

# Wellcare by Health Net

## Ho'olaha Hana Ho'omalulu Mo'olelo

NA KĒIA HO'OLAHA E WEHEWEHE NO KA HO'OHANA 'IA O KOU MO'OLELO OLAKINO, KONA HO'OKU'U 'ANA, A ME KĀU HANA E KI'I AI I KĒIA HO'OMAOPOPO 'ANA. E HELUHELU PONO.

**Ho'okō 'ia mai 10/1/2024**

Ke makemake 'oe i ka unuhi 'ana o kēia wehewehe 'ana, e kelepona mai: **1-800-431-9007** (TTY: **711**).

Si necesita ayuda para traducir o entender este texto, llame al **1-800-431-9007** (TTY: **711**).

### **Nā Kuleana o ka Hui Pale 'ia:**

He hui ka Wellcare i pale 'ia a ho'omalulu 'ia ma lalo o ke kĀnāwai, 'o ka Health Insurance Portability and Accountability Act of 1996 (HIPAA). Ua koi 'ia ka Wellcare ma lalo o ke kĀnāwai e ho'omalulu i kou mo'olelo pilikino pili i kou olakino (PHI), nāna hā'awi i kēia Ho'olaha iā 'oe no kou kuleana pili kĀnāwai a me nā hana ho'omalulu mo'olelo pilikino pili i kou PHI, nāna ho'okō i ke kuhikuhi 'ana o ka Ho'olaha i pa'a, a nāna ho'i ho'omaopopo aku iā 'oe ke wāwahi 'ia kou PHI i ho'omalulu 'ole 'ia.

Na kēia ho'olaha e wehewehe i ko mākou ho'ohana a ho'oku'u 'ana i kou PHI. Na kēia ho'olaha ho'i e wehewehe i kou mau kuleana e komo, ho'oponopono, a ho'omalulu i kou PHI a ma ka ho'okō 'ana i kou kuleana. Ke ho'ohana a ho'oku'u 'ia kou PHI ma kekahi 'ano i wehewehe 'ole 'ia ma loko o kēia Ho'olaha, e hana 'ia ma muli wale nō o kĀu 'āpono ma ka palapala.

No ka Wellcare nō ke kuleana e ho'ololi i kēia Ho'olaha. No ka Wellcare ke kuleana e ho'okō i ka Ho'olaha i ho'oponopono 'ia no kou PHI i loa'a iā mākou, a pēia nō ho'i kou PHI i loa'a ma kēia mua aku. Na ka Wellcare nō e ho'oponopono koke a ho'oku'u aku i kēia Ho'olaha ke nui kūpono nō ka mea e ho'oponopono ai, penei:

- No nā 'Ano Ho'ohana a Ho'oku'u 'ana.
- Kou mau Kuleana.
- Ko mākou mau kuleana pili kĀnāwai.
- Nā hana ho'opalekana 'ē a'e i hō'ike 'ia ma ka ho'olaha.

E ho'olaha nō mākou i nā Ho'olaha ma ko mākou 'ao'ao uila a i 'ole ma ka palapala ho'ouna 'ia ma ka pahu leka.

### **Ka Pale 'ana ma Loko o ke Ke'ena no ka PHI Ha'i Waha, Kākau Lima, a Uila paha:**

Na ka Wellcare nō e ho'omalulu i kou PHI. Ho'ohiki nō mākou 'a'ole e ho'olaha i kou lāhui kanaka a me kĀu 'olelo makuahine (REL), a pēia nō ho'i no kou 'ao'ao pili i ka moe kĀne a wahine paha, a me kou 'ao'ao he kĀne a wahine paha āu e hō'ike ai (SOGI). Ua pa'a nā hana ho'omalulu kūlana pilikino a palekana nō ho'i.

Penei kekahi o ka hana e ho'omalulu 'ia ai kou PHI:

- A'o 'ia ko mākou po'e limahana ma ka ho'okō 'ana i kĀ mākou mau hana ho'omalulu kūlana pilikino a palekana.

- Koi mākou i ko mākou po'e hoa hana e ho'okō i nā hana ho'omalū kūlana pilikino a palekana nō ho'i.
- Mālama nō mākou i ka palekana o ko mākou mau ke'ena.
- Wala'au nō mākou no kou PHI no ke kumu wale nō pili i ka 'oihana me ka po'e wale nō i kūpono loa iā lākou ka ho'omaopopo 'ana.
- Mālama mākou i ka palekana o kou PHI ke ho'ouna aku mākou a i 'ole ke mālama mākou ma ka hana uila.
- Ho'ohana mākou i nā hana hou o kēia wā e pale aku ai i ka po'e kūpono 'ole i ke komo 'ana i kou PHI.

