

WelbeHealth Daim Ntawv Ceeb Toom Txog Kev Ntiag Tug

DAIM NTAUV CEEB TOOM NO QHIA TXOG TIAS COV NTAUB NTAUV KHO MOB TXOG KOJ YUAV RAU SIV THIAB MUAB TSHAJ TAWM LI CAS THIAB KOJ YUAV TAU TXAIS COV NTAUB NTAUV NO LI CAS. THOV TSHAWB XYUAS NWS ZOO ZOO.

Txhua lub chaw hauj lwm uas muaj tswv, khiav hauj lwm, lossis tswj hwm ncaj qha lossis tsis ncaj qha los ntawm Welbe Health, LLC (WelbeHealth), koom nrog hauv Kev Teeb Tsa Rau Kev Pab Cuam Kho Mob (Organized Health Care Arrangement) (WelbeHealth OHCA). Daim ntawv ceeb toom no tau muab tawm ua ke los ntawm cov tswv cuab ntawm WelbeHealth OHCA. Kev koom nrog hauv WelbeHealth OHCA tso cai rau cov chaw koom nrog tau faib cov ntaub ntawv kho mob uas raug tiv thaiv (protected health information) (PHI) ib leeg rau ib leeg rau lub hom phiaj ntawm kev kho mob, kev them nyiaj, thiab cov kev ua hauj lwm kho mob koom ua ke. Cov kev ua hauj lwm no yuav suav nrog kev tswj hwm kev them nqi thiab nyiaj txiag, kev sib pauv ntaub ntawv kho mob, kev txhim kho kom zoo ntxiv, thiab kev tswj hwm kev pheej hmoo. PHI, lossis “cov ntaub ntawv kho mob,” yog cov ntaub ntawv qhia txog koj thiab koj txoj kev noj qab haus huv. WelbeHealth thiab nws cov neeg ua hauj lwm yuav tsum ua raws li daim ntawv ceeb toom no.

WelbeHealth Yuav Siv Lossis Faib Koj Cov Ntaub Ntawv Kho Mob Uas Raug Tiv Thaiv (PHI) Li Cas

Rau Kev Kho Mob

WelbeHealth yuav siv lossis faib koj cov ntaub ntawv kho mob los muab thiab tswj xyuas kev saib xyuas thiab cov kev pab cuam rau koj. WelbeHealth yuav faib cov ntaub ntawv kho mob nrog lwm tus neeg saib xyuas uas koom nrog kev saib xyuas koj. Piv txwv li, WelbeHealth yuav xa cov ntaub ntawv kho mob txog koj mus rau lwm tus kws kho mob uas yog ib feem ntawm kev xa mus lossis yog tias koj tshem npe tawm.

Rau Kev Them Nyiaj

WelbeHealth yuav siv koj cov ntaub ntawv kho mob rau cov kev pab cuam xa nqi. Piv txwv li, WelbeHealth yuav faib koj cov ntaub ntawv kho mob nrog lub tuam txhab pov hwm lossis lub koom haum hauv xeev los lees paub tias koj tsim nyog tau txais lossis kom paub tseeb tias tau them nyiaj raug.

Rau Cov Kev Ua Hauj Lwm Kho Mob

WelbeHealth yuav siv thiab faib koj cov ntaub ntawv kho mob rau cov kev ua hauj lwm kho mob. Piv txwv ntawm cov kev ua hauj lwm kho mob yuav suav nrog kev npaj kev lag luam, kev daws qhov tsis txaus siab, kev ua raws txoj cai, kev txhim kho kom zoo ntxiv, kev cob qhia, lossis kev tiv tauj koj thaum tsim nyog. Kev ua hauj lwm kho mob yuav suav nrog kev faib koj li PHI nrog lwm lub chaw (cov koom nrog kev lag luam) rau cov hom phiaj zoo ib yam no.

