 24/7 lain in bök jibañ jen nöj ilo 1-866-282-6280.	

<b>MELELE KO RAUROK KIN WAWEEEN TOBAR EOK:</b> Jibañ ñan Ro Uwaan: 1-866-282-6280 (TTY: 711, 24/7 Lain in Bök Jibañ jen Nöj: 1-866-282-6280, Lolökjen: 1-844-280-6792	
<b>KLEIM KO KIN AM TAKTO:</b> EDI Payer for Medical Claims 68069 Arkansas Total Care Attn: Claims P.O. Box 8020 Farmington, MO 63640	<b>RILELÖK JIPAÑ KO:</b> Jermal in Jipañ an Rilelök Jipañ: 1-866-282-6280 IVR Kajitök ikijen Maroñ Töbrak - Melim Möktalak: 1-866-282-6280 Lolökjen: 1-844-280-6792
<b>JIKIN KÖMMAN VISION CLAIM:</b> EDI Payer for Vision Claims 56190 Involve Benefit Options Attn: Claims PO Box 7548 Rocky Mount, NC 27804	EDI/EFT/ERA jouj im tobar Kein Jipañ an Rilelök Jipañ ilo <b>ArkansasTotalCare.com</b>

# Waween An Būlāān Eo Am Jerbal

## Jibañ ñan Ro Uwaan

Kumi ej Jerbal in jibañ ñan Ro Uwaan naj kwalōk ñan yuk waween an Arkansas Total Care jermal. Renaj jipañ yuk in bōk jipañ eo kwoj aikuj. Jerbal in jibañ ñan Ro Uwaan emaroñ jipañ yuk:

- Kāālōt juon am taktō in kakolkol ak primary care provider (PCP).
- Bōk juon am ID Card kaal an Ro Uwaan.
- Bōk melele ko kin tōbrak ko kimnaj kola kin aj jab kola kin.
- Bael abnōñō im appeal ko.
- Bōk jermal in jipañ ko an ukōk.
- Bōk melele kin ejmour in am.
- Kapukot juon taktō ak juon e kapeel ilo doulul in ad.
- Riboot juon apañ kin koot.
- Bōk juon kape an buuk ko an ro uwaan, ekoba ilo bar juon kajin ak waween.
- Bōk melele kin waween rej Lale Case.

Ñan konono ippen Jerbal in jibañ ñan Ro Uwaan, kall 1-866-282-6280 (TTY: 711). Kimij belōk Mande- Bolaide jen 8 a.m. nan 5 p.m. CT. Kall ko kimij bōk ilo ien eo kimij kilōk ak ion raan ko ejejuon naj etal ñan ad 24-Awa Lain in Bōk Naan in Kapilōk jen Nōōj.

## 24-Hour Nurse Advice Line (Bōk Naan in Kakapilōk Jen juon Nuuj Jabdewōt Awa)

24-Awa Lain in Bōk Naan in Kapilōk jen Nōōj eo ej juon konono ion talbon kin melele ko an ejmour kin ejelōk wonaan, rijerbal ro an jikin takto ro rebojak ñan jipañ in uak kajitōk ko am. Nurse Advice Line ebelōk 24 awa ko kajojo raan, kajojo raan an yio eo. Nuuj ro rej uake kall ko emwoj an jerbal eloñ awa ko ñan jipañ armej ro im rej mōnōnō in jipañ yuk.

Ñe kwoj aikuj jipañ kin jabdewōt men ko rej lajraak itulal, kall 1-866-282-6280 (TTY: 711).

- Naan in kakapilōk ko kin wuno im ejmour
- Naan in kakapilōk ko kin juon ajiri enañinmej
- Librare an melele ko kōn ejmour
- Jipañ ko an Ejmour an Mwil ilo juon imurjanji
- Uak ko kin kajitōk ko am kin am ejmour

Enaj itōk ien ko bwe ejjab lukuun alikar ñe kwoj aikuij in etal ñan emergency room (ER) ak jab. Ñe ejjab alikar, kall Nurse Advice Line eo. Re maroñ jipañ yuk ñan kelet ia eo kwoj naj etal ñan bōk jipañ. Ñe ewōr am imurjanji, kall 911 ak etal ñan emergency room (ER) ebaktōk ñan eōk. Ro ion The Nurse Advice Line remaroñ konono ilo Kajin Pälle im Kajin Spanish. Remaroñ kōjerbal jerbal in jipañ ukōk kin eloñlōk jen 200 kajin ko jot me juon e aikuij.

## Kōmman Karōk in Jerbal ko

Ñan kabidodo lōk waween am bōk jipañ, kim naj kobalōk yuk ippen juon RiKōlaajrak Jipañ ñ jerbal ippam im rilelōk jipañ in am. M RiKōlaajrak Jipañ ej waween eo emmantata ñan konono ippen Arkansas Total Care.

Me kwojj juon ro uwaan Arkansas Total Care, kumi an Kōlaajrak Jibañ naj tobar yuk iumen 15 raan ko an jerbal ñan kōmman juon etal kin jipañ im kin juon etal kin kauwatata an etaljmour. Enaj jipañ er kakobaiki kwe ippen juon Kōlaajrak Jibañ. Innem RiKōlaajrak Jibañ in am naj tobar kwe bwe en kōmman juon ien lale ippam mejen ñan mejen im ña kadedelōk juon Person-Centered Service Plan (PCSP, Būlāān in Jipañ ej Focus ion Armej ro).

RiKōlaajrak Jibañ ro remaroñ jipañ yuk:

- Kapukot juon PCP.
- Jikeduul am appoinmen ippān PCP eo am.
- Bōk katakin ko kin ejmour im juon rijipañ.
- Kadedelōk juon PCSP.

- Kalaajrak melele ko ippen rilelōk jipañ ko jot kin jipañ ko in etale, jipañ ilo ambulanj, im jermal in jipañ ko ilo hospital.
- Bōk jipañ kin men ko ilo mour in am rej jelot ejmour in am, einwōt maroñ in bōk moña ko remman kin ejmour im exerjij.
- Kōmman makūtkūt ko re focus ion ejmour in am im ro ilo jukjukinbed in am, ekoba jermal in kapukot im lale panel an rinañimej.
- Kalaajrak lale an waween kōjermal wuno ñan kamadmode nañimej ebedbed ion jukjukinbed eo.
- Bael abnōnō im appeal ko.
- Bōk jermal in jipañ ko kin ukōk kin kweilōk ko Arkansas Total Care rej kōmman.
- Kapukot juon taktō ak juon e kapeel.
- Riboot juon apañ kin koot.
- Bōk juon kape an buuk ko an ro uwaan, ekoba buuk ko ilo bar juon kajin ak waween.
- Jipañ ñan kalaajrōk ien bōk jipañ kin juon ial.

### **Waween Topar Ri-kōlaajrak Jibañ eo am**

Kwoj maroñ topar Ri-kōlaajrak Jipañ in am ikkijen am kall Jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kajitōk ñan konono ippen Ri-kōlaajrak Jipañ in am.

### **Waween ñan Tobar Kim**

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

Talpoon: 1-866-282-6280 (TTY: 711)  
 Email: [Members@ArkansasTotalCare.com](mailto:Members@ArkansasTotalCare.com)  
 Awa ko: Mande-Bolaide, 8 awa jipoñ-5 awa jota. CT

## **Jerbal in Jipaň Elikin Awa in Jerbal ko**

Jerbal in jipaň elikin awa in jerbal ko rebelök ilo ien eo bwe Call Center e kilök, ekobo awa ko elikin awa in jerbal ko, wiikend ko, raan ko rejejuan, im ilo ien joraan talbon. Kall Ro uwaan Jibaň kein ilo: 1-866-282-6280 (TTY: 711) elikin awa in jerbal ko, im renaj jilkinlök yuk ñan Nurse Advice Line in ad. Nuuj ro rej rijerbal in ad naj bed ion Nurse Advice Line in ad 24/7.

Jerbal in jipaň ko elikin awa ko an jerbal ekoba, ak ejjab wöt:

- Etale ilo ien imurjanji im naan in jilkinlök kin ro uwaan rebed ion juon abañ elap.
- Jipaň ñan kōmman bebe ñan etal ñan emergency room ak jab, jipaň ko kwoj aikuj ilo mōkaj, ak ñe takto in am maroň kamadmode inebata kin ejmour in am.

## **Person-Centered Sercvice Plan (PCSP, Bebe kin Jerbal in Jipaň E Bedbed Ion Kwe)**

Ri-kōlaajrak Jipaň in am naj kweilök ippam im kumi in kōmman bebe in am ñan kōmman juon PCSP ej kwalök aolepen jerbal in jipaň kwoj aikuj im rilelök jipaň ro rej jerbal ippam. Ri-kōlaajrak Jipaň in am naj jikeduul juon kweilök ilo ien im ia eo kwoj koňan bwe ej walök, im bareinwöt won ro kwoj koňan bwe en bed.

Arkansas Total Care naj etale aolepen jerbal in jipaň ko kwojj bök ilo bülāän in am, jipaň ñan kalikar jipaň kwoj aikuj ak jab bök kio, im kwalök kain jerbal in jipaň ko bar jot ak reuköt ekkar ñan aikuj ko am.

Jemaroň jipaň yuk ñan bök ien kebaake rijerbal ko rekapeel ilo clinic eo einwöt takto ro, ro rej jerbal ro ilo jikin kawuno, takto ro an nañinmej in kalmenlökjen, nuuj ro, im rijerbal rekapeel ilo ejmour an mwil remaroň kadedelök etale ko kin ejmour im lelök naanin kakapilök ko ñe kwojj jelmae juon aikuj in jipaň ellap. Rijerbal ro ad maroň lelök naanin kakapilöko im bwebwenato ippem rilelök jipaň in am.

## **Maroň in Lale**

Ej juon menin aikuj bwe Arkansas Total Care kejbarök peba in kamool rej kamool bwe ewōr maroň in lale ekkar ñan kien. Ñe ewōr am maroň in lale juon ro uwaan an Arkansas Total Care, jouj im lelök peba ko rej kamool bwe ewōr am maroň in lale ekkar ñan kien eo ñan RiKalaajrök Jipaň in am ilo mōkaj elikin ej deloň ilo PASSE.

## **Waween Kōmman uköt kin Ri-kōlaajrak Jibaň eo am**

Ñan kōmman uköt kin Ri-kōlaajrak Jibaň eo am, kall Jerbal in jibaň ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).



## Lale Jerbal ko

Būrokraam in Lale Kein Jipań in ad ej kōmman ekkar ñan aikuj ko an ejmour in am. Rilale Jipań ko rej ro rar bōk lijanj an social wōrkers ak nuuj ko emwoj an regista me renaj jermal ippam, ekoba ippen Ri-kōlaajrak Jibań ro am, ñan kajejjot mejenkajeik ko redik kin ejmour in am. Rilale Jipań in am maroń jipań yuk ñan jolōke men ko re bobrae, katakin yuk kin nańinmej ko rej jelot ejmour ak wuno ko, im jipań yuk ippen kein jipań ilo jukjukinbed in am.

Rilale Jipań remaroń jipań kamadmode nańinmej ko ak makūtkūt ko rej mottan ejmour einwōt.\*

- Oktak ko kin juon nańinmej.
- Ien etal ñan ER ak deloń ilo hospital.
- Katak kin waween nańinmej ejerbal.
- Buńlōk ko ak joraan ko jot.
- Etale ko rekaal ak wuno ko.
- Me ebin ilo mejatoto in mour ak waween jermal an ro jitenburo.
- Aikuj kin kamminene ko jot.
- Oktak ko jen juon jikin jōkwe rej lale yuk aolep ien/jikin jōkwe an jot wōt jipań ñan jukjukinbed in am.
- Aikuj ko rebin an ilōk jen hospital.

\*Laajrak in ejjab kwalōk aolepen nańinmij jemaroń jipań ippen ikkijen būrokraam an Lale Kein Jipań.

Ñe kwoj końan jermal ippen būrokraam an Lale Kein Jipań in ad, Kall Jermal in jibań ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kwō maroń bar kall Ro Rej Kōlaajrak Jibań in am.

# **Melele kin Ro Uwaan im Melele ko ikijen Maroñ Tōbrak**

## **Maroñ in Tōbrak**

Bwe en deloñ ilo juon PASSE, kwoj aikuj in kadedelōk juon etale an bar juon kumi jen Optum im re aikuj in ba bwe ewōr aikuj ko am rej Tier 2, Tier 3, Tier 4.

## **Deloñ**

Kajojo yio ewōr juon len Deloñ an Kajojo Yio rej kotlōk bwe ro uwaan maroñ kōmman ōktōk ilo PASSE eo aer. State an Arkansas eo naj jilkinlōk juon letta ej kōjjelāik yuk bwe Open Enrollment ak len Deloñ Ebelōk ñan Aolep ej walōk. Re naj bar kōjjelāik yuk ta eo kwoj maroñ ñan kōmman ukōt ilo PASSE in am. Ilo len Deloñ Ebelōk ñan Aolep, kwoj maroñ kelet bar juon bŭlāān kin ejmour kin jabdewōt un. Kin kajitōk ko kin waween kōmman ukōt kin PASSE in am, juj im tobar PASSE Member Line ilo 1-833-402-0672.

## **Emmakūt/Bar Jeplaak**

Ñe rej kamakut yuk jen Arkansas Total Care, kwojmaroñ bar jeplaak ilo alloñ tōk juon ikkijen ejjelōk bwijrōk ilo jipañ ko am. Bwe en kōmmane men in, kwoj aikuj in bar kamool am maroñ in deloñ im emwoj an likut e ilo Medicaid Management Information System (MMIS) mōktalōk jen raan eo eliktata an alloñ. Ñan bar kamool am maroñ in deloñ, tobar Access Arkansas Eligibility Call Center ilo 1-800-482-8988. Bebe eo ñan bar lelōk maroñ in deloñ ej itōk jen state an Arkansas, ejjab jen Arkansas Total Care.

Ñe ewōr juon ien bwijrōk an am maroñ in deloñ iumin ien eo e kalaajrak ituloñ, kwoj ban bar jeplaak ilo alloñ in tōk juon. Jenaj kammakut yuk jen Arkansas Total Care. Ñe ewōr juon aikuj in wonmanlōk in lelōk jipañ ewalōk im aolepen ro mottan re erra, kwoj maroñ bar jeplaak im deloñ iloan Arkansas Total Care. Ñe ewōr am kajitōk kin am maroñ in deloñ ak kwoj koñan bwe rej bar jeplaak am maroñ in deloñ, kall Access Arkansas Eligibility Call Center eo ilo 1-800-482-8988.

## Oktak ko Relap ilo Mour

Oktak ko relap ilo mour in am maroñ jelot maroñ in deloñ in am ekkar ñan state eo. Ñe ewōr juon ukōt elap ilo mour in am, jouj im kall Access Arkansas Eligibility Call Center eo ilo 1-800-482-8988 iumin 10 raan ko. Eaorōk ñan riboot ukōt kein. Bareinwōt ej emman bwe kwojj kall Arkansas Total Care Member Services at 1-866-282-6280 (TTY: 711) ñan kōjjelāik kim kin ukōt eo.

Jot wanjoñōk ko kin ukōt ko relap ilo mour ekoba:

- Juon ukōt ilo etam.
- Move ñan bar juon atōrej.
- Juon ukōt ilo am jermal/joñan an jaan kwojj kōmman.
- Juon ukōt ilo oran ro mottan baamle in am.
- Juon ukōt ilo utamwe.
- Bōrōro.
- Move ñan bar juon county ak state.

# Jerammon & Jerbal ko

## Jerbal ko Emōj Bōk Eddoin

Mottan in ej kameleleik tōbrak ko emoj bōk eddoin an in am jen Arkansas Total Care. Ikkijen Arkansas Total Care, ej am maroñ ñan bōk jipañ kin kejbarōk ejmour im tōbrak ko relaajrak ilo mottan in. Ej eddo in am ña kola kin jabdewōt jerbal in jipañ ejjab bōk eddoin. Jerammon ko emoj bōk eddon relaajrak ilo mottan in.

### Jouj in Kememej:

- Arkansas Total Care eban kadiklōk ak kaarmejjot jerbal in jipañ ko kin joun nañinmej ebed ippam.
- Kin jerbal in jipañ ko kwoj aikuuj ñan kejbarōk ejmour im emwoj an bōk eddon jen Arkansas Total Care, ejjelōk am eddo in kola mottan wonen (copay ko), mottan kola in am, ak bar jot men ko rej kōmman bwe kwoj aikuuj in kola mottan wonen - ijellōkun ta eo ej ba ilo mottan Eddo ko an Ro Uwaan.
- Ñe kwojj bōk jerbal in jipañ kejbarōk ejmour rejjab menin aikuuj ñaj kejbarōk ejmour in am ak ñe kwojj bōk jipañ jen takto ro rejjab mottan dolul an Arkansas Total Care, bolen ej eddo in am ñan kolaiki. Ñe ewōr am kajitōk ko kin juon aikuuj in kejbarōk mour ak ta takto ro rej mottan dolul in am, kall Jerbal in jipañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).
- Ej am maroñ in bōk lōmnak ko an bar juon jen juon rilelōk jipañ kin ejjelōk wonen.