## Nā Hana 'Ae 'ia a me ka 'Ike Ho'oku'u 'ia no Kou PHI:

Eia ma lalo nei kekahi papa helu o kā mākou ho'ohana a ho'oku'u 'ana paha o kou PHI me kou 'āpono 'ole 'ana:

- **Ka Lapa'au 'ana** - E ho'ohana a ho'oku'u paha mākou i kou PHI i kekahi kauka a mea lawelawe olakino 'ē a'e paha nāna lapa'au iā 'oe, no ka ho'omalū 'ana i kou lapa'au 'ia ma waena o nā mea lawelawe olakino like 'ole, a i 'ole no ke kōkua 'ana mai iā mākou ma ka ho'oholo 'ana i ka mea e 'āpono mua ai pili i kou mau pōmaika'i.
- **Ka Uku 'ana** - E ho'ohana a ho'oku'u paha mākou i kou PHI e uku ai no kou pōmaika'i no nā hana lawelawe olakino i lawelawe 'ia ai 'oe. E ho'oku'u paha mākou i kou PHI i kekahi papa hana 'inikua olakino 'ē a'e, i kekahi mea lawelawe olakino, a i 'ole i kekahi mea 'ē a'e nō paha i ka'a ma lalo o nā Lula Mālama Pilikino no ka hana uku. Ua pili ka uku 'ana i ka ho'oholo 'ana i ke noi, ka ho'omaopopo 'ana iā 'oe inā ua kūpono 'oe no ka uku 'ia o nā koi, a no ka nānā 'ana i nā hana lawelawe e pono ai ke olakino.
- **Hana ma ka lawelawe 'ana i ke Olakino** - E ho'ohana a ho'oku'u paha mākou i kou PHI e like nō me ka hana a ko mākou 'oihana. 'O ka hana, 'o ka lawelawe paha i ka po'e kū'ai, ka pane 'ana i nā 'ōhumu a me ka ho'opi'i 'ana, a me ka ho'omalū 'ana ma waena o nā kauka a me nā mea lawelawe olakino like 'ole.

Ma loko o kā mākou 'oihana, e ho'oku'u paha mākou i kou PHI i nā hoa hana. E ho'opa'a mākou i nā 'aelike e ho'omalū ai i ke kūlana pilikino o kou PHI me nā hoa hana. E ho'oku'u paha mākou i kou PHI i kekahi hui i ka'a ma lalo o nā Lula Ho'omalū Pilikino o ke aupuni pekelala. Pono e kama'āina ia hui me 'oe ma kāna mau hana lawelawe olakino. Penei ka hana:

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| - Loiloi kūlana pono a me ka hana ho'oponopono.   | - Ho'omalū mo'olelo a ho'omalū hana lapa'au.   |
| - Loiloi i ke akamai kūpono a i 'ole nā palapala 'oihana o nā mea lawelawe olakino 'oihana. | - 'Ike a pale aku i ka hana 'epa a me ka hana māinoino ma ka 'oihana mālama olakino. |

Ho'omalū 'ia kou lāhui, nohona kanaka, kāu 'ōlelo makuahine, kou 'ao'ao he kāne e moe ai, kou 'ao'ao he kāne a wahine paha āu e hō'ike ai ma lalo o ka 'oihana a me nā kānāwai o ka papa hana olakino. 'O ka mana'o nui, ua mālama 'ia ke kūlana pilikino o ka 'ike āu e hā'awi mai ai nou, a he palekana nō. E hō'ike aku mākou i kēia 'ike me nā mea lawelawe olakino wale nō. 'Aole e hō'ike 'ia me nā po'e 'ē a'e me kou 'āpono 'ole. Ho'ohana mākou i kēia ho'omaopopo 'ana e ho'oponopono ai i ke kūlana pono o ka lawelawe 'ia o kou olakino.