Nrog Cov Neeg Hauv Tsev Neeg, Cov Neeg Sawv Cev, thiab Lwm Tus Uas Koom Nrog Koj Kev Saib Xyuas

WelbeHealth yuav faib koj cov ntaub ntawv kho mob nrog cov tib neeg uas koj tau teev npe, uas pab nrog koj txoj kev saib xyuas, lossis uas yuav txiav txim siab rau koj. Qee lub sij hawm, koj yuav qhia WelbeHealth kom tsis txhob faib cov ntaub ntawv rau qee tus neeg twg. Hauv qee qhov xwm txheej tsawg heev, nws yuav tsim nyog rau WelbeHealth los faib koj cov ntaub ntawv nrog lwm tus yam tsis muaj koj qhov kev tso cai. Qhov no yuav tshwm sim vim muaj xwm txheej ceev, lossis yog tias koj tus kws kho mob xav tias nws yog qhov zoo tshaj rau koj.

Raws Li Txoj Cai Yuav Tsum Tau Ua Lossis Tso Cai

WelbeHealth yuav faib koj cov ntaub ntawv kho mob yog tias txoj cai hauv xeev lossis tsoom fwv teb chaws yuav tsum tau ua. WelbeHealth yuav faib koj cov ntaub ntawv kho mob raws li txoj cai tso cai rau cov laj thawj hauv qab no:

- Txhawm rau pab nrog cov teeb meem kev noj qab haus huv lossis kev nyab xeeb rau pej xeem
- Txhawm rau qhia txog kev xav tias muaj kev tsim txom lossis lwm yam kev ua txhaum cai
- Txhawm rau tiv thaiv kev hem thawj loj rau leej twg txoj kev noj qab haus huv thiab kev nyab xeeb
- Txhawm rau ua hauj lwm nrog cov kws tshuaj ntsuam lub cev tuag, cov kws soj ntsuam kho mob, thiab cov kws tswj xyuas kev pam tuag
- Txhawm rau ua kev tshawb fawb
- Txhawm rau teb rau lwm qhov kev thov ntawm tsoom fwv
- Txhawm rau teb rau lub tsev hais plaub lossis cov lus txib hauv kev tswj hwm, lossis teb rau daim ntawv txib hu mus tsev hais plaub (subpoena)

Cov Lus Qhia Ntxiv Txog Koj Cov Ntaub Ntawv Kho Mob**Daim Ntawv Tso Cai Uas Sau Cia**

Koj daim ntawv tso cai lossis daim ntawv pom zoo uas sau cia yog tsim nyog rau WelbeHealth los faib lossis siv koj cov ntaub ntawv kho mob nyob rau hauv txoj hauv kev uas tsis tau hais nyob rau hauv daim ntawv ceeb toom no. Koj tuaj yeem hloov pauv koj qhov kev tso cai tau txhua lub sij hawm, thiab nws yuav tsis muaj kev cuam tshuam rau koj txoj kev saib xyuas lossis cov kev pab cuam.

Cov Ntaub Ntawv Kho Mob Uas Ceeb (Sensitive Medical Information)

Raws li tau teev tseg hauv qee cov cai ntawm xeev thiab tsoom fwv teb chaws, WelbeHealth muaj kev tiv thaiv ntxiv rau qee hom ntaub ntawv kho mob uas ceeb (sensitive medical records), xws li:

- Cov ntawv sau txog kev kho kev xav thiab cov ntaub ntawv kev noj qab haus huv ntawm lub hlwb (yuav ua raws li 45 CFR § 164.508(a)(2), thiab NY Mental Hygiene Law § 33.13)
- Cov ntaub ntawv kho kab mob siv yeeb tshuaj phem (yuav ua raws li 42 CFR Part 2)

- Cov ntaub ntawv ntsig txog tus kab mob HIV/AIDS (yuav ua raws li NY Public Health Law Article 27-F)
- Cov txiaj ntsig kev kuaj noob caj noob ces (Genetic testing results)
- Cov ntaub ntawv hais txog kev saib xyuas kev me nyuam lossis cov kab mob sib kis los ntawm kev sib deev

WelbeHealth Cov Lub Luag Hauj Lwm

WelbeHealth thiab cov tswv cuab ntawm WelbeHealth OHCA tau cog lus los tiv thaiv koj cov ntaub ntawv ntiag tug. Raws txoj cai, WelbeHealth yuav tsum:

- Tswj hwm kev ntiag tug thiab kev nyab xeeb ntawm koj cov ntaub ntawv kho mob uas raug tiv thaiv
- Qhia rau koj sai sai yog tias muaj kev ua txhaum cai uas yuav ua rau koj cov ntaub ntawv kho mob, kev ntiag tug, lossis kev nyab xeeb puas tsuaj
- Ua raws li cov kev coj ua ntiag tug uas tau piam qhia hauv daim ntawv ceeb toom no thiab muab ib daim theej rau koj raws li koj qhov kev thov

WelbeHealth tsis xauj, muab xauj, lossis muag cov tswv cuab li PHI lossis Cov Ntaub Ntawv Ntiag Tug, xws li cov lej xov tooj, nrog lwm lub koom haum, rau kev lag luam. WelbeHealth ua raws li txhua txoj cai ntawm xeev thiab tsoom fwv teb chaws txog kev ntiag tug.

Kev Hloov Pauv Rau Daim Ntawv Ceeb Toom No

WelbeHealth yuav hloov kho daim ntawv ceeb toom no tshiab. Cov kev hloov kho tshiab twg yuav siv rau cov ntaub ntawv uas WelbeHealth muaj txog koj. Yog tias cov kev hloov kho ntawd hloov pauv Daim Ntawv Ceeb Toom no lossis koj cov cai ntau, koj yuav raug ceeb toom. Daim tshiab tshaj plaws yuav muaj nyob rau thaum thov, ntawm peb cov chaw ua hauj lwm, thiab hauv is taws nem ntawm

<https://welbehealth.com/>.

Koj Cov Cai

Koj muaj cai xaiv.

- Tshawb xyuas koj cov ntaub ntawv tsis pub dhau 10 hnuv tom qab xa daim ntawv thov
- Tau txais ib daim theej ntawm koj cov ntaub ntawv kho mob thiab kev thov nyiaj (claims records)
- Thov kom WelbeHealth kho cov ntaub ntawv kho mob thiab ntaub ntawv thov nyiaj yog tias lawv tsis raug lossis tsis tiav
- Thov kom muaj kev sib txuas lus ntiag tug, xws li hu rau koj ntawm ib tug xov tooj lossis chaw nyob uas tau teev tseg
- Thov kom WelbeHealth txwv cov ntaub ntawv uas siv lossis faib txog koj rau kev kho mob, them nyiaj, lossis cov kev ua hauj lwm kho mob
- Tau txais ib daim ntawv teev npe (ib qho nyiaj txiag) ntawm kev muab tshaj tawm ntawm koj li PHI



- Tau txais ib daim theej ntawm Daim Ntawv Ceeb Toom Txog Kev Ntiag Tug (Notice of Privacy Practices) no
- Xaiv ib tus neeg los ua rau koj yog tias koj tau muab ntaub ntawv ua tus sawv cev kho mob rau lawv lossis ntaub ntawv tso cai uas sau cia
- Xa daim ntawv tsis txaus siab yog tias koj ntseeg tias koj txoj cai ntiag tug raug txhaum

Kev Thov Ntaub Ntawv Kho Mob

Txhawm rau thov daim theej ntawm koj cov ntaub ntawv, kev kho rau koj cov ntaub ntawv, kev txwv rau koj cov ntaub ntawv, kev teev npe txog kev tshaj tawm, lossis kev sib txuas lus ntiag tug, koj yuav tsum xa koj qhov kev thov uas sau cia rau:

WelbeHealth
Attn: Medical Records
8399 Garvey Avenue
Rosemead, CA 91770

Cov Ntaub Ntawv Ntxiv Thiab Kev Tsis Txaus Siab

Yog tias koj muaj lus nug txog Daim Ntawv Ceeb Toom no lossis xav tau ntaub ntawv ntxiv txog koj txoj cai ntiag tug, thov hu rau WelbeHealth (888) 530-4415. Rau cov neeg tsis hnov lus, thov siv TTY 711.