### In Lieu of Services (Jerbal in Jipañ Re Jañin Bōk Eddon)

In Lieu of Services (ILOS) rej jerbal in jipañ ko rejañin bōk eddon jen Medicaid wōt im enañin aolep in rejjab juon tōkjen PASSE ej lelōk eddon. Arkansas Total Care maroñ lelōk juon ILOS ñe wonen ediklōk juon jerbal in jipban emoj in bo eddon iumin Būrokraam an PASSE. DHS aikuuj in kamalim ILOS mōktalōk jen kim maroñ kajitōk in lelōk ñan ro uwaan.

Ñe Arkansas Total Care rej kajitōk in lelōk juon ILOS im jab juon jerbal in jipañ emoj in bōk eddon ak men iumin bŭlāān an state, ejjab juon menin aikuj bwe kwojj bōk e. Maroñ ko am im kein kejbarōk emoj kamaleleik ilo buuk in im maroñ eo ñan bōk jerbal in jipañ ak men ko emoj in bōk eddon iumin bŭlāān an State einwōt ñe rejjañin kajitōk in lelōk ILOS eo. Arkansas Total Care eban kōjjerbal juon ILOS ñan kadiklōk, kalōktip, ak likut ilo kauwatata maroñ in deloñ in am in bōk jerbal in jipañ im men ko emoj in bōk eddon iumin bŭlāān eo an State.

Bareinwōt, Arkansas Total Care eban kaarmejjotaik maroñ in deloñ in bōk juon jerbal in jipañ ak men emwoj in bōk eddon iumin bŭlāān eo an State bwe kwojj:

- Emoj in bōk kajitōk ñan bōk juon ILOS einwōt bar juon waween.
- Kio bōk juon ILOS kin juon jerbal in jipañ ak men emoj in bōk eddon iumin bŭlāān an State.
- Kōjerbale juon ILOS ilo ien eo kar mōkta.

**Kōjjelā kin Medicare:** Einwōt juon ro uwaan, ñe Medicare ej bar bōk eddon jipañ yuk, ewōr am maroñ ñan wonmanlōk il lo am Medicare primary care provider (PCP, Rilelōk jipañ eaoraktota in am jen Medicare). Elikin Medicare ej kola wonen claim in am, Arkansas Total Care naj kolaiki wonen Medicare lelōk ñan yuk im wonen injuran ko jot. Ñan kotlōk bwe kim maroñ kōmman men in, rilelōk jipañ eo aikuuj in rejista ippen Būrokraam an Arkansas Medicaid.

## Jerammon ko

Kin melele ko jejjot kin tōkjen ko am, etal ñan mottan webjait in ad an Jerbal in Jibañ ñan Ro Uwaan ilo [ArkansasTotalCare.com/members.html](https://www.arkansasTotalCare.com/members.html).

Kin melele ko kin jabdewōt tōkjen ko rebelōk ñan kwe jen Arkansas Medicaid, im rejjab bōk eddon jen Arkansas Total Care, kall Access Arkansas Eligibility Call Center eo ilo 1-800-482-8988. Kwoj maroñ bareinwōt etal ñan webjait an Arkansas Medicaid ilo [portal.mmis.arkansas.gov/armedicaid/member/Home/tabid/55/Default.aspx](https://portal.mmis.arkansas.gov/armedicaid/member/Home/tabid/55/Default.aspx).

Ej juon menin aikuuj bwe PASSE ej kamool bwe ro uwaan maroñ bōk aolepen jermal in jipañ ko emoj an bōk eddon iumin Būlāān an Medicaid State, 1915(i) State Plan Amendment, and the Community and Employment Supports (CES) Waiver eo. Ekoba jipañ ko kin therapy im jermal in jipañ ko jen prōkraam an Early and Periodic Screening Diagnostic, an Treatment (EPSDT, Ilo Mōkaj im Jen len Ñan len Etale, im Kamadmode) kin ajiri ro.

### Jerbal in Jipañ ko Būlāān ko Emōj Kelet:

- Jibañ ko ñan ro rejjab maroñ kōmmani make
- Jipañ ko Eaoruktata
- Kein Jerbal Ko An Jikin Ejmour Ebben Aer Jorrāān
- Jerbal in Jibañ Rinañinmej in Utamwe
- Jibañ eo ñan Katak Kōnono
- Takto ro re Kapeel Ilo Juon Men
- Jikin kaūno
- Jerbal in Jibañ ko ñan Rinañinmej ro Ilowaan Aujiptōl
- Jibañ eo ñan kōkajoor lōk ānbwin
- Jerbal in Jipañ ko Jen Nuuj ro
- Jibañ Baamle ko Wāween Ko Rekkar Ñan Er
- Psychiatric (Takto an Komalij) Ilowaan Aujiptōl
- Jibañ ko ñan Rinañinmej ro Ilikin Ikkijien Wāween Mwilin

### **CES Jerbal ko rej Jolök Mō:**

- Katar
- Rejotake Jerbal
- Rejotake Waween Mour
- Jipaň ko ñan Kōmman Ukukōt ñan Jukjukinbed eo
- Kein Jipaň ko Jot
- Kein Kejbarōk ejmour Rejejuan ko
- Kein Jerbal Emaroň Ukukōt
- Ukōt ilo Jukjukin Pād
- Bwebwenato

### **1915 (i) Jipaň ko an ejmour Wawein am Mwilin:**

- Jibaň jen Jikin Jerbal
- Katar
- Jibaň Ikkijien Mwil ko
- Ro rej Mōnōn in Jibaň
- Ro Mottam ilo Baamle eo re Jipaň
- Waween Kamadmode ilo Raan an Rito ro
- Jerbal in Jibaň ñan Ajri im Jodikdik ro
- Jibaň ñan Kabel ko ñan Eddōklök
- Jujuurlök ñan Jipaň ilo ien Elap an Apaň
- Kōmourur ko Imōko
- Jukjukinbed ñan Kōmourur
- Em Ippen Rijibaň
- Jidikin am Bed Aujptōl ko
- Prōkraam in Bar Koroltök Jukjukinbed
- Jibaň kin Kabel in Mour
- Eddōklök ñan Kabel ko an Mour ilo Juon Kumi
- Jipaň Elikin Juon ej Jolök Manit Etoon (Kōjeral Wuno Ko Rekajur)

### **Jerbal in Jipaň ko rejjab bōk eddon jen PASSE, ak emoj in bōk eddon jen Medicaid:**

- Nonemergency Medical Transportation (NET, lal ko ñan Jikin ejmour ko im Ejjab len Idriň)
- lal ko ñan im jen Early Intervention Day Treatment (EIDT) and Adult Development Day Treatment (ADDT)
- Tōbrak ko an Kejbarōk Ńi
- Jerbal in jibaň ko rej bādbād ioon jikuul ko im ej etal jen ri-jerbal ro an jikin jikuul eo
- Skilled Nursing Facility (SNF, Jikin Jōkwe Ippen Nuuj ko Rekabeel) jerbal in jipaň ko.

Jōkwe kin Jot wōt len ñan Kemour rej mottan jermal in jipań an SNF.

- Assisted Living Facility (ALF, Jikin ejmour ko an ritto ñan jibań ikkijien jikin jōkwe.) jermal in jipań ko
- Human Development Center (HDC, Jikin Jipań Armej Eddeklōk) jermal in jipań ko. Jōkwe kin katar an jot wōt ien im maroń in deloń ilo HDC ko rej mottan jermal in jipań ko.
- Jermal in jipań ko rej jolōk mo rej lelōk ñan ro re lukuun rito im rito ro ippen utamwe ko jen ARCHOices ilo prōkraam in lale ejmour ilo mweo mom, Būrokraam an Arkasas Independent Choices (IC, Rito Kōmman Bebe ko Aer), ak bar juon men rej jolōk mo kin ro re lukuun rita im rito ro ippen utamwe ko
- Bar kōkeel
- Mon Loje, ijelōkun ta eo kakien an state im federal ej ba

## Eddo in Kōlla ñan Ro Uwaan

### Naat eo kwoj Aikuj in Kola im Naat eo kwoj Jab Aikuj in Kola

Arkansas Total Care naj kola enańin aolep wonen kejbarōk ejmour in am, ak ewōr jot ien ko bwe jermal in jipań ko rejańin bōk eddoin ak rej kōmman jot wōt. Kwoj ban bōk juon bill ñe jermal in jipań ñan kejbarōk ejmour kwaj bōke ej mottan tōkjen ko an Arkansas Total Care. Ej eddo in im kin aolep jermal in jipań ko ejańin bōk eddoin. Melele ko kin ta jermal in jipań ko rar emoj in bōk eddoin ak rejańin ebed ilo Bōk in Komelele ion webjait an Arkansas Total Care Webjait.

Ro Uwaan maroń lore naan in tol ko itulal:

- Aolep ien mōktalōk jen am bōk juon jermal in jipań kajitōk ñe ej emoj in bōk eddoin.
- Ñe kwoj końan jela ñe juon code an jermal in jipań ak men jen jikin kauno emoj an bōk eddoin, kall Jermal in jibań ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).
- Ñe kwoj bōk juon jermal in jipań ejańin bōk eddoin, rilelōk jipań emaroń kajitōk bwe kwoj sini etam ion juon peba ej ba bwe kwoj naj kola kin jermal in jipań eo.
- Ej juon menin aorōk bwe kwoj kelet juon rilelōk jipań eo ej belōk in bōk am Card an Ro Uwaan Arkansas Total Care. Ñe kwoj juon ro uwaan Arkansas Total Care, kwoj aikuj in kōjermal juon rilelōk jipań ej mottan dolul an Arkansas Total Care. Ñe kwoj jab kōmman, bolen kwoj naj aikuj in kola wonen.
- Kwalōk am ID an Ro Uwaan Arkansas Total Care kajojo alen kwoj bōk jermal in jipań ak men. Ñe kwoj jab kōmman, bolen kwoj naj aikuj in kola wonen.
- Ñe rilelōk jipań ekajitōk in kōmman juon jermal in jipań ejańin bōk eddoin, kwoj aikuj in kola wonen jermal in jipań eo ñe kwoj kelet in bōke.
- Ñe kwoj kajitōk kin juon jermal in jipań ejańin bōk eddoin, kwoj aikuj in kola wonen jermal in jipań in.

# Waween ko ñan Bōk Jipañ kin Ejmour

## Ta in juon PCP?

Ilo ien eo kwojj deloñ ilo Arkansas Total Care, kwoj aikuj in kelet juon am primary care provider (PCP, takto in kakolkol). PCP in am ej takto eo kwojj loe enañin aolep ien ñan kamadmode aikuj ko am ñan kejbarōk ejmour in am. Arkansas Total Care ej rejañ bwe kwojj loe PCP in am iumin 90 raan ko jen ien kwojj deloñ einwōt juon ro uwaan, jekdroon ko jab nañinmej. Kwo naj bōk aolepen jipañ kejbarōk ejmour an aolep raan jen PCP in am. Kwo maroñ kall PCP in am ñe kwoj nañinmej im kojaje to eo bwe en kōmmame. Bwe en loe takto in am aolep ien etale naj jipañ in kapukoti apañ ko kin ejmour in am ilo mōkaj. Emaroñ jipañ in bobrae aikuj in etal ñan ER.

Ñe kwoj jañin loe PCP in am, kimij rejañ yuk ñan kalle PCP in am ilo ien eo kwojj deloñ ilo Arkansas Total Care. Kwoj maroñ yōkyōkwe e einwōt juon ro uwaan ekal im kōmman juon ien lale ilo raan ko 90 mōktata kin juon ien lale ñan bobrae nañinmej. Emmanlōk bwe en jab kottar ñan ien eo kwojj nañinmej ñan tobar takto in am alen kein ka juon.

Jilu buñteen ko repidodo in kōmman ñan kōmman juon kotan ippen juon PCP:

1. Kelet juon takto. Ewōr am maroñ ñan kōmman ukōt kin takto eo ilo ien kall an ro uwaan ekaal. Bar āinwōt kwoj maroñ kall Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Ak kwoj maroñ kōjjelāik Rikalaajrak Jipañ in am bwe kwoj koñan kōmman ukōt kin takto in am.
2. Kōmman juon ien lale ippen takto in am elikin kwojj juon ro uwaan Arkansas Total Care.
3. Konono ippen takto in am kin jabdewōt abañ kin ejmour ko am.

## Eddo ko an PCP

PCP in am naj:

- Kamool bwe kwo naj bōk aolepen jermal in jipañ ejmour kwoj aikuiji ilo juon waween emōkaj.
- Bar lale jipañ ko kwojj bōk jen rilelōk jipañ kin ejmour ro jot.
- Lelōk jipañ ko kwoj aikuj in wonmanlōk in bōk.
- Kakāāl rekoot an ejmour in am. Ekoba kalaajrak aolepen jipañ kwojj bōk jen PCP in am im ro rekabeel.
- Lelōk jermal in jipañ ilo juon wōt waween ñan aolepen rinañinmej ro.
- Lelōk etale enbwinin ien ñan ien.
- Lelōk jipañ ñan bobrae nañinmej.



- Lelōk wā ko ien ñan ien.
- Kamool bwe aolep ien kwoj maroñ topar er ak bar juon takto.
- Konono ipaer kin ta in Peba ko rej Kwalōk Kain Jipañ kin ejmour kwoj Koñan rej im ñan fili er ilo rekoot an ejmour in am.

## Kelet Am PCP

Ewōr juon laajrak an Arkansas Total Care kin aolepen rilelōk jipañ ro ilo dolul in ad ion webjait in ad. Kōjberbal ad kein jberbal Kapukot juon Rilelōk Jipañ, im kwoj naj lo juon laajrak an takto ro im auspital ko aer. Bareinwōt kwoj naj lo melele ñan tobar er im jberbal re kapeel in kōmman. Laajrak an Rilelōk Jipañ naj kwalōkatōrej, nōmba an talpon ko, im jabdewōt kajin ko rilelōk jipañ ej konono. Ilo ien eo kwojj kelet juon PCP lōmnak kin juon an men kein itulal:

- Takto an Baamle ko
- Takto an Aolep
- Takto an Nañinmej an Enbwinin
- Nuuj ej Einwōt Juon Takto
- Obstetrician/Gynecologist (OB/GYN, takto an kora ro)\*
- Advanced Practice Registered Nurse (Nuuj ro rar Bōk Elap an Katakin)

Ro rej jberbal einwōt juon ekapeel maroñ jberbal einwōt PCP in am kin aikuj ko ejejuan, ñe kwoj kajitōk. Arkansas Total Care ej jberbal ñan lelōk juon dolul an rilelōk jipañ ro remmantata kin ro uwaan in ad. Takto ko rekaal rej bar addi kajojo raan, kin men in lale webjait in ad ilo [ArkansasTotalCare.com](http://ArkansasTotalCare.com) ñan lo ñe ewōr relelōk jipañ rekaal. Ñe kwoj koñan bōk juon kape kin ejjelōk wonen an Laajrak an Rilelōk Jipañ ak kwoj koñan jela bar jot men ko kin juon PCP mōktalōk jen kwojj kelet, jouj im kall Jberbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kora rinañinmej ro maroñ kaju im bōk jipañ jen ro rekapeel ilo ejmour an kora ro im bar jen PCP eo aer ñe PCP an aer ejjab juon ekapeel ilo ejmour an kora ro.

\*Meñe kwoj maroñ in kelet bwe juon ekapeel ej am PCP. eo takto ekapeel eo aikuj in kelet bwe en jberbal einwōt juon PCP. Kin OBGYN, re aikuij in jberbal einwōt juon PCP. Ñe rejjab kelet ñan jberbal einwōt juon PCP, kwoj jab maroñ kelet er.

## Ukōt PCP eo Am

Komaroñ ukōt PCP eo am ilo jabdewōt ien. Ñe kwoj koñan juon PCP ekaal, tobar am Rikalaajrak Jipañ ak Jberbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kwoj maroñ bareinwōt kōmman ukōt ko kin PCP in am ilo Portal an Ro Uwaan. Jouj im kall Jberbal in jibañ ñan Ro Uwaan ak Rikalaajrak Jipañ in am ilo 1-866-282-6280 (TTY: 711) ñan kōjjelāik kij bwe emoj an am kōmman ukōt kin PCP in am.

## **Karōk juon am Appoinmen ippān PCP eo am**

Elikin kwojj kelet juon PCP, kōmman juon ien lale ñan tobar er iumin 90 raan ko. Enaj lelōk ien bwe kwe im PCP in am maroñ kalaplōk an jela kajien an komro. Remaroñ lelōk jipañ kin ejmour in am, naan in kakapilōk ko, im melele ko kin ejmour in am.

Kall oppis an PCP in am ñan kōmman juon ien lale ippaer. Kememej ñan bōktōk am ID Card an Arkansas Total Care ippam kajojo ien kwojj etal ñan oppis an takto in am.