Penei ke kōkua o ka ho'omaopopo 'ana iā mākou:

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| - Pēlā e maopopo pono ai iā mākou ka mea e pono ai kou olakino.                             | - Pēlā e a'oa'o ai iā 'oe i ka mea e pono ai kou olakino.                         |
| - Pēlā e maopopo ai no kāu 'ōlelo ma'a loa ke hui 'oe me nā mea lawelawe olakino like 'ole. | - Pēlā e ho'olako ai i nā polokalamu e kōkua ai iā 'oe e māhuahua ai kou olakino. |

‘A‘ole ho‘ohana ‘ia kēia ho‘omaopopo ‘ana no ka ho‘okumu ‘ana i ka ‘inikua a i ‘ole no ka ho‘oholo ‘ana no kou kūpono no ‘inikua.

- **Ho‘olaha no ka Papa Hana Olakino Hui/Hui Kāko‘o Papa Hana** – E hō‘ike paha mākou i kou PHI i kekahi hui kāko‘o o ka papa hana olakino hui, ‘o ka hui hai limahana paha a i ‘ole kekahi hui ‘ē a‘e e lawelawe nei i ka polokalamu lawelawe olakino iā ‘oe, inā ua ‘ae nō ka hui kāko‘o i nā kaupalena ‘ana ma ka ho‘ohana a ho‘olaha ‘ana paha i ka mo‘olelo olakino i ho‘omalū ‘ia (‘o ka ‘aelike ‘ana paha ‘a‘ole e ho‘ohana i ka mo‘olelo olakino ho‘omalū ‘ia no ka mea pili i kāu ‘oihana).

## **Ka Hō‘ike ‘ia o kou PHI ma nā ‘Ano Like ‘Ole i ‘Āpono ‘ia:**

- **Ho‘oulu Kālā** – E ho‘ohana a hō‘ike paha mākou i kou PHI no ka ho‘oulu kālā, no ka hui hana manawale‘a paha a i ‘ole kekahi ‘ano hui o ia ‘ano e ho‘olako ai i ke kālā no kā lākou hana. Inā ‘a‘ole mākou kūkā me ‘oe no ka ho‘oulu kālā ‘ana, e ‘ae aku mākou iā ‘oe e kāpae a ho‘opau paha i ka loa‘a mai o nā ho‘olaha ma ia mua aku.
- **Kūkulu ‘Inikua** – E ho‘ohana a hō‘ike paha mākou i kou PHI no ke kūkulu a ho‘okumu ‘ana paha i ka ‘inikua, inā no ka ho‘oholo ‘ana no ka palapala noi ‘inikua paha, a pēlā aku. Inā ho‘ohana a hō‘ike nō paha mākou i kou PHI no ke kūkulu ‘inikua, pāpā ‘ia mākou ‘a‘ole e ho‘ohana a hō‘ike paha i ka māhele genetic o kou PHI no ke kūkulu ‘inikua ‘ana.
- **Mea Ho‘omaopopo Hālāwai Ho‘opa‘a ‘ia/Nā Koho Hana Lapa‘au Like ‘Ole** - E ho‘ohana a hō‘ike paha mākou i kou PHI no ka ho‘omaopopo ‘ana iā ‘oe no ka hiki ‘ana mai o ka hālāwai ho‘opa‘a ‘ia no ka hana lapa‘au me mākou a i ‘ole no nā pōmaika‘i ‘inikua pili i ke olakino a me ka hana lawelawe, ‘o ka ho‘omaopopo ‘ana paha no ke kāohi puhi paka ‘ana, ‘o ka ho‘ēmi kaumaha o ke kino paha.
- **Koi ‘ia e ke Kānāwai** - Inā koi ‘ia ma lalo o ke kānāwai e ho‘ohana a hō‘ike paha i kou PHI, e ho‘ohana a hō‘ike nō paha mākou i kou PHI e ho‘okō ai i ke kānāwai a kaupalena ‘ia e like me kuhikuhi ‘ana o ia kānāwai. Inā loa‘a ‘elua a ‘oi mau kānāwai a lolina paha pili i ka hihia hō‘ike ho‘okahi nō, e ho‘okō aku nō mākou i ke kānāwai a lolina ‘o‘ole‘a hou a‘e.
- **Nā Hana Pili Olakino no ka Lehulehu** - E hō‘ike paha mākou i kou PHI i kekahi ‘oihana olakino no ka lehulehu no ke kumu e kāohi ai i ka mā‘i, ka ‘eha, a i ‘ole ka hemahema o ke kino E hō‘ike paha mākou i kou PHI i ka ‘oihana Food and Drug Administration (FDA) e hō‘oia‘io ai i ke kūpono, ka palekana, a i ‘ole ka hana pono o nā mea ku‘ai a hana lawelawe paha ma lalo o ka mana o ka FDA.
- **Ka Po‘e Ho‘omāinoino a Ha‘alele ‘ia** - E hō‘ike paha mākou i kou PHI i kekahi ‘oihana kalana, moku‘āina, a pekelala paha, ‘o ka ‘oihana lawelawe lehulehu nō paha, a i ‘ole ka ‘oihana ho‘omalū kamali‘i paha e ho‘okō ai i ke kānāwai a no ka hō‘ike aku ke mana‘o mākou ua hana ‘ia ka hana māinoino, inā ha‘alele ‘ia ke keiki, a i ‘ole ke pepehi ‘ia kekahi po‘e o ka home.
- **Ka Hana Ho‘okolokolo** - E hō‘ike paha mākou i kou PHI e ho‘okō ai i ke kauoha ho‘omalū a ka ‘aha ho‘okolokolo. E koi ‘ia nō paha mākou e hō‘ike i kou PHI e ho‘okō ai i ke kauoha hō‘ea aku i ka ‘aha ho‘okolokolo, ke noi ho‘omaopopo, a i ‘ole kekahi ‘ano noi o ia ‘ano.
- **Ho‘okō Kānāwai** - E hō‘ike paha mākou i kou PHI i ka ‘oihana ho‘okō kānāwai ke koi ‘ia mai e kōkua ai i ka ho‘okolokolo kalaima.
- **Luna Nīele Kumu Make, Mea Ho‘okolokolo Olakino, a me ka Luna Hale Ho‘olewa** - E hō‘ike paha mākou i kou PHI i ka luna ‘aha nīele kumu make a i ‘ole ke kauka ho‘okolokolo olakino. He mea pono nō paha ia no ka ho‘okolokolo ‘ana i ke kumu o ka make. E hō‘ike nō paha mākou i kou PHI i ka luna hale ho‘olewa inā pono no ka ho‘okō aku i ko lākou mau kuleana.