Yog tias koj muaj kev tsis txaus siab txog koj txoj cai ntiag tug lossis txoj kev uas WelbeHealth siv koj cov ntaub ntawv, koj tuaj yeem hu rau tus xov tooj saum toj no, lossis xa nrog kev sau cia rau:

WelbeHealth
Attn: Privacy Officer
8399 Garvey Avenue
Rosemead, CA 91770

Kev tsis txaus siab kuj tseem tuaj yeem xa mus rau:

Privacy Officer
California Department of Health Care Services
PO Box 997413
MS 0010
Sacramento, CA 95899-7413
(916) 445-4646 (Lub suab - Voice)
(877) 735-2929 (TTY/TDD)

LOS SIS

NJ Department of Health
Division of Health Facility Survey and Field Operations
PO Box 367



Trenton, NJ 08625
(609) 633-8980

LOS SIS

New York State Department of Health
Office of Professional Medical Conduct
Riverview Center
150 Broadway Suite 355
Albany, New York 12204-2719
(800) 663-6114

LOS SIS

Office for Civil Rights Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W., Room 509F, HHH Building
Washington, D.C. 20201

Hnub Tim Pib Siv thiab Kev Siv Tau

Daim Ntawv Ceeb Toom Txog Kev Ntiag Tug no pib siv rau hnub tim 1 lub Tsib Hlis, 2026, thiab siv tau rau txhua cov ntaub ntawv kho mob uas khaws cia lossis faib los ntawm cov tswv cuab ntawm WelbeHealth OHCA.

Daim Ntawv Ceeb Toom Txog Kev Tsis Muaj Kev Ntxub Ntxaug

WelbeHealth ua raws li tsoom fwm teb chaws thiab xeev cov cai pej xeev uas tsim nyog thiab tsis ua txhaum cai ntxub ntxaug, cais neeg, lossis ua rau lawv sib txawv vim yog poj niam txiv neej, haiv neeg, xim tawv nqaij, kev ntseeg, poj koob yawm txwv, lub teb chaws yug, kev pab pawg neeg, hnub nyoog, kev tsis taus ntawm lub hlwb, kev tsis taus ntawm lub cev, mob nkeeg, ntaub ntawv noob caj noob ces, kev muaj txij nkawm, poj niam txiv neej (gender), kev paub tias yog poj niam txiv neej (gender identity), lossis kev sib deev li cas (sexual orientation). Txhawm rau saib tag nrho WelbeHealth Daim Ntawv Ceeb Toom Txog Kev Tsis Muaj Kev Ntxub Ntxaug, thov mus saib <https://welbehealth.com/>.

Kev Pom Zoo Txais – Daim Ntawv Ceeb Toom Txog Kev Ntiag Tug

Kuv lees paub tias kuv tau txais ib daim theej ntawm WelbeHealth qhov Daim Ntawv Ceeb Toom Txog Kev Ntiag Tug. Kuv nkag siab tias nws qhia tau tias WelbeHealth yuav siv thiab faib kuv cov ntaub ntawv kho mob li cas thiab piav qhia txog kuv cov cai ntiag tug. Kuv nkag siab tias muaj ib daim theej ntawm Daim Ntawv Ceeb Toom Txog Kev Ntiag Tug tam sim no uas muaj nyob ntawm txhua qhov chaw ntawm WelbeHealth thiab ntawm welbehealth.com, lossis los ntawm kev hu rau (888) 530-4415.

TUS NEEG KOOM

Kos Npe

Hnub Tim

Sau Lub Npe

Hnub Yug

TUS NEEG SAWV CEV NTIAG TUG

(Yog tias koj tab tom kos npe sawv cev rau tus neeg koom, thov ua kom tiav cov hauv qab no)

Tus Sawv Cev Kos Npe

Hnub Tim

Sau Lub Npe

Kev Txhawb Nqa Rau Tus Neeg Koom

Txoj Cai Tswj Hwm (Piv txwv li, Daim Ntawv Tso Cai (Power of Attorney), Tus Koom Saib Xyuas Raws Cai (Legal Guardian))



FOR STAFF USE ONLY – If participant or representative declined to sign:

- ☐ Participant was offered the Notice of Privacy Practices but declined to sign.
- ☐ Notice was mailed to participant's address of record.
- ☐ Participant was unable to sign due to: _____

Staff Name (printed)

Date

Retain this signed acknowledgment in the participant's record for a minimum of six (6) years per 45 CFR § 164.530(j). A good faith effort to obtain acknowledgment is required under 45 CFR § 164.520(c)(2)(ii).