Ñe ebin ñan yuk kōmman juon ien lale ippen takto in am, jouj im kall Rikalaajrak Jipañ in am ak Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

## **Ien Lale Ippen Am PCP Elikin Awa in Jerbal ko**

Kwoj maroñ kall oppis in PCP in am ñan bōk melele kin waween bōk jipañ ilo jikin in am. Ñe ewōr am apañ kin ejmour ak juon kajitōk im kwoj ban topar PCP in am ilo awa an jermal ko, kwoj maroñ kall 24-Awa Lain in Bōk Naan in Kapilōk jen Nōōj. Ñe ewōr am imurjanji, kall 911 ak etal ñan emergency room (ER) ebaktōk ñan eōk.

**Menin Aurōk:** Ñe kwoj ban bed ilo ien lale, jouj im kall oppis an takto eo ñan kanjel 24 awa ak laplōk mōktalōk. Ñe kwoj aikuj in kōmman juon ukōt kin ien lale, kall oppis an takto eo ilo mōkaj. Re maroñ kōmman juon ien lale ekaal ippam. Ñe kwoj aikuj jipañ in kōmman juon ien lale, kall Rikalajraak Jipañ in am ilo 1-866-282-6280 (TTY: 711).

## **Ta eo ñan Kōmman Ne Rilelōk Jipañ in Am Ej Ilōk Jen Arkansas Total Care Network**

Ñe PCP in am ej kōmman juon bebe ñan ilōk jen dolul an rilelōk jipañ an Arkansas Total Care, jenaj jilkinlōk juon naan in kōjjelā mōktalōk jen raan eo ej walōk, ak ilo ien re kōjjelāik kim. Rikalaajrak Jipañ in am naj jermal ippam ñan kapukot juon PCP ekaal bwe aolep ien ewōr am maroñ in bōk jipañ ko kwoj aikuij. Ñe kwoj koñan bar juon PCP, jouj im kall Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kwoj maroñ ukōt PCP eo am ilo jabdewōt ien.

Arkansas Total Care emaroñ kamalim ien lale ko ippen takto in am ñan 90 raan ko elikin rej ilōk. Jemaroñ kōmmane men in ñe kwoj wonmanlōk in bōk jipañ in kamadmode ippen takto in am.

Ro uwaan rebed ilo trimester kein karuo ak kein kajilu an ien bōrōro remaroñ wonmanlōk ippen takto eo aer ñan ien lale kein kajuon elikin raan in lōtak. Ilo ien in, kim naj jipañ yuk kapukot juon takto ekaal. kwoj naj wonman lōk in bōk jibañ ko emoj bōk eddoin. Takto e aikuj in erra ippen:

- Lelōk jipañ in kamadmode aikuij ko am kin kejbarōk mour in am.

- Bōk joñan an kola Arkansas Total Care ekoñan lelōk.
- Lore kakien ko kin kamool jermal emman an Arkansas Total Care.
- Lore kakien ko an Arkansas Total Care kin Emwoj an Kamalim im kōjermal juon bŭlāñ in kamadmode.
- Lelōk aolepen melele ko eaorōk kin ejmour in am im kin jipañ ko kwojj bōke.

Kwoj maroñ in bōk jipañ jen er ñe PCP in am ak rijermal eo ekapeel ejañin jolōk jen Arkansas Total Care bwe ejjab emman waween re lelōk jipañ.

# Jerbal In Jipaň ejmour

## Jerbal in Jipaň Ejmour kwoj Aikuij

Jibaň ko emoj bōk eddoin kwoj bōk re aikuj in juon men kwoj aikuj ñan kejbarōk ejmour in am. Ej melelein bwe en bōk jipaň eo ejimwe, ilo jikin eo ejimwe, ilo ien eo ejimwe. Arkansas Total Care ej kōjerbal naan in tol ko ñan loe ñe ej juon menin aikuij ñan kejbarōk ejmour. Arkansas Total Care ejjab kajeramon rilelōk jipaň ilo dolul eo aer ñe rijerbal ro aer rej kaarmejjot jipaň.

## Emwoj an Kamalim

Ilo ien eo kwoj aikuj jipaň, aolep ien jino ippen juon kall ñan primary care provider (PCP, takto kwoj loe enañin aolep ien) in am. Jot jerbal in jipaň emoj in bōk eddoin remaroň aikuij Emwoj an Kamalim ak etal jen Arkansas Total Care mōktalōk jen relelōk jerbal in jipaň ko. Ekoba jerbal in jipaň ko, ak ien lale ko ñan juon rilelōk jipaň ejjab mottan dolul im jot takto rekapeel. Jibaň ko kin ejmour imōko im jot mwijmwij ko bareinwōt aikuj juon etale. Takto in am naj kōjjetlāik yuk ñe jerbal in jipaň eo aikuji juon etale. Laajrak ebed ilo webjait in ad ilo [ArkansasTotalCare.com](http://ArkansasTotalCare.com). Bar āinwōt kwoj maroň kall Jerbal in jibaň ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711) ñan loe ñe kimij aikuj in etal juon men. Emoj in Kamalim ko rejjab menin aikuj ko kin jerbal in jipaň ko ilo juon imurjanji.

Takto in am naj lelōk ñan kim melele ko im peba ko kin un ko kwoj aikuj jerbal in jipaň eo. Arkansas Total Care naj lale ñe jerbal in jipaň eo emoj in bōk eddoin im bwe ejejjot. Arkansas Total Care naj kōmman bebe eo ilo mōkaj, ebedbed ion nañinmej eo am. Rilelōk jipaň in am aikuj in kajitōk kin juon Emwoj an Kamalim ejjab aikuj ilo mōkaj lalem raan ko an kalenda ak loñlōk mōktalōk jen ien aikuj an jerbal in jipaň.

Emwoj an Kamalim bebe ko kin jerbal in jipaň rejjab aikuj walōk ilo mōkaj naj kōmman ilo ruo raan ko an jerbal an Arkansas Total Care bōk aolep melele ko kim aikun in kadedelōk etale eo an jerbal in jipaň eo. Takto in am naj bōk letta eo ñe jerbal in jipaň ej kaweeppen ak kaarmejjotiek. Kin jerbal in jipaň reaikuj walōk ilo mōkaj, kimnaj kōmman juon bebe iumin juon raan an jerbal elikin Arkansas Total Care bōk aolep melele ko kim aikuj in kadedelōk etale an aikuj an kejbarōk mour.

Kin kajitōk ko re aikuj in walōk ilo mōkaj, Arkansas Total Care naj kajioň in kall rilelōk jipaň in am kin bebe eo. Ñe kwe ak takto in am ejjab mōnōnō ippen bebe eo, kwoj maroň kajitōk kin juon etale kein karuo. Ej etan juon appeal. Lale Ju-buruon Ro Uwaan mottan an Bōk in Kōmelele in kin melele ko jot kin apeal ko.

Ñe ewōr ukōt ko relap ñan waween Emwoj an Kamalim, kim naj kōjjetlāik kwe im takto ro am ilo mōkaj.

## **Naan in Jilkinlök ñan Specialty Care**

PCP in am maroñ jipañ kin eloñ kain aikuj in am re walök raan ñan raan. Jen ien ñan ien, kwoj naj aikuj in loe juon takto kin juon apañ an ejmour kin juon un jejjot, utamwe ko, joraan ko, im/ak nañinmej ko. Ñe men in ewalök, ewör am bebe ñan loe juon takto ekapeel.

Juon takto ekapeel ej juon takto ejerbal ilo juon mottan an kejbarök ejmour. Jot wanjoñak ko an takto rekapeel rej takto ro rejerbal ion menono, kil, im di ko.

Kwoj maroñ topar juon takto ekapeel jabdewöt ien. Ejjelök juon menin aikuj kin naan in jilkinlök an Arkansas Total Care. Naan in jilkinlök rejjab juon menin aikuj, ak remaroñ jipañ.

PCP in am maroñ jipañ yuk kapukoti juon takto ekapeel, ak kwoj maroñ kaju im etal ñan juon takto ekapeel. Ñe takto eo ekapeel kwoj koñan loe ejjab mottan dolul an Arkansas Total Care, bolen kwoj aikuj in bök Emwoj an Kamalim möktalök jen kwoj loe takto eo ekapeel. Lale Emwoj an Kamalim mottan an Bök in Kōmelele in kin melele ko jot.

Jouj im kile bwe jot takto ro rekapeel rejjab bök ien lale ippam ñe ejjelök am naan in jilkinlök. Kin kajjitök ko kin waween bök juon naan in jilkinlök, kall Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Ñe ewör am imurjanji, kall 911.

## **Jerbal in Jipañ kin Emojonji ko**

### **Urgent Care**

Urgent care ejab juon wöt juon ippen jipañ ilo imurjanji. Urgent care ej juon menin aikuj me ewör juon joraan ak nañinmej e aikuj in kamadmode iumen 48 awa ko. Ejjab melelein bwe kwoj naj luuji am mour enañin aolep ien, ak kwoj jab maroñ kottar ñan ien lale ippen PCP in am.

Jouj im kall am Rikalaajrak Jipañ elikin kwojj etal ñan juon jikin an Urgent Care ak ER.

### **Emojonji Ruum**

Emergency room ko rej an jabdewöt men ko rej likut mour in am ilo kauwötata (ak mour an ajiri nejum ejañin lōtak ñe kwojj bōrōro). Jabdewöt men emaroñ likut mour in am ilo kauwatata ñe kwojjab bök jipañ in kejbarök ejmour ilo mōkaj ej juon ien imurjanji. ERs rej kamadmode joraan ko re walök ak jinoin an apañ ko kin ejmour.

Etal ñan ER ñe takto in am ejba bwe mour in am ebed ilo kauwatata ej juon imurjanji. Ñe takto in am ejjab ba ñan kwe ñan etal ñan ER eo, ak nañinmej in am ejjab likut mour in am ilo kauwatata, lore buñteen kein:

- Kall PCP in am. PCP in am maroñ lelök naan in tol ñan yuk ion talpon eo.

- Ñe ej elikin awa ko an jermal im kwoj jab maroñ topar PCP in am, kall 24-Awa Lain in Bōk Naan in Kapilōk jen Nōōj ilo 1-866-282-6280 (TTY: 711). Kwo naj koneek ñan juon nōōj.

**Etal ñan ER ñe ewōr am:**

- Metak elap ilo ubon ak heart attack.
- Kōjermal wuno ko rekajur.
- Baijin.
- Tutil ko relap.
- Jorraan jen kajur. Elap an am menōkadu, kwojj maro ak addeboulul, ak ñe kilim emouj.
- Du ak anen etao.
- Ebin am menono.
- Ilo mōkaj kwoj ban loe, makūtkūt, ak kenono.
- Metak elap an ñi ak bōbool.
- Ñe kwojj bororo, bed ilo in lōtak, im/ak piliñliñ.
- Ñe ewōr am eñjaake bwe kwoj naaj jorraan kwe make ak ro jot.
- Jorraan ko jen bu ak di.

**Etal ñan Jikin Urgent Care ak kall PCP in am ñe ewōr am/aikuj:**

- Flu, cold, metak buru, im metak lojilñiam.
- Juon iñiñ ak atbōkwōj.
- Juon jekjek ak irir ejjab aikuj keke.
- Bwe en bōk bar jot wuno ko ak ñan bōk wuno jen jikin wuno.

Kwo maroñ kōjerbale laajrak in ñan jipañ yuk ñan bebe ñe kwoj aikuj in bōk jipañ. Kōjjelā bwe ejjab kobalōk aolepen un ko kwoj aikun in lale am PCP, Jikin Urgent Care, ak ER eo.

# Jikin kaūno

## Būrokraaṃ an Jikin Kaūno

Ro uwaan Arkansas Total Care maroñ kōjerbale tōkjen ko an wuno ko jen juon takto ilo aer etal ñan juon jikin kauno ej mottan dolul an Arkansas Total Care. Ro uwaan re aikuj in bōktōk ID Card an Ro Uwaan Arkansas Total Care kajojo alen ko rej bōk wuno ko jen juon takto.

Arkansas Total Care ejjab lelōk eddoin kin aolepen wuno ko. Ñe ewōr am kajitōk ko kin wuno ko emoj in bōk eddoin jen Arkansas Total Care, kall Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711) kin jipañ.

## Lajraak in Uno kwoj Koñan (PDL, Preferred Drug List)

Lajraak in Uno kwoj Koñan (PDL, Preferred Drug List) ej juon laajrak ej kwalōk ta wuno ko remanlōk iumen jermal an jikin kauno. Arkansas Medicaid ej kakāāl laajrak in. Remaroñ kōmman ukōt ion laajrak eo ilo aolepen yio. Kwoj maroñ lale laajrak eo ñe kwojj etal ñan [ArkansasTotalCare.com/members/pharmacy.html](https://www.arkansasTotalCare.com/members/pharmacy.html). PDL eo ejjab kwalōk aolepen wuno ko im joñan an wonen rejaj kola.

Arkansas Total Care ejjab lelōk eddoin kin aolepen wuno ko, im ewōr jemlōk an jot wuno ko. Jot jemlōk rej, im ewōr bar jot:

- Jemlōk kin drettan.
- Joñan lap in joñak ko.
- Aikuj in bōk Kamalim mōktata.

Takto in am emaroñ kajitōk in bōk malim ñan bōk eddoin ñan jab lore jemlōk kein. Naan in tol kin waween in bōk Kamalim mōkta ebed ion webjait in ad [ArkansasTotalCare.com/providers/pharmacy.html](https://www.arkansasTotalCare.com/providers/pharmacy.html). Ñe ewōr am kajitōk ko kin wuno ko rej emoj in bōk eddoin jen Arkansas Total Care, ak jabdewōt jemlōk an wuno ko, kall Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

## Menin Aikuj ko An Aolep

Ewōr jemlōk an aolepen wuno ko jen juon takto. Ekoba:

- Kwo maroñ bōk wuno ko ñan 31 raan ko wōt.
- Arkansas Total Care emaroñ kōmman aikuj eo bwe kwojj kōjberbal 90% an wuno ko am mōktalōk jen kwoj maroñ bōk juon refill. Ewōr jot un ko bwe en jab lore kakien in. Lale Wuno ko re Luuji, kwojot, ak Joraan mottan an Bōk in Kōmelele in kin tipdik ko.
- Juon wuno aikuj in itōk jen juon rilelōk jipañ emoj an rejista ippen prōkraam an Arkansas Medicaid, ñan bōk eddoin.
- Kwoj aikuj in bōk wuno ko jen juon takto jen juon jikin kauno ej mottan dolul an Arkansas Total Care ñan bōk eddoin.
- Kwalōk am ID an Ro Uwaan Arkansas Total Care ñan rijerbal an jikin kauno ilo ien eo kwojj bōk wuno ko. Ñe kwoj jab kōmman, bolen kwoj naj aikuj in kola wonen.
- Eloñ kompani ko reukōt jen droñ maroñ kōmman juon kain wuno. Kompani eo ej kōmman wuno eo aikuj in rejista ippen Medicaid Drug Rebate Program (MDRP) ñan bōk eddoin wuno eo.

Lale itulal kin melele ko kin jemlōk ko jot im eddoin an jot kain wuno ko jen juon takto.

## Wuno Ko kwojmaroñ Wieiki (OTCs, Over-the-Counter Drugs)

Arkansas Total Care emoj an lelōk eddoin kin jot kain wuno ko kwojmaroñ wiaki jen mon wia ko (OTCs). Aolepen OTC ko emoj bōk eddoin rebed ilo PDL ak Arkansas Medicaid Covered OTC Drug List. Bwe juon wuno emaroñ bōk eddoin jen Arkansas Total Care, ej juon menin aikuj bwe ej jeje ion peba jen juon takto bwe en bōk wuno jen juon rilelōk jipañ ewōr an licence im e topar kakein ko im jemlōk ko jot ilo Bōk in Kōmelele in. Wuno ko an OTC rejjab topar kakien im jemlōk kein rejjab bōk eddoin jen Arkansas Total Care.

## Compound ko

Arkansas Total Care emaroñ lelōk eddoin kin jot compound wuno ko jen juon takto rej kōmman ikkijen ruo ak eloñlōk men ko. Ej juon menin aikuj an compound wuno ko jen juon takto bwe juon mottan an wuno eo emoj in bōk edoin bwe aolepen wuno eo maroñ bōk eddoin. Ñe juon ak laplōk mottan an wuno ejjañin bōk eddoin jen Arkansas Total Care, Arkansas Total Care eban kola kin mottan kein.



Ñe rijerbal eo ilo jikin kauno ej kelet in lelök juon compound wuno meñe jot mottan rejañin bök eddoin, ejjab eddo in am ñan kola kin wonen mottan kein.

## **Maroñ in Deloñ Iloan Ruo Men Ko**

Arkansas Total Care ejjab lelök eddoin kin jabdewöt wuno ej bök eddoin jen Medicare Part D kin ro uwaan ro rej bök tökjen jen Medicare iumin Part A ak Part B.