- **Hā'awi Manawale'a i ka Loko, Maka, 'Āpana o ke Kino** - E hō'ike paha mākou i kou PHI i ka hui ki'i 'āpana loko o ke kino. E hō'ike paha mākou i kou PHI i ka po'e ki'i 'āpana loko, ka hui waiho 'āpana loko, a i 'ole ka hui kuapo loko o ke kino, ka maka, ka 'āpana 'ē a'e paha o ke kino.
- **Ho'oweliweli 'ia ke Olakino a me ka Palekana** - E ho'ohana a hō'ike paha mākou i kou PHI ke mana'o mākou, me ka 'oia'i'o nō, he mea pono loa ka ho'ohana a hō'ike 'ana paha e kāohi ai i ka ho'oweliweli ko'iko'i 'ia o ke olakino a palekana paha o kekahi po'e a i 'ole ka lehulehu.
- **Nā Hana Kūikawā a ke Aupuni** - Inā he koa 'oe ma loko o nā 'oihana pū'ali koa o 'Amelika Hui Pū 'ia, e hō'ike paha mākou i kou PHI e like me ia i koi 'ia e nā luna pū'ali koa. E hō'ike nō paha mākou i kou PHI i nā luna pekelala no nā kumu ho'opalekana aupuni, ka hana ho'okolokolo, ka 'Oihana Department of State no ka ho'oholo i ka mea e pono ai ke olakino, no ka ho'omalua 'ana i ka Pelekikena, a no nā kānaka 'ē a'e nō e like me ia e pono ai ma lalo o ke kānāwai.
- **Uku Limahana** - E hō'ike paha mākou i kou PHI e ho'okō ai i nā kānāwai pili i ka uku limahana a i 'ole nā 'ano polokalamu pili i ka limahana, e like nō me ke kuhikuhi 'ana o ke kānāwai, i mea 'ohi ai i ka pōmaika'i no ka 'eha a i 'ole ka ma'i i loa'a ma ka hana me ka nānā 'ole ho'i i ka mea nāna i hana hewa.
- **Nā Pō'ino** - E hō'ike paha mākou i kou PHI i ka wā pō'ino i kekahi po'e o kou 'ohana, ka hoaloha pili, ka 'oihana ho'oponopono pōpilikia, a i 'ole ka po'e i kuhikuhi 'ia e 'oe, a i 'ole ke lōlō kou kino a i 'ole inā 'a'ole 'oe loa'a. E ho'oholo mākou ma ko mākou 'ao'ao 'oihana me ko mākou 'ike i ka hana inā ua kūpono nō ka hō'ike 'ana aku i kou PHI nou. Inā kūpono loa ka hō'ike 'ana nou, e hō'ike aku mākou i ka PHI wale nō e pono ai ke komo 'ana o ka mea nāna lawelawe i kou olakino.
- **Ka Po'e Pa'ahao** - Inā ua pa'a 'oe ma loko o ka hale pa'ahao a i 'ole inā ua ka'a 'oe ma lalo o kekahi luna ho'okō kānāwai, e hō'ike aku nō paha mākou i kou PHI i ka hale pa'ahao a i 'ole ka luna ho'okō kānāwai, ke kūpono ka ho'omaopopo 'ana no ka 'oihana i mea e lawelawe ai iā 'oe i ka hana lawelawe olakino; i mea e hō'ioia ai kou olakino a palekana paha; a i 'ole no ka pono o ke olakino a me ka palekana o ha'i; a i 'ole no ka palekana o ka hale pa'ahao.
- **Noi'i** - No kekahi mau kumu kūikawā, e ho'oku'u paha mākou i kou PHI i ka po'e hana noi'i ke 'āpono 'ia kā lākou papa hana noi'i a ke pa'a pono nā hana ho'opalekana kūpono i mea e palekana ai ke kulanā pilikino a me kou PHI.