Arkansas Total Care naj lelök eddoin kin jot wöt wuno ko rejjab mottan aolepen bülään ko an Part D. Juon laajrak an men ko rej bök eddoin kin ro uwaan ewör ruo waween kin maroñ in deloñ ebed in webjait an Arkansas Medicaid ilo [AR.PrimeTherapeutics.com/documents/268611/269354/Medicare+Part+D+Excluded%E2%80%94Allowed+by+Arkansas+Medicaid.pdf/1a3cbfbb-250e-eb2a-3585-2c5cbd8cb0fb](https://www.AR.PrimeTherapeutics.com/documents/268611/269354/Medicare+Part+D+Excluded%E2%80%94Allowed+by+Arkansas+Medicaid.pdf/1a3cbfbb-250e-eb2a-3585-2c5cbd8cb0fb) (PDF).

## **Wuno Ko kin jot wöt len (Transition Fill)**

Jot jemlök ko an wuno ko rej jolöke ilo raan ko 90 jen ien kwar jino einwöt juon ro uwaan. Arkansas Total Care ej jolöke jot jemlök an wuno ko ñan kotlök kin jipañ ilo ien uköt. Jemlök ko re koba, ak ewör bar jot:

- Aikuj in bök Kamalim möktata.
- Wuno ko re jab koñan.
- Jot ian joñak ko.
- Jemlök kin drettan.

Laptata an oran wuno ko Arkansas Total Care naj lelök ilo ien in ej kin 93 raan ko wöt. Waween eo wöt ñan bök bar eloñlök ej ñan bök juon Emwoj an Kamalim jen Arkansas Total Care.

## **Jipañ kin Wuno ilo len Emojanji**

Jot wuno ko maroñ aikuj juon Emwoj an Kamalim jen Arkansas Total Care ak re aikuj in lore bar jot jemlök ko. Jikin kauno emaroñ lelök wuno ko kin 72 awa (jilu raan ko) ñan jabdewöt ro uwaan ej katartök kin juon etale an Emwoj an Kamalim. Un eo ñan lelök wuno kein ilo ien emurjanji ej bwe en jab kabwijrök waween kamadmod kwar kōmmane ak ñan jab karumij jinoin an juon waween kamadmode.

Aolep jikin kauno ko ilo dolul an Arkansas Total Care rej bōk malim ñan lelōk wuno ko kin 72 awa ko. Jikin kauna naj bōk kola kin wuno ko an 72 awa ko ñe kajitōk in bōk Emwoj an Kamalim ej kaweepeen ak kaarmejjoti. Kwoj maroñ bōk juon overried kinJipañ kin Wuno ilo len Emojanji jen jikiin wuno eo kall Pharmacy Services Help Desk ilo 1-833-587-2011.

## **Wuno ko re Luuji, Kwōti, ak Joraan**

Ñe wuno ko am ej luuji, lilutōk, ak kwōti, kwoj maroñ bōk juon override kajojo yio ko. Bolen kwoj maroñ bōk overried ko jot ñe juon joraan elap ewalōk.

Ñe juon ear kwōti wuno ko am, kwoj aikun in fili juon ripoot ippen police ro bwe en bar bōk wuno ko. Ñe wuno ko am ej kwōti im kwoj aikuj juon overried, bōk ripoot eo jen police ñan jikin kauno. Rijerbal ilo jikin kauno enaj aikuj in kall Pharmacy Service Help Desk ilo 1-833-587-2011. Help Desk eo naj lelōk naan in tol ñan rijerbal an jikin kauno waween ñan faxi ripoot jen police ñan er. Kwoj maroñ bōk juon overried ñe rijerbal ilo jikin kauno in am ej jilkinlōk ripoot an police im Pharmacy Services ej bōke wōt.

## **Wuno ko Generic Jeaikuj Bwe Eorr**

Kin enañin aolep wuno ko, rijerbal ilo jikin kauno e aikuj in lelōk juon wuno e generic me ewōr juon. Ñe juon wuno e generic ej ta eo rekoñan, reban lelōk wuno an brand-name ejjañin bōk eddoin ijelōkun juon Emwoj an Kamalim jen Arkansas Total Care. Ñe kwoj im rilelōk jipañ in am lōmnak bwe wuno an brand-name ej juon menin aikuj ñan kejbarōk ejmour in am, rilelōk jipañ emaroñ kajitōk kin Emwoj an Kamalim bwe en lelōk eddoin kin wuno an brand-name eo.

## **Būrokraaṃ an Jikin Kauno Lock-In**

Arkansas Total Care ej etale profile ko an ro uwaan ñan kejbarōk jōkwane an rinañinmej ro im ñan kōjberbal tōkjen ko an jikin kauno ilo waween ejimwe. Kim maroñ kōmman bebe eo bwe ej juon men in jipañ ñe kwojj bōk wuno ko am jen juon wōt jikin kauno. Men in ej etan Būrokraaṃ an Jikin Kauno Lock-In. Arkansas Total Care ej kōjberbal eloñ un ko ñan kōmman bebe eo ñe juon ro uwaan naj bōk tōbrak ko remman jen juon Būrokraaṃ an Jikin Kauno Lock-In.

Un ko kimij kōjerbale ñan kōmman bebe in ekoba, ak ewōr bar jot bareinwōt:

- Ñe ro uwaan ear kōjberbal eloñ jikin kauno ak rijeje peba in bōk wuno iumin 30 raan ko.

- Ñe ro uwaan eo ej kōjerbale ruo wuno ko ippen droñ me rejjab lore kakien ko kin lōmnak ko an clinic kio im FDA (einwōt opiod ko im benzodiazepines ippen droñ).
- Ñe ro uwaan ej kōjermal wuno ko elaplōk an dose jen kakien ko an clinic ko.

Ñe rej likut yuk ilo Būrokraam an Jikin Kauno Lock-In, Arkansas Total Care naj kelet jikin kauno kein kajuon ekkar ñan ia eo kwojj bōk wuno ko am enañin aolep ien. Kim naj mail juon leta ñan kōjjelāik yuk ñaat lock-in am ejinoe, im ia eo kwoj maroñ bōk wuno ko am. Kwoj aikuj in bōk aolep wuno ko jen jikin kauno Arkansas Total Care ear kelet. Arkansas Total Care eban lelōk eddoin kin wuno ko kwoj jab bōk jen jikin kauno in.

Lock-in eo naj wonmanlōk juon yio ekkar ñan kalenda eo. Jot ien, Arkansas Total Care emaroñ kōmman bebe bwe ej juon men emman ñe lock-in eo ej wonmanlōk.

Ñe kwoj koñan appeal bebe eo bwe en likut yuk ilo juon Būrokraam an Jikin Kauno Lock-In, ewōr 30 rebelōk ñan yuk ñan kōmmane. Jouj im jeje im jilkinlōk kajitōk ko am ñan:

**Arkansas Total Care**

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

Ñe jikin kauno kimij kelet ejjab emman ippam, kwoj maroñ kajitōk bwe en janiji im kim naj janiji. Kwoj maroñ kajitōk kin janij in ikkijen am kall Jerbal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kajitōk ko jot ñan janij jikin kauno naj aikuj kein kamool an juon janij ilo jikin jōkwe in am. Waanjoñak ko kin kein kamool an jikin jōkwe rej state driver's license, state ID, bill jen kajur ak dān ebed ilo etam, contract kin lease ebed ilo etam, bar jot.

Ñe emat wuno ko kwoj aikuj ilo jikin kauno kwoj aikuj in kōjerbale, kwoj maroñ kōjermal bar juon kin wuno ko an 72 awa wōt. Jikin kauno in tōk juon aikuj bed ilo dolul an Arkansas Total Care. Bwe en lelōk wuno ko an 72 awa ko, jikin kauno aikuj in kall Envolve Pharmacy Services Help Desk ilo 1-833-587-2011.

# Lale ejmour

## Etale Ñan Loe Ñe Ewōr Uwōta an ejmour

Arkansas Total Care koñan jela kin waween et ko kim maroñ kamonmonlōk jermal in ad kin kwe. Juon waween ej ñaj kajitōk bwe kwojj kōmmāne juon Form in Etale Ñan Loe Ñe Ewōr Uwōta an ejmour ebed ilo Portal an Ro Uwaan. Form in ej lelōk ñan kim melele ko ñan kile aikuj ko am. Kwoj maroñ deloñ ilo Portal an Ro Uwaan ilo [Member.ArkansasTotalCare.com](http://Member.ArkansasTotalCare.com). Ñe ewōr am kajitōk kin form eo, jouj im kall Jermal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

## Jipañ ko an ejmour an Mwilin

Arkansas Total Care bōk eddoin kin aikuj ko am kin ejmour an mwilin. Kwoj maroñ etal ñan jabdewōt rilelōk jipañ kin ejmour an mwilin ilo dolul in ad. Kememej ñan lale laajrak an rilelōk jipañ an Arkansas Total Care ion webjait in ad. Bar āinwōt kwoj maroñ kall Jermal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

Mottan jipañ kin ejmour an mwilin ekoba jipañ kin armej ro re kōjermal wuno ko rekajur ak arkool ak kin jermal in jipañ ko jot kin ejmour an lomnak. Kall kim bwe en bōk jipañ jen juon rijermal ekpeel ilo ejmour in mwilin ak ro mottan bamlee in am re uwaan Arkansas Total Care. Kwōj aikuj bwe ren jilkinlōk yuk jen juon takto ñan deloñe jibañ kein. Kim naj jipañ yuk kapukoti rilelōk jipañ ejejjot. Kall 1-866-282-6280 (TTY: 711) ñan bōk jipañ ilo mōkaj. 24-Awa Lain in Bōk Naan in Kapilōk jen Nōōj emelelein bwe kimij bed bwe en jipañ yuk 24 awa ko ilo juon raan, jiljilimjuon raan ko ilo wiik.

## Ilo Waween Et ko Arkansas Total Care Emaroñ Jipañ?

Ewōr ad Rikalaajrak Jipañ im juon kumi an Jermal in Jibañ ñan Ro Uwaan bwe en jipañ yuk ippen:

- Kapukoti Rilelōk jipañ ro.
- Kōmman ien lale.
- Jermal in jipañ ko an ukōk.

## Ta eo Bwe en Kōmman ilo juon Emurjanji an ejmour an Mwilin

Kwoj aikuj in kall 911 ñe kwe ak juon mottan baamle in am ebed ilo juon emurjanji an ejmour an mwilin ej likut mour in am ilo kauwatata. Ñe kwoj ak ro mottan baamle in am rejjab bed ilo juon emurjanji kin ejmour an mwilin ak kwoj aikuj jermal in jipañ kin ejmour an mwilin, kwoj jab aikuj in katartōk juon emurjanji bwe en bōk jipañ. Kall ad 24-Awa Lain in Bōk Naan in Kapilōk jen Nōōj ilo 1-866-282-6280 (TTY: 711). BKim maroñ jipañ kwe ak ro mottan baamle in am kin buromoj, nañinmej an mwilin, kōjermal wuno ko rekajur, ak kajitōk ko kin eñjaake ko am. Komaroñ kall 24 awa ko ilo juon raan, jiljilimjuon raan ko an wiik eo. Bareinwōt, kwoj maroñ kall ak texti 988 ej juon Suicide and Crisis Lifeline.

## **Provider-Led Arkansas Shared Savings Entity Ombudsman (Armej ej Jipaň Kamadmode Abnono ko)**

Arkansas Total Care ej juon Provider-Led Arkansas Shared Savings Entity (PASSE, Rite-Rijerbalin Ejmour jikin Kōjbarōk). Einwōt juon ro uwaan Būokraaṃ an PASSE, ewōr am maroň in deloň Office of the PASSE Ombudsman. Ombudsman eo naj rejaň yuk ñan kwalōk abnōnō ko am ippen Arkansas Total Care mōktalōk. Jouj im loe mottan an Abnōnō ko.

Jerbal an Ombudsman ej bwe en kamool bwe PASSE ko rej kamadmode apaň ko ak abnōnō ko.

Juon ombudsman an PASSE ej juon emaroň jipaň:

- Ñe ewōr am apaň ippen Jerbal In Jipaň kin Kōlaajrak Jibaň an PASSE.
- Ñe ebin ñan yuk katopar PASSE in am.
- Ñe ewōr kajitōk ko kin am Etale an Kwe Make tōbrak ko.
- Ñe ewōr am kajitōk ko kin appeal ko.
- Ñe kwoj jab mōnōnō ippen jerbal in jipaň kwar bōk jen PASSE eo.
- Ñe kwojj juon rilelōk jipaň im ewōr am kajitōk ko kin waween deloň ilo PASSE eo.
- Ñe ewōr am inebata ak apaň im kwoj jaje won eo bwe en kall.

Office of the PASSE Ombudsman ej jerbal kin Arkansas Department of Human Services (DHS, Ra eo an Jibaň ko an armij). Jerbal ko an Office eo ej aer wōt, ejjab mottan Arkansas Total Care. Abnōnō ko bwe rejjab lore kakien ko an Advance Directive ko maroň fili ikkijen PASSE Ombudsman hotline. Abnōnō kin jerbal in jipaň ko an PASSE maroň bareinwōt fili ikkijen hotline eo.

### **Ewōr emen waween ko ñan tobar Office of the PASSE Ombudsman:**

#### **Ikkijen Talpoon:**

1-844-843-7351. An ro ebin ñan er roňjake ak kenono maroň kall kin ejjelōk wonen ilo aer kalle 1-888-987-1200 im kelet bebe 2.

#### **Ikkijen Email:**

Jilkinlōk abaň ko ak abnōnō ko ikkijen am emaili  
[PASSEombudsmanOffice@dhs.arkansas.gov](mailto:PASSEombudsmanOffice@dhs.arkansas.gov).

#### **Ikkijen mail:**

Office of Substance Abuse and Mental Health Services  
Office of Ombudsman  
P.O. Box 1437 Slot S-0171  
Little Rock, AR 72203-1437

#### **Ikkijen fax:**

501-404-4625

## **Kōmman Bebe ej Kaorōki Juon Armej kin Jerbal in Jipañ**

### **Ta in Person-Centered Sercvice Plan ke (PCSP, Kōmman Bebe ej Kaorōki Juon Armej kin Jerbal in Jipañ)?**

Kōmman bebe ej kaorōki juon armej kin jermal in jipañ ej juon makūtkūt ej wonmanlōk im ej jipañ yuk ñan kōmman bebe kin ilju im jakloj ko am. Ilo kōmman bebe ej kaorōki juon armej, kumi in am naj focus ion kwe im mejenkajeik ko kin ejmour in am an yio eo.

Ilo makūtkūt in, kim naj kalaplōk ad jela kwe bwe kim maroñ rejtake aikuj ko am ilo juon waween emmanlōk. Kwe im armej ro kwoj kelet ñan kōmman makūtkūt in. Ej jipañ kalikar am kajur ko, koñan ko, im aikuj ko. Kumi in naj jermal ippen droñ ñan kōmman juon PCSP.

Juon PCSP ej juon bŭlāan elap kin jipañ bwe en jipañ ro ewōr aer utamwe an intellectual and developmental disability (IDD, Utamwe an Lōmnak ak Maroñ in Dekdek) im jermal in jipañ an behavioral health (BH, ejmour an Mwilin). Makūtkūt an PCSP ej tol waween lelōk jermal in jipañ ko im rejtake ko jot bwe en topar tōbrak ko remman ilo mottan an mour in am reaoruktata ñan kwe.

Kwoj tol ilo ien kōmman bebe. Rikalaajrak Jipañ in am im PCSP kumi naj jermal ippan ñan kalikar am kajur ko, koñan ko, im aikuj ko.

#### **Juon PCSP Emaroñ:**

- Rejtake ilo bar juon waween, me focus ej ion ta eo ej eaoruktata ñan kwe.
- Kile am kajur ko, koñan ko, im mejenkajeik ko. Juon PCSP ej jipañ yuk topar mejenkajeik ko am ikkijen juon kumi.
- Kōkōnak yuk ippen ro renaj jipañ, me juon kumi an rilelōk jipañ naj jermal ippen droñ ñan kōmman juon bebe ippan im kajejjote.

#### **Ewi Waween juon PCSP ej Jerbal ke?**

- Kwoj maroñ kelet won ro kwoj koñan bed ilo kumi an PCSP in am. Ro mottan baamle in am, jera ro, takto ro am, im ro jot rejela kin mour in am rej bebe ko remman.
- Elikin kwoj kōmman kumi in am, kim naj jikeduul juon kwelōk an kalōk PCSP. Kweilōk in naj walōk ilo ien im jikin eo emantata ñan kwe.
- Ewōr aolepen maroñ kwoj koñan bōke, im kwoj maroñ bōk jipañ jen armej ro kwoj liki. Juon Rikalaajrak Jipañ naj bed bwe en jipañ in tol yuk ilo makūtkūt in.

#### **Ilo PCSP Enaj Bed:**

- Melele ko kin bebe ko an mour in am, jabdewōt uwōta ak abañ ko, im juon bebe bwe en anjo ion abañ kein.

- Mejenkajeik ko am im won ro naj jipaň yuk katopar mejenkajeik kein.
- Juon laajrak an jermal in jipaň ko bwe kwe im ro motta kumi in am rej kalikar bwe re jipaň.