## **Nā Ho'ohana a me nā Hō'ike 'ana o kou PHI e Pono ai Kou 'Āpono Kākau Lima 'ia**

Ua koi 'ia mākou e noi i kou 'āpono 'ana ma ka palapala e ho'ohana a hō'ike ai paha i kou PHI, ua kaka'ikahi nā ho'okoe 'ana, penei kekahi mau kumu:

- **Ke Kū'ai Lilo 'ana i Kou PHI** - E noi mākou i kou 'āpono palapala 'ia ma mua o ko mākou hō'ike 'ana ma ke 'ano e mana'o 'ia ai ua kū'ai lilo 'ia kou PHI, 'o ia ho'i, inā uku 'ia mākou no ka hō'ike aku i kou PHI penei.
- **Ho'olaha Mākeke** - E noi mākou i kou 'āpono palapala 'ia no ka ho'ohana a hō'ike paha i kou PHI no ka ho'olaha mākeke 'ana me kekahi mau kaupalena 'ana, ke kūka'i mana'o paha mākou me 'oe no ka ho'olaha mākeke 'ana a i 'ole ke hā'awi mākou i ka makana ho'olaha kū'ai no ke kumu kū'ai.
- **Ka Mo'olelo Psychotherapy** - E noi mākou i kou 'āpono palapala 'ia no ka ho'ohana a hō'ike paha i kou mo'olelo psychotherapy i loa'a iā mākou ma loko o kou 'ope me kekahi mau kaupalena 'ana, no kekahi mau 'ano hana lapa'au 'ana paha, no ka uku 'ana paha, a i 'ole no nā hana pili i ka lawelawe 'ana i ke olakino.

He kuleana kou e kāpae i kou ‘āpono ‘ana ma ka palapala i nā wā like ‘ole nō koe ke pau ko mākou ho‘ohana a hō‘ike ‘ana i kou PHI ma muli o ka ‘āpono mua ‘ana.

## **Nā Kuleana o ke Kanaka**

Eia kou mau kuleana pili i kou PHI. Ke makemake ‘oe e ho‘okō i kekahi o nā kuleana ma lalo nei, e kūkā‘i mana‘o mai me mākou ma o nā helu i hō‘ike ‘ia ma ka pau ‘ana o kēia Ho‘olaha.