## **Jermal in Jibaň Baamle ko Wāween Ko Rekkar Ñan Er**

Arkansas Total Care ej bōk eddoin jermal in jibaň baamle ko wāween ko rekkar ñan er. Kwoj maroň bōk jermal in jipaň im kein jipaň ko jen rielōk jipaň ro meňe rejjab mottan dolul in ad. Kwōj jab aikuj bwe ren jilikintōk yuk ñan bōk jibaň kein. Jermal kein rej kin ejjelōk wonen an ro uwaan. Jermal in jipaň kein rej an am bebe im kimij kejbarōk melele, bareinwōt eloňe kwoj diklōk jen 18 an yio. Jot waanjoňak ko kin jermal in jibaň baamle ko wāween Ko rekkar ñan er:

- Katakin im naanin kakapilōk ko jen rijermal ro emoj an bōk kaminene ñan jipaň yuk kōmman bebe ko.
- Melele ko kin kein kantūrol an wōr ajiri.
- Etale an enbwinin.

## **Būrokraam an Ri Bōrōro — Start Smart for Your Baby®**

Ñe kwoj bōrōro, jout im kadedelōk Kōjjelā kin Bororo an ro uwaan ikkijen Portal an Ro Uwaan ak kōjjelāik Rikalaajrak Jipaň in am.

Star Smart for Your Baby (Start Smart) ej prōkraam in ad kin ro uwaan re bōrōro. Arkansas Total Care ekoňan jipaň yuk jipaň kwe make im niňniň in am ilo ien an am bōrōro. Jemaroň jilkinlōk melele kin waween ko ñan kejbarōk ejmour ilo ein bōrōro ikkijen mail ak ion talpon eo. Bareinwōt kwoj maroň kapukoti kein jipaň ion webjait in ad. Rijermal ro ad an Start Smart maroň uake kajitōk ko am im lelōk jipaň.

Ñe kwo bōrōro im kōbaatatt ciga ko, Arkansas Total Care maroň jipaň yuk bwe en bojra kōbaatatt. Ewōr juon būrokraam kin ejjelōk wonen ñan jipaň ro uwaan re bōrōro bwijrōk kōbaatatt.

Rijermal ro an jikin ejmour naj jermal ippam ñan katak, kakapilōk, im rejatake kwoj aikuj bwe en bwijrōk. Ikkijen am jermal einwōt juon kumi ion talpon eo, kwe im am coach kin ejmour maroň kōmman juon bebe ñan kōmman ukōt ko ilo mwilim im waween mour. Ñe kwoj koňan jermal ippem Būrokraam an Start Smart for Baby, Kall Jermal in jibaň ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kwō maroň bar kall Ro Rej Kōlaajrak Jibaň in am.

# Ju-buruon Ro Uwaan

## Waween Kamadmod Abnõnõ ko

Arkansas Total Care ekoñan kamadmode jabdewõt apañ ko ak inebata ko am. Juon abnõnõ ej juon abnõnõ ak aitwerök ko, ijjelökun an dolul ej kōmman bebe, ej kwalök ñan kim bwe kwoj jab mōnõnõ ippen waween Arkansas Total Care ej lelök jermal in jipañ ko kin ejmour. Kwoj maroñ fili am abnõnõ ñe ewōr am apañ kin men ko einwõt:

- Joñan an emman jipañ.
- Maroñ in topar juon armej ikkijen talpon.
- Joñan an bororo ñan bōk melele ko.

Arkansas Total Care ejjab kōmman ukõt ilo waween rej kōmman ñan kwe ñe kwoj bael juon abnõnõ. Fili juon abnõnõ ejjab jelot jermal in jipañ ejmour in am. Kin Arkansas Total Care ñan etale am inebata, kwoj aikuñ in lelök melele kein itulal:

- Etam first im etam an bamlee
- ID Nōmba an Ro Uwaan Arkansas Total Care in am
- Talbon nōmba in am
- Melele ko kin ta men ko kwoj jab mōnõnõ ippen
- Ta eo kwoj koñan walök ilo ien kwoj topar kim ñan bael juon abnõnõ

Kwe an rikono in am kwoj komelim maroñ fili juon abnõnõ ippen naan ko kwoj ba ak jeje. Kim naj jipañ yuk kadedelök jabdewõt form ko ñan fili juon abnõnõ. Ekoba lelök jermal in jipañ jen juon riukök kim jipañ ippen talpon.

Kim naj kōjjeläik yuk bwe kimar bōk abnõnõ jen yuk iumin lalem raan in jermal ko. Ñe kwoj bael juon abnõnõ naan ko kwoj ba, kim naj jilkinlök juon leta ej kamool bwe kimar bōk abnõnõ in am. Ekoba ippen letta in ej juon elij e jeje kin abnõnõ eo.



## Lajraak len an Abnōnō ko

Kajojo abnōnō reukōt jen droñ im kim naj lelōk aolep ien eo e aikuj. Enañin aolep abnōnō naj kamadmode iumin 30 raan ko an kalenda jen raan eo kimij bōk abnōnō kn naan ko kwar ba ak jeje. Kim naj kamool bwe kimar bōk abnōnō in am ikkijen jeje iumin lalem raan in jeral jen ien eo kimij bōke.

Emaroñ bōk bar 14 raan ko an laajrak an ien in ñe:

- Armej eo ear fili abnōnō e kajitōk kin bar jot ien.
- Arkansas Total Care aikuiji melele ko jot ñan kamadmode abnōnō eo.
- Ej emmanlōk ñan ro uwaan ñe kimij kaloñlōk ien kalaajrak.

Arkansas Total Care naj kōjjelāik yuk kin waween kamadmode abnōnō ikkijen jeje iumin ruo raan an jeral jen ien kamadmode. Kim naj wonmanlōk in kōmmene men in iumin ien laajrak an 30 raan ko. Ekoba ippen kōjjelā in kamadmode ej:

- Tōbrak ko an waween kamadmode.
- Raan eo ededelōk.
- Maroñ ko ñan appeall, ñe ewōr.

Ñan fili juon abnōnō, jouj im topar kim ilo:

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

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

## Waween Kōmman Juon Appeal

Juon appeal ej juon kajitōk bwe Arkansas Total Care naj etale jermal an inebata, melele ko kin e ebed im bar jot, im kōmman juon bebe kin appeal. Kwoj maroñ kajitōk kin etale in ikkijen talpon ak ilo jeje.

Ñe Arkansas Total Care ej makōko in kola kin juon jermal in jipañ, kwoj naj bōk juon letta bwe en kōjjelāik yuk kin men in. Ñe kwoj jab erra ippen bebe eo, kwoj maroñ appeal bebe eo.

Am kajitōk kin appeal aikuj in etal ñan ad Appeals Office. Ej juon men in jipañ ñe kwoj bar jilkinlōk juon kape an leta eo kwar bōk e jen kim ej kōjjelāik yuk kin bebe in ad. Ewōr juon raan ion leta eo kimar jilkinlōk ej kōjjelāik yuk kin bebe eo. Ewōr 60 raan ko ekkar ñan kalenda jen raan ion leta eo ñan kajitōk kin juon appeal. Re naj kaarmejjotiek appeal in am ñe Appeals Office eo ejjab bōk am kajitōk kin appeal iumen 60 raan ko ekkar ñan kalenda.

Ñe kim naj diklōk ak bwijrōk juon jermal in jipañ kimar kaweepon kar mōkta, ewōr am maroñ ñan kajitōk in wonmanlōk in bōk jermal in jipañ ñan ien eo kimij kōmman bebe in ad ñe:

- Kajitōk kin appeal ej itōk ilo mōkaj.
- Mottan an appeal ej bwijrōk, katar, ak diklōk an juon waween kamadmode kimar kaweepon kar mōkta.
- Rilelōk jipañ kimar kaweepon ej kajitōk kin jermal in jipañ kein.
- Ien eo an bōk eddoin jen kaweepon kar mōkta ejañin jemlōk.
- Kwe ak Jinom ak Jemam ak ri-kejbarōk eo ear kajitōk kōn wōnmaanlōk wōt jibañ kein ilo iien eo.

Bwe en wonmonlōk in bōk jermal in jipañ eo, kwoj aikuj in kajitōk ñan wonmanlōk in bōk jermal in jipañ eo im fili juon appeal iumin 10 raan ko jen kwoj bōk kōjjelā eo ak raan eo makūtkūt enaj walōk. Ñe kwoj apeal makūtkūt eo im wonmanlōk in bōk jermal in jipañ, bolen kwoj naj aikuj in kola kin jermal in jipañ eo ñe kimij kaarmejjoteik appeal in am. Juj im jilkinlōk am

Jilkinlōk am kajitōk kin juon appeal ñanatōrej in leta an kaarmejjot ak ñanatōrej eo itulal:

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

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

## **lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake**

Kwoj naj bōk juon leta ñe Arkansas Total Care ej kaarmejoteik juon jermal in jipañ. Ñe rej kaarmejotiek, ewōr am maroñ ñan juon lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake imaan juon riroñjake an DHS.

Ñe kwoj juon ro uwaan ekoñan juon lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake, jilkinlōk am kajitōk ñan DHS Office of Appeals and Hearings. Rilelōk jipañ ro rekoñan juon lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake aikuji in jilkinlōk kajitōk ñan Arkansas Department of Health Office of Medicaid Provider Appeals.

Ej juon menin jipañ ñe kwoj jilkinlōk juon kape an leta kwar bōk jen Arkansas Total Care ej kōjjelāik yuk bwe rej kaarmajjotiek kola an jermal in jipañ ñan Office of Appeals and Hearings (ak ADH Office of Medicaid Provider Appeals eo).

Ewōr 90 jen raan eo ion bebe an appeal an Arkansas Total Care bwe kwoj maroñ kajitōk kin juon lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake. Kajitōk kin juon lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake maroñ kaarmejjotiek ñe Office of Appeals and Hearings ak ADH Office of Medicaid Provider Appeals ejjab bōk kajitōk in am ilo ien eo e laajrak.

Kwoj kajitōk kin juon lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake ñe kwoj tomak:

- Ej juon bod ñan kaarmejjotaik am kajitōk kin jipañ.
- Kwoj jañin bōk jipañ kwoj aikuji.
- Kwar kajitōk kin juon jermal in jipañ im kwoj jañin bōke.
- Juon ear ijjebed yuk ñan bōk juon jermal in jipañ kwoj jab koñan.
- Juon ear kalijeklōk kin kwe.

Ñan kajitōk kin juon lien Kwalōk Abnono Eo Am Ilo Koot Bwe State Eo En roñjake, jilkinlōk juon leta ñan:

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

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

# Melele ko Raurōk an Ro Uwaan

## TTa eo ñan Kōmmane Ñe Ewōr am Bill

Ewōr jot jermal in jipañ rej mottan bŭlāān in am im jot rejjab. Jermal in jipañ rej mottan rej etan jibañ ko emoj bōk eddoin. Ñe kwoj loore kakien ko ilo bŭlāān eo, kobban bōk jabdewōt bill ko kin jibañ ko emoj bōk eddoin. Kall takto in am ilo mōkaj ñe kwojj bōk juon bill kin juon jibañ ko emoj bōk eddoin jen Arkansas Total Care.

Kwoj aikuj in bwebwenato ippen takto in am kin ta eo emoj an bōk eddoin im ta eo ejjab mottan bŭlāān in am jen Arkansas Total Care. Kamool bwe ewōr aolepen melele kin injuran in am ipmam im jela bwe en bill Arkansas Total Care.

Ñe kwojj wonmanlōk in bōk bill ko jen takto in am elikin kwojj lelōk melele ko kin injuran in am, kall Jermal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711). Kimij bed bwe en jipañ. Jab kola kin kwe make bill eo ñe jipañ eo emoj in bōk eddoin jen Arkansas Total Care.

Ñe kwoj kajitōk kin juon jipañ ejjab bōk eddoin, kwoj naj aikuj in sini etam ion juon peba ikkijen takto in am. Peba eo ej ba bwe kwoj naj kola kin jermal in jipañ eo. Kwo naj aikuj in kola bill eo kin juon jipañ ejjañin bōk eddoin jen Arkansas Total Care. Ñe ewōr am kajitōk kin juon bill, jout im kall Jermal in jibañ ñan Ro Uwaan ilo 1-866-282-6280 (TTY: 711).

## Injuran ko jot

Kwoj aiuj in kōjjelāik kim ñe injuran ko jot rej bōk eddo kin kwe. Kim naj jermal ippen injuran bŭlāān eo juon ñan kalaajraak tōkjen ko am. Bareinwōt kwoj aikuj in kōjjelāik Medicaid kin ijuranj eo juon.

## Ewōr ke Am Injuran Ippen Arkansas Total Care im Medicare?

Ñe ewōr am injuran ippen Arkansas Total Care im Medicare, ej emman ñe kwojj etal ñan juon takto ej bōke Medicare. Kamool bwe kwojj kōjjelāik takto in am bwe ewōr am injuran ippen Medicare im Arkansas Total Care.

Medicare naj kola claim eo. Ñe rielōk jipañ ej rejista ippen prōkraam an Arkansas Medicaid, Arkansas Total Care naj kola deductible ko im wonen coinsurance (mottan wonen an kwe).

## **Fraud, Waste, and Abuse (FWA, Būrokraam kin Koot, Jerwaan, im Kajorraan) Program**

Arkansas Total Care e lojak ñan bobrae, kalikar, im riboot aolepen koot, jerwaan, im kajorraan. Ñan riboot men kein, kall FWA Hotline in ad ilo 1-866-685-8664. Kwoj jab aikuj in lelök etam.

Koot, jerwaan, im kajorraan ej melelein bwe juon ro uwaan, juon rilelök jipañ, ak bar juon armej ej kōjerbale prōkraam an Medicaid ak kein Arkansas Total Care ilo juon waween e waan. Ekobo mein ko einwōt:

- Loani, wiakake, ak lelök am ID Card an Ro Uwaan Arkansas Total Care ñan bar juon armej.
- Kōjermal tōkjen ko an Arkansas Total Care ak Medicaid ilo juon waween e waan.
- Lelök bill ñan Arkansas Total Care kin jermal in jipañ ko rej kin ejjelök wonen.
- Riap in lelök juon bill ñan Arkansas Total Care.
- Lelök bill ñan Arkansas Total Care kin jermal in jipañ ko re jañin kōmman.
- Jabdewōt makūtkūt ñan koot jen Arkansas Total Care ak prōkraam an Medicaid.

Tōkjen ko an jipañ kin ejmour rej lelök ñan yuk ekkar ñan am maroñ in deloñ iloan prōkraam an Medicaid. Emo ñan lelök am ID Card an Ro Uwaan Arkansas Total Care ñan jabdewōt armej. Dolul an Arkansas Total Care rilelök jipañ ro aikuj in riboot jabdewōt kōmman ko re waan an tōkjen ko an Arkansas Total Care. Arkansas Total Care aikuj in riboot jabdewōt kōmman ko re waan an tōkjen ko ñan Medicaid. Ñe kwoj kōjerbale jerammon ko am ilo juon waween e waan, kwoj maroñ luuji er. Medicaid emaroñ bōktök yuk ñan koot ñe kwojj kōjermal tōkjen ko am ilo juon waween e waan.

Ñe kwoj lōmnak bwe juon takto, juon auspital, ak bar juon ro uwaan Arkansas Total Care, ak bar juon armej ej kōjerbale tōkjen ko an Medicaid ak Arkansas Total Care ilo juon waween e waan, kōjjelāik kim ilo mōkaj. Kim naj jermal in jumae jabdewōt armej ej kōjermal prōkraam an Medicaid ilo juon waween e waan. Kim naj kautiej kall in am.

Kōjjelāik kim kin koot, jerwaan, im kajorraan ikkijen mail ilo:

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

Bareinwōt kwoj maroñ kall FWA Hotline in ad ilo 1-866-685-8664. Kwoj jab aikuj in lelök etam.

Riboot jabdewõt jermal ko re waan ñan Arkansas Medicaid Fraud and Abuse Division:

Arkansas Attorney General's Office  
Attn: Medicaid Fraud and Abuse Division  
323 Center Street, Suite 200  
Little Rock, AR 72201

Talpoon: 501-682-2007 ak 800-482-8982

## **Maroñ ko im Eddo ko an Ro Uwaan**

Bök in Kōmelele an Ro Uwaan in ej kōjjelāik yuk kin maroñ im eddo ko am einwõt juon ro uwaan Arkansas Total Care. Ej kotmane bwe dolul an Arkansas Total Care rilelök jipañ rej kautiej im bökake maroñ ko am. Kwoj maroñ kajitök ñan bök juon kape an kakien ko an Arkansas Total Care kin maroñ ko am im ebed ion webjait eo.

### **Einwõt juon ro uwaan Arkansas Total Care, ewōr am jimwe ñan:**

- Bök melele ko ekkar ñan 42 CFR § 438.10. Ekoba, ak ejjab wõt:
  - Ukök ilo ainikien an aolep kajin ko, im ukök jeje ilo kajojo kajin elap an ro uwaan ejjab Kajin Pälle. Ekoba jeje ko ikkijen tagline ko ilo kajin ko relap ilo state eo rejjab Kajin Pälle.
  - Jeje ko ikkijen leta ko relap rej kamelele bwe jeje ko re ukök ak ukök ippen aikikien ñan melele ko rej lelök. Jeje ikkijen leta ko relap ej melelein bwe joñan an font ejjab diklök jen 18-point.
  - Jeje ko reorök in bök jermal in jipañ ko. Ekoba Bök in Kōmelele an Ro Uwaan in, kōjjelā ko kin appeal im abnōnō, im kōjjelā kin kaarmejjot im kabwojrök. Men kein aikuñ in bed ilo kajin ko relaptata rejjab Kajin Pälle ilo Arkansas.
  - Ilo ien kajitök, lelök jeje ko ilo uköt in jipañ kin ejjelök wonen.
  - Ilo ien kajitök, kain jipañ ko im jermal in jipañ ko kin ejjelök wonen.
  - Jeje ko ikkijen tagline ko ilo kajin ko relap ilo state eo rejjab Kajin Pälle. Ukök ippen ainikien. Bwe ewōr kape ko rebed ilo leta ko relap an jeje ko emoj an ukök.
  - Jermal in jipañ ukök kin ejjelök wonen, ekoba ukök ikkijen ainikien im ñan kōjermal kein jipañ einwõt TY im American Sign Language.

- Kāālōt eo ej bōk kunaan ñan lewōj jermal in jipañ ko im kwōj maroñ bōke iumwin PCSP. Ekoba am taktō in kakolkol (primary care provider, PCP).
- Lore juon Advance Directive im jab kalikeklōk ilo waween rej lelōk jipañ ko jot.
- Jōkwe ilo jikin eo rej jipañ yukk ilo jukjukin bād im rej bōk eddo in mour eo am.
- Melele am PCSP im bōk jermal in jipañ ko rej kamalim bwe bed ilon.
- Bed ilo kōjbarōk ilo jukjukin bed eo.
- Kwalōk kautiej ñan kwe im kejbarōk am utiej im melele kin kwe.
- Bōktōk melele kin bebe ko kin waween kamadmode im bebe ko jot, lelōk ilo juon waween ejejot ekkar ñan nañinmej in am im am maroñ ñan melele.
- Bōk kunam ilo bebe ko kin waween kejbarōk ejmour in am, ekoba maroñ in kaarmejjot juon waween kamadmod.
- Bōk jermal in jipañ kejbarōk ejmour kwoj aikuuj, bwe ewōr, im bororo in deloñ rej eddoin iumin PASSE eo.
- Anemkwōj jen men ko rej dābiji ak jab kōtōlōk iien ibbān armej āinwōt juon wāween katakin yuk, wāween kajimwe ko, wāween ko rejjab ebben, ak wāween kodool ñana ko.
- Kajitōk in bōk juon kape an rekoot ko an ejmour in am, im ñan kajitōk bwe rej kōmman ukōt ak kajimweik er.
- Kōjermal maroñ ko am im Arkansas Total Care eban kōmman ñana ñan kwe.
- Fili juon abnōnō ippen Arkansas Total Care me ej mottan Arkansas Total Care im jabdewōt rikonono ro an Arkansas Total Care. Ekoba ro rilelōk jipañ rekobalōk ippad.
- Lelōk juon jeje in kōjjelā kin ukōt ko kin am Rikalaajrak Jipañ rilelōk jipañ eo iumin jiljilimjuon raan ko an jermal.
- Bōk Buuk in Kōmelele an Ro Uwaan im kalaajrak an dolul eo iumin lalem raan in jermal ko an kajitōk.
- Kajitōk kin melele kin Arkansas Total Care kin ejjelōk wonen.
- Wonman lōk in bōk maroñ in kein kejbarōk ñe rej kajitōk in lelōk In Lieu of Services (Jipañ ko jot) einwōt ej kamelele ilo mottan Jerammon & Jermal ko an Bōk in Kōmelele in.

## **Einwöt juon ro uwaan Arkansas Total Care, ej am eddo ñan:**

- Melele jermal ko an Arkansas Total Care ekkar ñan joñan an am maroñ.
- Tobar Arkansas Total Care ñan bök melele ko im ñan uake kajitök ko am.
- Lelök ñan rilelök jipañ ro aolepen melele ko kin ejmour in am remool.
- Lore jipañ rilelök jiipañ ej lelök ñan yuk ak köjjeläik rilelök jipañ unin bwe kwoj jab maroñ lore waween kamadmode, ilo mōkaj.
- Bed ilo ien lale kwojj kōmman im ien lale in bar lale.
- Deloñ ilo jermal in jipañ bobrae nañinmej.
- Mour ilo juon waween ej kejbarök ejmour im jab kōmman mwil ko rekajorraan enbwinam.
- Melele apañ ko kin ejmour in am im bök kunam ilo am kōmman mejenkajeik ko kin waween kamadmode.
- Lelök aolepen melele ko emool re aikuj in jipañ ñan Arkansas Total Care im aolepen rilelök jipañ kin ejmour im ro rej rejtake.
- Köjjelä PCP in am kin rilelök jipañ ko jot rej jipañ in kamadmode nañinmej in am. Kamool bwe ewōr konono im kalaajrak ilo jipañ ko. Ekoba rilelök jipañ kin ejmour an mwil.
- Kōmman kajitök ko kin rilelök jipañ ro im katak kin uwōta, tōkjen, wonen an waween kamadmode ko jot. Kōmman bebe ko elikin kwojj lukuun lōmnak kin aolep un ko.
- Lore waween kamadmod abnōñō ko an Arkansas Total Care einwöt ejba ilo Bök in Kōmelele an Ro Uwaan ñe ewōr juon inebata ippen juon rilelök jipañ.
- Kelet juon PCP.
- Kōmman emman ñan rilelök jipañ ro im rijermal ro im kautiej er.



## **Kōmman oktak ilo PASSE eo Am**

Ej eddo an Arkansas Department of Human Services (DHS, Ra eo an Jikin Jibañ ko an Armij) ñan jitoñ PASSE ko. DHS ej jitoñ yuk ippen Arkansas Total Care. Kwoj maroñ janij ñan bar juon PASSE kin jabdewōt un ñan 90 raan ko elikin kwojj deloñ ak bar deloñ. Kwoj maroñ bareinwōt janij ñan bar juon PASSE kin jabdewōt un ilo ien Open Enrollment Period an kajojo yio (len Ebelōk Deloñ), ebed ilo October. Elikin 90 raan ko im len Ebelōk Deloñ, kwoj maroñ janij ñan bar juon PASSE kin juon un ejejje ekkar ñan DHS ekkar ñan 42 CFR 438.56.

Ñe kwoj koñan kajitōk kin janij ñan bar juon PASSE ekaal, call DHS Beneficiary Support Center ilo nōmba eo itulal. Ej eddo an DHS ñan bōk im uake kajitōk in am. Arkansas Total Care ejjab mottan kōmman bebe kin janij ko an PASSE. DHS naj kōjjelāik yuk ñe kwoj aikun in jilkinlōk joun appeal ak abnōñ ñan Arkansas Total Care mōktalōk. Ñe Arkansas Total Care Ejjab kamadmode appeal ak abnōñ ilo juon ien emman, DHS naj kaju in kaweepeen kajitōk in am. Ewōr am maroñ ñan appeal ñe kwoj jab erra ippen bebe DHS ej kōmman.

Ñe ej kaweepeen, raan an jinoin am PASSE jitoñ ekaal ej raan eo kein kajuon an alloñ kein karuo an ien DHS bōk kajitōk in am. Ñan waanjoñak, ñe DHS ear bōk kajitōk in am ion Janwode 15, raan in jinoe an PASSE ekaal in am ej Maaj 1.

**Ñan kajitōk ñan ukōt ñan bar juon PASSE, call DHS Beneficiary Support Center ilo 1-833-402-0672.**

## **Peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan (Advance Directives)**

Bolen enaj itōk ien ko bwe kwoj jab maroń kōmman bebe ko kin waween kejbarōk ejmour in am. Ņe kwoj ban konono, bolen takto ro am rejaje kin kain jermal in jipań ko emmanlōk ippam. Juon Advance Directive ej juon peba an legal. Ej kwalōk űan takto in am kain jipań ko kwoj erra in bōk meńe kwoj ban konono ilo jabdewōt waween. Ikkijen peba in, takto ro am jela kain waween kamadmode apań kin ejmour in am kwoj kelet ak jab kelet.

Aolepen rito ro uwaan Arkansas Total Care rej bōk maroń űan kōmman peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan Arkansas Total Care naj lelōk melele űan yuk kin Peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan im ekoba kakien ko kin er ilo state eo. Kwoj maroń kall Jermal in jibań űan Ro Uwaan ilo 1-866-282-6280 (TTY: 711) űan bōk jipań űan kapukoti form eo. Bareinwōt kwoj maroń konono ippen PCP in am kin Peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan. Kajitōk ippen PCP űan likut er ilo bael in am űe ededelōk.

Jermal ippen PCP in am űan kōmman bebe ko renaj kainemon yuk. Juon Advance Directive maroń jipań takto ro im ro jot űan melele ankilam kin ejmour in am. Peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan rejjab bōk am maroń in kōmman bebe ko am. Re jermal wōt űe kwoj ban konono kin kwe make. Reban kalijeklōk kin kwe űe ewōr am Advance Directive.

Wonjańak ko kin Peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan ekoba:

- Peba in Kwalok kin Jemlok ko Am.
- Do Not Resuscitate (DNR, jab jipań űe kwoj jab menono) ortar ko.
- Peba in kwalok melim ikijen kin ejmour.

Einwōt juon eo uwaan Arkansas Total Care, ewōr am jimwe űan:

- Bōk ak kaarmejet juon waween kamadmode.
- Kōmman Peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan (Advance Directives).
- Bōk juon kape an kakien ko an Arkansas Total Care kin kautiej maroń ko am im kakien an state. Ekoba juon naan an jabdewōt jemlōk ko ekkar Fili abnōńo an kōjerbale juon Peba ko rej Kwalōk Kain Jipań kin ejmour kwoj Końan einwōt juon men ebedbed ion bōklikut eo am.
- Bael abnōńo ko bwe rejjab lore kakien ko an Advance Directive ko ikkijen compliance hotline an state eo.
- Bael abnōńo ion PASSE eo ak jabdewōt rikonono an aer. Rikonono ekoba rilelōk jipań rej mottan dolul. Lale Ju-buruon Ro Uwaan mottan an Bōk in Kōmelele in kin tipdik ko jot.
- Bōk anemkoj jin menin aikuj űan bōk naan in jilkinlōk kin űan juon takto in Jibań Baamle ko Wāween Ko Rekkar űan Er, mene rej mottan an dolul an Arkansas Total Care ak jab.

## Naan in Kwalōk Kain Jipañ kin ejmour kwoj Koñan ilo Arkansas

### Tarlep in

lumin kien an Arkansas,\* ne kwojj juon rito an 18 an yio im emman waween am lōmnak ak ritolōk, ewōr am maroñ ñan bōk kunam in kōmman bebe ko am kin waween kamadmode, ekoba maroñ ñan bōk ak kaarmejjot juon kain jermal in kejbarōk mour. Juon waween ñan kōjermal maroñ in, kien ej kotlōk bwe kwoj maroñ jeje naan in kowalōk kin kain ro ko bebe kin kejbarōk ejmour kwoj koñan walōk kin kwe make ñe nañinmej in am enaj tol ñan mej ak ñe kwoj kiki im ban ruj im kōmman bwe ko an kwe make. lumin kakien ko an Arkansas kowalōk kein rej jermal einwōt juon living will ilo state ko jot.

### Kain Form in Kowalōk ko Am Kimij Rejañ ñan Kōmman

Kien an Arkansas ej kwalōk ruo kain form in kowalōk. Kein kajuon ej ñe ewōr juon nañinmij in lōmnak. Kein karuo ej ñe emaroñ walōk bwe juon e kiki im eban ruj. Ñe kwoj koñan kōmman juon kowalōk, ej am bebe ñan kōjerbale juon ak ruo an form kein. Kwoj maroñ bareinwōt kōjermal naan ko jot. Kwoj maroñ bōk form kein ak melele kin ia eo ñan bōk er jen takto in am ak bar jabdewōt lelōk jipañ kin ejmour. Kwoj maroñ bareinwōt bōk er jen juon attorney.

Kwoj aikuj in jela bwe form kein rejjab etale aolepen bebe ko ewōr am maroñ ñan kōmmane. Ñon waanjoñak, kwoj maroñ addi naan in tol ko re tipdiklōk kin jipañ ko am, einwōt ñe kwoj koñan bwe rej lelōk dān im moña ñan kwe ikkijen juon kain majin ñe nañinmej in am nat tol ñan mej ak kwojj kiki im ban ruj. Ñe ewōr kajitōk ko am takto ro am ak rilēlōk jipañ ko jot reban uaki, ak kwoj koñan kōmman ukōt ko ilo form kein ikkijen am addi naan in tol ko rejejuan, bolen kwoj koñan bwebwenato ippen juon lawyer ak bar juon ekapeel ilo jermal in.

### Bebe ko Rej Mottan Form an Kowalōk

Kajojo form an kowalōk ej kotlōk bwe kwoj maroñ kelet juon an kain waween ko itulal:

1. Ñan jiroñ takto in am ñan bobrae in kōjermal kain waween kamadmode remaroñ kejbarōk am mour ak rejjab aoruk kin am ainemon, jipañ, ak ñan diklōk am metak.  
**AK**
2. Ñan kabit bar juon ñan jermal kin kwe einwōt juon rikonono in kōmman bebe ko kin waween kejbarōk am ejmour. Ekoba bebe ñan jab kōjerbale waween im kein kejbarōk am mour ñe nañinmej in am naj tol ñan mej ak kwojj kiki im kwoj ban ruj.

## **Buñteen ñan Kadedelōk juon Kowalōk**

Ñan bōk tōkjen, kowalōk (ko) eo am aikuj in sini etam im ak bar juon ej jermal kin kwe. Bareinwōt ruo armej aikuj in lale ien sini etam. Juon kowalōk ejino in jermal ñe men kein ruo rar walōk:

1. Kowalōk enaj lelōk ñan takto eo ej lale yuk (takto eo ej kōmman enañin aolep an jermal in jipañ yuk). **IM**
2. Takto eo ej lale yuk im bar juon takto rej kile bwe nañinmej in am naj tol ñan mej im kwoj ban wonmanlōk in kōmman bebe ko an kin waween kejbarōk mour in am im waween kamadmode.

## **Ñe kwoj Koñan Jolōke Kowalōk (ko) Am**

Ñe emoj an am kadedelōk juon kowalōk kin jipañ an ejmour in am im elikin kwoj koñan jolōke, kwoj maroñ kōmmane men in ilo jabdewōt ien im waween, jekdroon waween am lōmnak ak enbwinam ilo ien eo kwojj kelet in jolōke. Enaj jolōk ilo ien eo naan in jolōk ej lelōk ñan takto eo ej lale yuk ak bar juon rilelōk jipañ jen armej eo ekoñan jolōke, ak jen juon ear lo bwe kwoj koñan jolōke. Waween ko ñan jolōke ekoba ilo juon waween ealikal jeje ak ba bwe kwoj koñan jolōke, ak ilo am kōkure kape eo kein ka juon im kape ko jot an kowalōk eo.

## **Kadedelōk juon Kowalōk an ejmour kin Bar juon Armej**

Ippen maina ro im rito ro reban kōmman bebe ko aer make kin jipañ kin ejmour, bar juon armej ej jermal kin er maroñ kōmman kowalōk eo kin er. Kien an Arkansas ej enforsi laajrak eo itulal kin won ro mōktalōk in kōmman bwe eo ej kōmman kowalōk eo ej ñan armej kein itulal mōktalōk, ak kain an armej, re bed im rebelōk in bwebwenato kin jipañ an ejmour:

1. Juon rilale an rinañinmej eo ekkar ñan kien, ñe rar kalot juon
2. Jemen ak jinen an rinañinmej eo, ñe rinañinmej eo ediklōk juon 18 an yio im ejañin mare
3. Eo ibbān riñaninmej eo
4. Nejin rinañinmej eo e rito ak, ñe ewōr laplōk jen juon, jarlepju an ro nejin rinañinmej eo re rito im rej mottan bebe eo
5. Jinen ak Jemen ajri eo ej nañinmej im ej ritto jen 18 yio
6. Jein jatin rinañinmej eo e rito ak, ñe ewōr laplōk jen juon, jarlepju an ro jein jatin rinañinmej eo re rito im rej mottan bebe eo
7. Armej eo ejutak einwōt juon loco parentis (einwōt jemen im jinen) an rinañinmej eo
8. Jarlepju an ro inen re rito an rinañinmej ro rej mottan bebe eo

## Kejbarōk

Bareinwōt, kien an Arkansas ej lelōk kein kejbarōk:

1. Juon rinañinmej, jekdroon ej juon bwe nañinmej eo an naj tol ñan mej, emaroñ wonmanlōk in kōmman bebe ko kin waween kamadmode im kejbarōk mour eo an ñe remaroñ.
2. Juon kwalōk an juon rinañinmej bwe nañinmej eo an naj tol ñan mej eban walōk ñe jejale bwe rinañinmej ebōrōro, ñan ien eo bwe fetus eo emaroñ dedek ñan ien lōtak im mour me rej wonmanlōk in kōmman jipañ ñan kejbarōk mour.
3. Jabdewōt takto ak rilelōk jipañ kin ejmour ejjab koñan lore naan in tol ko an rinañinmej ak rikonono eo aer iumin kien ewōr an eddo ñan kōmman aolep emaroñ ñan lelōk eddo in jipañ an rinañinmej eo ñan bar juon takto ak rilelōk jipañ enaj.
4. Ilo Arkansas, emo an juon lelōk jipañ kin ejmour ak injuran ñan bobrae ak kōmman juon menin aikuj kin juon kowalōk einwōt mottan aikuj ko ñan bōk injuran kin ejmour ak ñan bōk jermal in jipañ ko kin ejmour.
5. Juon kowalōk ej kōmman ilo bar juon state ej lore kien an state eo an bareinwōt emman ekkar ñan kakein an Arkansas.

\*A.C.A. 20-17-201, et seq. Jimwe ko je an ro redik rej bed ilo A.C.A. 20-17-214.

## **Kōjjelā eo kin Jerbal ko rej Tenkwadrik**

**Kōjjelā in ej kamelele kin waween melele ko kin ejmour in am maroñ kōjberbal im kwalōk ñan ro jot im waween kwoj maroñ deloñ in loe melele kein. Jouij im kanuij linori.**

*Ewalōk ion December 14, 2022*

Kin jipañ ñan ukōk ak melele men in, jouj im kall Jerbal in jibañ ñan Ro Uwaan 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).

### **Eddo ko an Covered Entity ko:**

Arkansas Total Care ej juon Covered Entity einwōt ej kamelele im lale iumin Health Insurance Portability and Akkaunability Act of 1996 (HIPAA). Ej juon menin aikuj an kien bwe Arkansas Total Care ej kajbarōk tenkwadik ko am kin protected health information (PHI), Melele ko Kin ejmour in am re Kejbarōk, lelōk Kōjjelā in kin eddo ko ad ekkar ñan kien im jermal in tenkwadik ko ad rej mottan am PHI, lore naan ko an Kōjjelā in rewalo kio, im kōjjelāik yuk me ejjab kejbarōk am PHI.

Kōjjelā in ej kamelele kin waween kimij kōjberbal im kwalōk am PHI. Ej bareinwōt kamelele kin maroñ ko am ñan deloñ in loe, kōmman ukōt, im lale am PHI im waween ñan kejerbal maroñ ko am. Aolepen kōjberbal im kwalōk an PHI ko rejjab kamelele ilo Kōjjelā in renaj walōk ñe kwojj jeje im kamalim wōt.

Arkansas Total Care ej bōk maroñ ñan kōmman ukōt kin Kōjjelā in. Kimij bōk maroñ ñan kakaal ak kōmman ukōt kin Kōjjelā ebed kin PHI, bareinwōt an bar jot PHI jenaj bōk ilo raan ko renaj itōk. Arkansas Total Care ilo mōkaj naj kakaal im letoletak Kōjjelā in ñe ewōr ukōt ko kin men ko itulal:

- Kōjberbal ko ak kwalōk ko
- Maroñ ko am
- Eddo ko ad ekkar ñan kien
- Jerbal ko in tenkwadik rebed ilo Kōjjelā in

Kim naj likut ukōt kin Kōjjelā in ion webjait in ad ak jen juon jeje ilo mail.

## **Waween Kejbarōk ko ad kin PHI ilo Ainikien, Jeje, im Electroñic:**

Arkansas Total Care rej kejbarōk am PHI. Ewōr and jermal in tenkwadik im kejbarōk ñan jipañ. Men kein ej jot waween ko kimij kejbarōk PHI in am:

- Kimij kaminene rijermal ro ad ñan lore jermal in tenkwadik im kejbarōk ko ad.
- Ej juon menin aikuj bwe ro rej jermal ippad lore jermal in tenkwadik im kejbarōk ko ad.
- Kimij kejbarōk oppis ko ad.
- Kimij konono kin PHI in am kin jermal wōt ippen armej kimij jela kajaer.
- Kimij kejbarōk PHI in am ñe kimij jilkinlōk e ak kejbarōk e ilo kein electroñic.
- Kimij kōjermal technology ñan bobrae armej ro reñana jen deloñ in loe am PHI.

## **Waween Kimij Malim in Kōjermal im Kwalōk Am PHI:**

Itulal ej juon laajrak kin waween kim maroñ kōjermal ak kwalōk am PHI ijjelukun am lelōk maroñ ak malim:

- **Waween Kamadmōde.** Kim maroñ kōjermal ak kwalōk am PHI ñan juon takto ak bar juon rilelōk jipañ kin ejmour ej jipañ in lelōk waween kamadmode yuk, kalaajrak waween kamadmode ippen rilelōk jipañ ro, ak ñan jipañ kim kōmman juon bebe kin Emwoj an Kamalim bebe ko kin tōkjen ko am.
- **Kola.** Kim maroñ kōjermal im kwalōk am PHI ñan kōmman kola kin tōkjen ko kin jermal in jipañ ko kin kejbarōk ejmour kwar bōk. Kim maroñ kwalōk am PHI ñan bar juon bŭlāan an ejmour, im ñan juon rilelōk jipañ, ak ñan bar juon ekkar ñan kakien ko an federal Privacy Rules kin unin an kola. Makŭtkŭt ko in kola ekoba:
  - Kamadmode claim ko.
  - Kōmman bebe kin maroñ in deloñ ak eddoin claim ko.
  - Lelōk bill ko an premium.
  - Etale ñe juon jermal in jipañ ej juon menin aikuj ñan kejbarōk ejmour.
  - Kōmman etale an waween kōjermal claim ko.

- **Jerbal ko an Jipañ ejmour.** Kim maroñ kōjerbal im kwalōk am PHI ñan kōmman jermal in jipañ ejmour ko ad. Maktukut kein rekoba:
  - Lelōk jermal in jipañ ñan kustoma ro ad.
  - Eoroñ ñan abnōnō ko im appeal ko.
  - Lelōk Lale Kein Jipañ im Kōlaajrak Jibañ.
  - Kōmman etale an claim ko kin ejmour im bar jot waween etale joñan an emman jermal.
  - Makūtkūt in kamommonlōk.

Ilo jermal ko ad ñan jipañ ejmour, kim maroñ kwalōk am PHI ñan ro rej jermal ippad. Kim naj kōmman bujen ko ñan kejbarōk tenkwadik an am PHI ippen ro mottan in. Kim maroñ kwalōk am PHI ñan bar juon e aikuj in lore kakien ko an federal Privacy Rules. Re aikuj in bar jermal ippam kin jermal in jipañ ejmour ko aer. Menin ekoba:

- Etale kin joñan an emman jermal im makūtkūt in kamommonlōk.
  - Etale maroñ ak kein kamalim an rijermal ro an jermal an jipañ ejmour.
  - Lale Keij im Kōlaajrak Jibañ.
  - Kapukoti im bobrae koot im jorraan an jermal in jipañ ejmour.
- **Būlāan in Lale ejmour an juon Kumi/Kwalōk ñan RO rej Kola kin Būlāan.** Jemaroñ kwalōk am PHI ñan juon ej kola kin juon būlāan in lale ejmour an juon kumi, einwōt juon jikin jermal ak bar juon ej lelōk prōkraam in lale ejmour ñan kwe, ñe eo ej kola ear erra ippen jot jemlōk ko kin waween remaroñ kōjerbal ak kwalōk PHI eo. Ekobe bwe en jab kōjerbal PHI eo kin jermal ko ak bebe ko kin jermal in am.

## **Bar jot Waween Kwalōk re Kotlōk ak Rej Menin Aikuj kin Am PHI:**

- **Makūtkūt ko in bōk Jabawōt.** Kim maroñ kōjerbal ak kwalōk am PHI kin makūtkūt in bōk jabawōt, einwōt kōmman jermal in bōk jabawōt kin juon foundation ej lelōk jipañ kin jaan ak juon men einwōt bwe ein kolaiki makūtkūt ko aer. Ñe kimij katopar yuk kin makūtkūt in bōk jabawōt, kim naj lelōk ñan yuk maroñ eo ñan jab bōk kunam ak bwojrōk in bōk konono kein ilo raan ko renaaj itōk.
- **Un ko an Underwriting.** Kim maroñ kōjerbal ak kwalōk am PHI kin un ko an underwriting, einwōt ñan kōmman juon bebe kin lelōk eddo ak kajitōk. Ñe kimij kōjerbal ak kwalōk am PHI kin un ko an underwriting, kim ban kōjerbal ak kwalōk jabawōt PHI ej mottan melele ko an genetic ilo makūtkūt in underwriting.



- **Naan in Kememej kin len Lale/Waween Kamadmode ko jot.** Kim maroñ kōjberbal im kwalōk am PHI ñan kakememej yuk kin juon ien lale ak juon waween kamadmode im jipañ kin ejmour ippad. Kim maroñ kōjerbale im kwalōk am PHI ñan lelōk ñan yuk melele ko kin waween kamadmode ko jot ak bar jot tōkjen im jberbal in jipañ ko kin ejmour in am, einwōt melele kin waween ñan bwojrōk kōbaatatt ak luuji paun ko.
- **Men in Aikuj an Kien.** Ñe kakien ko an federal, state, im/ak local ej ba ej juon menin aikuj bwe en kōjerbale ak kwalōk am PHI, kim maroV kōjerbale ak kwalōk am PHI ñan joñan ej lore kakein ko im ewōr jemlōk ko an kakien eo. Ñe ruo ak eloñlōk kakien ko re jab erra ippen droñ rej kin juon wōt kain kōjberbal ak waween kwalōk, kim naj lore kakien ko rej kamo elaplōk an men ko.
- **Makūtkūt an Ejmour an Jukjukin Bed eo.** Kim maroñ lelōk am PHI ñan ri tōl an ejmour an jukjukin bed eo kin un an bobrae ak kamadmōde juon nañinmij, jorāān, ak utamwe. Kim maroñ kwalōk am PHI ñan Food and Drug Administration (FDA, Ra eo kin Mōñā im Wuno ko) ñan kamool bwe ej juon men emman, kejbarōk, ak joñan an maroñ an jberbal juon kain men ko ak jberbal in jipañ ko iumin eddoin FDA.
- **Ro rar ioone Kakure im Kejekdoon.** Kim maroñ kwalōk am PHI ñan kumi an kien ko an local, state ak federal, ekoba social services ak juon kumi ej kōmman jberbal in kejbarōk im bōk malim jen kien eo ñan bōk kain ripoot ko ñe ewōr ad tomak emman kin kakure, kajekdroon, ak lāj ilo baamle.
- **Makūtkūt an Ekajot ko im Ri Tōl ro.** Kim maroñ kwalōk am PHI ilo makūtkūt ko an ekajot ko im ri tōl ro. Kim maroñ bareinwōt kwalōk ñan eoroñ ñan juon/jot:
  - Naan in tōl jen imon ekajot.
  - Ekajot an ri tōl ro.
  - Subpoena.
  - Summons.
  - Warrant.
  - Kajitōk kin discovery.
  - Bar juon kajitōk kin men ko an legal.
- **Bwilijmāān.** Kim maroñ kwalōk men ko rejejjōt an PHI ñan bwilijmāān ñe ej juon menin aikuj. Ñan waanjoñak, kim maroñ kwalōk am PHI ñan eoroñ juon:
  - Naan in tōl jen imon ekajot.
  - Warrant jen juon imon ekajot.
  - Subpoena.
  - Summans jen juon wōpija an ekajot eo.
  - Subpoena jen grand jury.

Kim maroñ bareinwōt kwalōk mottan ejejōt an am PHI ñan kakilen ak kwalōk ej bed ia ri-jorren eo, eo ej ko-to-ko-tak, juon ri-kamol ak armij eo ejako.

- **Ro rej Mwijmwij ñan Etale ko, ro rej Ekatak Kake, im ro rej bōk Eddo in lien Mej ko.** Kim maroñ kwalōk am PHI ñan juon ej mwijmwij ñan etale ak juon ej ekatak kake. Emaroñ juon men in aikuj, ñan waanjoñak, ñan etale un an juon e mej. Kim maroñ kwalōk am PHI ñan ro rej bōk eddo in iien mej ko, ñe ej juon menin aikuj, ñan kōmman jermal eo aer.
- **Mottan ko ilowan ānbwinin, Māj, im Eke ko rej Aji.** Kim maroñ kwalōk am PHI ñan kumi ko rej bōk mottan ko ilowan ānbwinin. Kim maroñ kwalōk am PHI ñan ro rej jermal ilo jermal in bōk, kejbarōk, ak lelōk ñan bar juon armej an:
  - Mottan ko ilowan ānbwinin an juon e mej.
  - Māj ko.
  - Eke ko.
- **Kauwatata ñan Ejmour im Kejbarōk.** Kim maroñ kōjermal ak kwalōk am PHI ñe kimij tomak, ilo juon un emman, bwe ñe kimij kōjermal ak kwalōk ej juon menin aikuj ñan bobrae ak kadikolōk joñan an jorāān an juon kauwatata elap ak ebak ñan ejmour im kejbarōk an juon armej ak ro loḃwilej.
- **Makūtkūt ko Tipdik an Kien.** Ñe kwoj juon mottan an U.S. Armed Forces (Ri-Tarinae), kim maroñ kwalōk am PHI ñe ej juon menin aikuj an ri tōl ro an ri-tarinae ro. Kim maroñ bareinwōt kwalōk am PHI:
  - Ñan ri tōl ro an federal rar bōk malim ñan kejbarōk aelōñ eo.
  - Ñan makūtkūt ko an kumi an roñroñ.
  - Ñan Department of State eo ñan kōmman bebe ko kin joñan an emman ejmour.
  - Kin jermal in kejbarōk ko kin President ak bar juon armej ej bōk malim.
- **Kōllā ko ñan Ri-jermal rein.** Kim maroñ kwalōk am PHI ñan lore kien ko rej mottan an kōllā ko ñan ri-jermal rein ak burōkraam ko rej einwōt, e kakōl kin kien, im ej lelōk tōkjen ko kin jorāān ak nañinmej ko jen jermal ijelōkun won eo ear kōmmane.
- **lien ko an Imurjanji.** Kim maroñ kwalōk am PHI ilo iien ko an imurjanji, ak ñe kwoj ban kōnono ak bed, ñan juon mottan baamle in am, jera ebaak ñan kwe, juon kumi ej bōk malim kin jipañ ālikin juon jorāān elap ej walōk. Kim naj kōjerbale ad maroñ an ro rekabeel ñan kōmman ekajot ko im imenene ko ad ñan kōmmane bebe ñe ej juon men emmantata ñan kwe ñak kwalōki. Ñe ñan kwalōk ej juon men emmantata ñan kwe, kim naj kwalōk mottan an PHI ej ejejjōt ñan aikuji ko an armej ej bōk kunam ilo jermal in lale kwe.
- **Rikalbuuj.** Ñe kwoj juon rikalbuuj ilo juon imon kajimwe ak iumin eddoin juon bolijman an kien eo, kim maroñ lelōk am PHI ñan imon kajimwe ak bolijman an kien eo, ñe melele kein ej juon menin aikuj an imon kajimwe ñan lelōk ñan kwe lale an ejmour in am; ñan kejbarōk ejmour im jōkwane in am, ak ejmour im kejbarōk an ro jot; ak kin kejbarōk im aenōmman an imon kajimwe eo.

- **Ekatak.** Ilo jot keij ko, kim maroñ kwalök am PHI ñan rikatak ro ñe eaar kōmālim clinical reasearch study an aer, im ñe jot kein keijbarök rebed ñan kamool in keijbarök im noje melele ko am ilo PHI in am.

## **Kōjerbal ko im Kwalök ko an PHI in Am Rej Aikuji Am Kōmālim ilo Jeje:**

Ej juon menin aikuj bwe kimij bök am kōmālim ilo jeje ñan kōjerbal ak kwalök am PHI, ikkijen jot un ko ñan jab, kin un ko itulal:

- **Wiakake an PHI.** Kim naj kajitök kin am kōmālim ilo jeje mōktalök jen kimij kōmman jabdewöt kwalök ej naetan wiakake an PHI in am, emelelein bwe en bök köllā ñe kimij kwalök am PHI ilo waween in.
- **Karreelel.** Kim naj kajitök kin am kōmālim ilo jeje ñan kōjerbal ak kwalök PHI in am kin un ko an karreelel ippen jot wöt un ko ñan jab kōmman, einwöt ñe kimij kōnono ippam mejen ñan mejen kin karreelel ko ak ñe kimij lelök juon menin lelök kin karreelel kin jidik wöt wonaan.
- **Jeje ko Kin Psychotherapy (Katak ko an Lōmnak ko Am).** Kim naj kajitök kin am kōmālim ilo jeje ñan kōjerbal ak kwalök jabdewöt jejej ko kin am psychotherapy rej bed ilo fil in ad ippen jot wöt un ko ñan jab, einwöt juon kain waween kamadmōde, köllā, ak makūtkūt ko an jermal kin lale ejmour.

## **Maroñ ko an Juon Armej:**

Men ko itulal rej am maroñ kin PHI in am. Ñe kwoj koñan kōjerbal jabdewöt an maroñ ko itulal, jouj im tobar kim ikkijen melele ko ilo jemlōkin an Kōjjelā in.

- **Maroñ ñan Kajitök ñan Kabine.** Ewör am maroñ ñan kajitök kin kabine kin kōjerbal im kwalök am PHI kin bök waween ko an kamadmōde, köllā, ak makūtkūt ko an lale ejmour, bareinwöt kwalök ñan armej ro rar bök kunaer ilo am lale ak köllā kin wonaan lale kwe, einwöt ro mottan baamle in am ak jera ro rebaak ñan kwe. Kajitök in am ej aikuj in kwalök kabine kwojj kajitök kin im kwalök an won eo kwoj koñan kabine. Kimij jab aikuji erre bwe en eindrein ippen kajitök in. Ñe kimij erre, kim naj lore kajitök in kabine in am ijjelukun kimij aikuj melele ko ñan lelök jermal in kamadmōde kwe ilo juon imurjanji. Mekarta, kim naj kabine kōjerbal ak kwalök an PHI in am kin köllā ak makūtkūt ko in lale ejmour ñan juon bülāñ ñe emwoj am köllā aolepen wonaan an jermal in jipañ eo ak men eo jen mweiuk ko an kwe make wöt.

- **Maroñ ñan Kajitök kōn Kōnono ko ilo Ittino.** Ewōr am maroñ ñan kajitök bwe kimij kōnono ñan kwe kin PHI in am ikkijen waween ko reuköt ak ilo jikin ko reuköt. Maroñ in ej an melele ko wöt emaroñ likūt kwe ilo kauwatata ñe kimij jab kōnono ilo waween eo euköt ilo jikin eo euköt kwoj koñan. Kwoj jab aikuj in kamelele kin un an kajitök in am, ak kwoj aikuj in kwalök bwe melele kein maroñ likūt eök ilo kauwatata ñe kimij jab kōmman uköt ilo waween kōnono ak jikin eo. Kimij aikuj in lore kajitök in am ñe ejejöt im ej kwalök waween eo euköt ak jikin eo ñan jilkinlök PHI in am.
- **Maroñ ñan Deloñ in Lale im Bök juon Kopi an PHI in Am.** Ewōr am maroñ, ippen jot wöt un ko ñan jab, ñan lale ak bök kopi ko an PHI in am ilo an juon kain koba an rekoot ko. Kwoj maroñ kajitök bwe kimij lelök joun kopi ilo juon waween euköt jen photocopy ko. Kim naj kōjermal waween eo kwoj kajitök kin ijelukin ej juon men kim ban kōmmane. Kwoj aikuj in kōmman juon kajitök ilo jeje ñan bök maroñ in deloñ in lale PHI in am. Ñe kimij kajekdroon kajitök in am, kim naj lelök juon kamelele ilo jeje ko im kwalök ñan eök aolepen un ko kin kajekdroon eo im etale er. Kim naj bareinwöt kwalök kin waween ñan kajitök kin juon etale ak ñe kim ban bar etale kajekdoon eo.
- **Maroñ ñan Kōmman uköt ko ilo PHI in Am.** Ewōr am maroñ ñan kajitök bwe kimij kōmman uköt ko ilo, PHI in am ñe kwoj tomak bwe melele ko re bōd ebed iloan. Kwoj aikuj in kōmman kajitök in am ilo jeje, im ej aikuj in kamelele unin melele kein aikuj in uköt. Kim maroñ kajekdoon kajitök in am kin jot un ko. Ñan wanjoñök, kim maroñ kajekdroon kajitök in am ñe kimij jañin kōmmane melele ko kwoj koñan kauköt im rikōmmane eo an PHI eo emaroñ kōmman uköt eo. Ñe kimij kajekdroon kajitök in am, kim naj lelök juon kamelele kin un ko ilo jeje. Kwoj maroñ eoroñ ippen juon naan bwe kwoj jab erra ippen bebe in ad. Kim naj kobalök naan ko am ñan PHI eo kwar kajitök bwe kimij kauköt. Ñe kimij erre ippen kajitök in kōmman uköt kin melele eo, kim naj kajioñ in kōjjeläik ro jot, einwöt armej ro kwoj naetan, kin uköt eo im ñan kobalök uköt eo ilo jabdewöt kwalök ko kin melele kein renaj itök.
- **Maroñ in Bök juon Laajrak kin Kwalök ko.** Ewōr am maroñ ñan bök juon laajrak an kotan ko iumin jiljino yio ko kar mōkta kin waween ko kim ak ro mottan bujinej in ad kar kwalök PHI in am. Ejjab an kwalök kin un ko an jermal in kamadmōde, köllä, makūtkūt ko an lale ejmour, ak kwalök ko kwar kōmālim im kin jot kain makūtkūt ko jot. Ñe kwoj kajitök kin laajrak in eloñlök jen juon alen ilo iien ko an 12- allōñ ko, kim maroñ kajitök kin köllä ebwe, wonaan ej bedbed ion wonaan kōmmane ñan eoroñ kajitök ko jot. Kim naj kwalök ñan eök melele ko jot kin wonaan ko ilo ien eo kwoj kōmman kajitök eo.

- **Maroñ ñan Fili juon Abnōnō.** Ñe kwojj lōmnak bwe juon are rupe am maroñ kin tenkwidik in am ak bwe kimij jab lore makūtkūt ko an tenkwidik in ad, kwoj maroñ fili juon abnōnō ñan kim ikkijen am jeje, ak ikkijen talbon ikkijen melele in tobar ko ilo jemlōkin Kajelā in.

Kwoj maroñ bareinwōt fili abnōnō ippen Secretary of the U.S. Department of Health and Human Services Office for Civil Rights ikkijen am jilkinlōk juon leta ñan:

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

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

Email: [OCRComplaint@HHS.gov](mailto:OCRComplaint@HHS.gov)

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

**Kim naj ban bōk jabdewōt makūtkūt in jumae eōk kin am fili juon abnōnō.**

- **Maroñ ñan Bōk Juon Kopi an Kōjjelā in.** Kwoj maroñ kajitōk kin juon kopi an Kōjjelā in jabdewōt ien ikkijen am kōjerbal melele in tobar ebed ilo jemlōkin an Kōjjelā in. Ñe kwoj bōk Kōjjelā in ion webjait in ad ak ilo email, kwoj maroñ bareinwōt kajitōk kin juon kopi an peba kin Kōjjelā in.

## **MELELE KŌN WĀWEEN KEBAAK ER:**

Ñe ewōr am kajitōk kin Kōjjelā in, makūtkūt ko ad kin tenkwidik an PHI in am, ak ñan kōjerbal maroñ ko am, kwoj maroñ tobar kim ilo jeje ak ikkijen talbon ikkijen melele in kebaak e laajrak itulal.

Arkansas Total Care  
Attn: Privacy Official  
P.O. Box 205010  
Little Rock, AR 72221

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

# Kōmelele ko kin Naan ko

**Peba in Kwalōk Kain Jipañ kin ejmour kwoj Koñan (Advance Directives).** Ta eo kwoj kalōk ñan armej kin ta eo kwoj koñan kin jermal in lale am ejmour ñe kwe make ban kwalōk ñan er. Juon living will (naan in tōl ko ilo ien kwojj mour ak jab maroñ kōnono) ej juon Advance Directive (Peba in Tōl kin Ejmour) eloñ armej kōjerbale.

**Owar.** Juon kajitōk bwe rijerbal ro an Arkansas Total Care naj bar etale juon Notice of Action (NOA, Kōjjelā kin Makūtkūt). Juon NOA ej ta eo kimij jilkinlōk ñan eōk ilo ien eo Arkansas Total Care kajekdoon jipañ ko kwoj koñan, kōmman jemlōk an joñan an lale im jipañ, kajekdroñ jipañ eaar kōmālim kar mōkta, ak kajekdroon kōllā kin jipañ. Ñe kwoj owar juon bebe, ej kajinoe juon makūtkūt ej kaiterwuk juon bebe ejjab emman ippam ak juon jermal ear walōk an PASSE eo.

**Kamālim.** Bebe ñan kamālim jipañ ko ejej uon ak bar juon menin aikuj kin laleejmour in am. Juon kamālim ej bareinwōt etan juon naan in jilkinlōk.

**Jermal in Jipañ ko an Behavioral Health (BH, ejmour an Mwilin).** Jermal in Jipañ ko an Mental Health (ejmour in Kalmenlōkjen) im Substance Use Disorder (Nañinmij in Kōjermal Wuno ko Rekajur).

**Wonmanlōk im Kalaajrak an Jipañ.** Jipañ kin ejmour ej lelōk einwōt enaj wonmanlōk. Ejinoe ilo ien kein ka juon ro uwaan eo ej tobar juon PCP im lore ro uwaan eo ilo aolepen kotan ko an jipañ. Ej jipañ ejjab katar ak bwojrak.

**(Ro) Re Maroñ Deloñ.** Juon armej emwoj an bōk bebe bwe ewōr an maroñ in deloñ in bōk jermal in jipañ ko rej motta an State Medicaid Plan.

**Jibañ Jen Jikin Idrīñ.** Jipañ ko kwojj bōk ilo ien ewōr am jorāān ak nañinmij eaikuj in bōk jermal in kamadmōde ilo mōkaj ak ej likut mour eo ilo kauwatata.

**Abnōnō.** Juon abnōnō kin juon un ijjelukin juon bebe an juon tōkjen. Abnōnō ko rekoba joñan an emman jipañ eo, joñan an emman jermal in jipañ ko rej lelōk, men ko an kottan ko an armej ro einwōt jab kwalōk kautiej ñan juon rilelōk jipañ ak juon rijerbal, jab kautiej maroñ ko an juon ro uwaan jekdroon kin ta eo makūtkūt in kamadmōde re kajitōk kin. Abnōnō ko rekoba maroñ an juon ro uwaan ñan kaiterwōk juon laplōk an ien PASSE e koñan kōmmane ñan kōmman juon bebe kin kamalim.

**Lale ejmour Ilo Mweo Imōn.** Aolepen jermal in jipañ ko kin ejmour in am rej walōk ilo mweo mōm kin juon rinañinmij ebed wōt ilo mweo kin ejmour eo an jen juon rijerbal ekabeel an lale ejmour.

**Wā ko.** Wā ko kwoj aikuj ñan kejarōk eōk im ro mottan baamle in am jen nañinmin ko remaroñ likut mour in am ilo kauwatata.

**Inpatient.** Jermal in jipañ ko kwojj bōk ilo ien kwojj deloñ ilo juon aupital.

**Medicaid.** Burōkraam ej jipañ kin wonaan ejmour kamalim jen Title XIX an Social Security Act eo.

**ID Card an Ro Uwaan.** Juon Card ej kwalök bwe kwojj juon ro uwaan an Arkansas Total Care. Lale juon waanjoñak an card in ilo mottan an Bök in Kōmelele in etan Am ID Card an Ro Uwaan.

**Menin Aikuj an ejmour.** Juon kein bobrae ak waween kamadmōde ej iumin eddoin an juon mottan an jermal in jipañ ko im ejjab naetan an juon men ejjab mottan eddoin. Ej aikuj in juon menin aikuj an ejmour, kin men kein lalem:

- a. Maroñ. Waween kamadmōde ej jiroñ jen joun takto ak bar juon rijermal ekapeel an ejmour im re tomak bwe ej juon men in aikuj an kwe.
- b. Un. Waween kamadmōde ej kōmman ñan kamadmōde juon nañinmij in am.
- c. Joñan an Lap. Waween kamadmōde lelök ñan kwe joñan an wuno ko ak jermal in jipañ ko kwoj aikuj in kamonmonlak ijelukin aer lelök elaplök jen kwoj aikuji kin nañinmij in am.
- d. Kein Kamool. Ej juon men aolep re jela bwe waween kamadmōde ej kōmman juon jermal emman in kamonmonlök tōbrak ko an ejmour eo. Kin waween kamadmōde ekkaal rejañin kōmman elap an teej kin e, joñan an emman an ej bedbed ion kein kamool ko an ejmour jen takto eo ej kajitök bwe kwojj bök waween an kamadmōde.
- e. Emman wonaan. Waween kamadmōde ej juon wonaan emman kin nañinmij in ñe kwojj keidi ippen waween kamadmōde ko jot. Ekoba ejjelök kein bobrae. “Emman wonaan” ejjab melelein bwe ej wonaan diktata. Juon waween kamadmōde emaroñ emman an ejmour ak ejjab mottan eddoin tōkjen ko. Juon kein bobrae emaroñ jab tobar kamelele in kin juon aikuj an ejmour.

Waween kamadmōde ko rejjab tobar kamelele in kin aikuj an ejmour maroñ in bed iloan eddoin.

Juon waween kamadmōde ej emman wonaan ñe tōkjen ko im jorāān ko keidi ippen wonaan ko ej juon waween emman ñan kōjermal mweiuk ko kin ro ippen nañinmij eo. Ilo iien eo kimij etal waween kamadmōde ko ñan lo ñe rej tobar aikuj ko, kimij bedbed bebe in ad ion juon wōt ro uwaan, ekoba bwebwenatoan ejmour an aer.

“Emman tōbrak” ej melelein bwe waween kamadmōde ej kōtmane in kamonmonlök nañinmij eo (ippen lōmnak ko rejejjōt), im tōkjen ko rej lukuun laplök jen jorrāān ko emaroñ walök.

**Ro Uwaan.** Juon armej ej bök jermal in jipañ ko jen Arkansas Total Care einwōt state an Arkansas ej kamelele.

**Notice of Action (NOA, Kōjjelā kin Makūtkūt).** Juon peba ej maili ñan we ilo ien eo kimij kōmman juon bebe kin jermal in lale ejmour in am. Ej ekoba:

- a. Juon makūtkūt re kadōki.
- b. Un an kōmman makūtkūt emwoj an kadōki.

c. Naan in töl ak kakien eo ej rejtake makütküt eo.

NOA eo naj kamelele maroñ ko am ñan kamökajlök ak owar ko jot. Ej kwalök waween ñan kajitök kin juon lien Kwalök Abnono Eo Am Ilo Koot Bwe State Eo En roñjake im waween ñan kajitök bwe kwojj wonmanlök in bök jermal in jipañ ko ilo ien owar ak lien Kwalök Abnono Eo Am Ilo Koot Bwe State Eo En roñjake.

**Outpatient.** Juon waween kamadmöde ak makütküt emaroñ walök ijelökun am deloñ im bed wöt iloan aujpital.

**Wūno ko Emōj an Taktō Kōjjemoj ñan Kwe.** Jabdewöt wuno kwoj ban wieiki jen juon mon wia ak ijelökun juon kajitök ej jeje jen taktō in am.

**Protected Health Information (PHI Melele kin ejmour e Kejbarök).** Melele an ejmour ej kwalök won eo armej.

**Rilelök Jipañ.** Juon taktō, aujpital, ak jabdewöt armej ewör aer lijanj ak malim ñan lelök jermal in jipañ ejmour.

**Lajraak an Rilelök Jipañ.** Juon lajraak an aolepen rilelök jipañ rej bök kunaer ilo ra eo an Arkansas Total Care.

**Taktō in Kakolkol (Primary Care Provider, PCP).** Ej rilelök jipañ eo kein kajuon an jermal in lale ejmour an juon ro uwaan. Juon PCP ej lelök jipañ kakolkol. Ej lale im kejbarök naan in jilkinlök ñan rikapeel ro im jermal in jipañ ko ñan rinañimej ro ilowaan aujptöl emoj an bök malim. PCP eo ej kawonmanlök am jipañ.

**Naan in Jilkinlök.** Juon kajitök jen juon PCP kin juon ro uwaan ej töl ro uwaan eo ñan bök jermal in jipañ ko e aikuj kin ejmour eo, an jermal in jipañ ko rej eddoao jen bar juon rijermal ekapeel an jermal an lale ejmour.

**Rikapeel.** Juon taktō ear bök juon wöt kain, kaimenene tipdikdik ilo juon wöt mottan an jermal an ejmour.

**Kajemlök.** Juon ro uan e maroñ luuji maroñ in deloñ an aer kin burökraam an Arkansas Medicaid. Ilo iien eo men in ej walök, ro uwaan eo ej jolöki ilo mökaj jen Arkansas Total Care.

**Waween Kamadmöde.** Jipañ ko kwojj bök jen takto ro im jikin jipañ ko.

**Urgent care.** Ej ñe ewör juon joraann ak nañimej kwoj aikuj in kamadmöde iumen 48 awa ko. Ejjab likut mour in am ilo kauwötata.