- ***Kuleana e Noi ai i ke Kaupalena ‘ana*** - He kuleana nō kou e noi i ke kaupalena ‘ana no ka ho‘ohana a me ka hō‘ike ‘ana i kou PHI no ka hana lapa‘au, no ka uku ‘ana paha, a i ‘ole no nā hana pili i ka lawelawe olakino ‘ana, a pēia nō ho‘i no ka hō‘ike ‘ana i nā po‘e komo i kou lapa‘au ‘ana a i ‘ole no ka uku ‘ana no ka lawelawe ‘ia o kou olakino, inā na ka ‘ohana a hoaloha nō paha i hana. Pono e hō‘ike ‘ia nā kaupalena ‘ana ma luna o kāu noi a pono e hō‘ike ‘ia ka po‘e i ho‘okaupalena ‘ia ai. ‘A‘ole mākou i koi ‘ia e ‘ae aku i ke noi. Ke ‘ae nō mākou, e ho‘okō nō mākou i kāu kaupalena ‘ana koe ke pono ka ho‘omaopopo ‘ana no ka lawelawe ‘ana iā ‘oe i ka hana lawelawe pō‘ino. Akā na‘e, e ho‘okaupalena mākou i ka ho‘ohana a me ka hō‘ike ‘ana i kou PHI no ka uku ‘ana a i ‘ole no ka lawelawe ‘ana i kou olakino ma lalo o kekahi papa hana olakino inā nāu nō uku no ka hana lawelawe a mea kū‘ai paha.
- ***Kuleana Noi Kūkā‘i Mana‘o Malū*** - He kuleana kou e noi e kūkā‘i mākou me ‘oe no kou PHI ma nā ‘ano like ‘ole nō a i ‘ole ma nā wahi like ‘ole nō. Ua pili kēia kuleana inā wale nō e pilikia ‘oe i ka ho‘omaopopo ‘ana inā ‘a‘ole hō‘ike ‘ia ma nā hana ‘ē a‘e a i ‘ole ma kahi ‘ē a‘e e like me kou makemake. ‘A‘ole pono ‘oe e wehewehe i ke kumu no kāu noi, akā, pono ‘oe e hō‘ike he pilikia nō paha ‘oe i ka ho‘omaopopo ‘ana inā ‘a‘ole ho‘ololi ‘ia ka hana e hō‘ike ai i ka ho‘omaopopo ‘ana a i ‘ole inā ‘a‘ole ho‘ololi ‘ia kahi e hō‘ike ‘ia ai. Pono mākou e ho‘oponopono ā kūpono no kāu noi inā hiki a inā kuhikuhi ‘ia ka hana ‘ē a‘e a i ‘ole kahi ‘ē a‘e e ho‘ouna ‘ia ai kou PHI.
- ***Kuleana e Nānā a Loa‘a mai ke Kope o Kou PHI*** - He kuleana kou, me kekahi mau kaupalena ‘ana, e nānā i kou PHI a loa‘a mai paha i kope i loa‘a ma loko o kekahi ‘ope o kou mo‘olelo. Hiki iā ‘oe ke noi e hā‘awi mākou i kope ma kekahi ‘ano ma waho a‘e o ke kope pa‘i ki‘i. E ho‘ohana mākou e i ke ‘ano hana āu e noi ai koe inā ‘a‘ole hiki iā mākou ke hana pēlā. Pono ‘oe e noi ma ka palapala e nānā i kou PHI. Ke hō‘ole mākou i kāu noi, e hā‘awi aku mākou i ke kumu ma ka palapala a na mākou ha‘i aku iā ‘oe inā hiki ke nānā ‘ia nā kumu i hō‘ole ‘ia ai. E ha‘i aku nō ho‘i mākou iā ‘oe i ka hana e noi ai e nānā i nā kumu a i ‘ole inā ‘a‘ole hiki ke nānā ‘ia nā kumu.
- ***Kuleana e Ho‘oponopono i Kou PHI*** - He kuleana kou e noi e ho‘oponopono mākou i kou PHI ke mana‘o ‘oe ua hemahema ka ‘ike o loko. Pono e palapala ‘ia kāu noi, a nānā wehewehe i ke kumu e ho‘oponopono ‘ia ai ka ho‘omaopopo ‘ana. Hiki nō iā mākou ke hō‘ole i kāu noi no nā kumu like ‘ole nō; ‘o kekahi kumu, inā ‘a‘ole na mākou i hana i ka ho‘omaopopo ‘ana āu e makemake ai e ho‘oponopono a hiki nō i ka mea nānā i hana i ka PHI ke ho‘oponopono. Ke hō‘ole mākou i kāu noi, na mākou nō hā‘awi iā ‘oe i ka ho‘ākāka ‘ana ma ka palapala. Hiki nō iā ‘oe ke pane aku me ka ‘ōlelo mai ua kū‘ē‘ē ‘oe i ko mākou ho‘oholo ‘ana, a na mākou nō pāku‘i aku i kāu pane i loko o ka PHI āu e noi ai a mākou e ho‘oponopono ai. Ke ‘āpono mākou i kāu noi e ho‘oponopono ‘ia ka ho‘omaopopo ‘ana, e ho‘oponopono nō mākou i ka hana e ho‘omaopopo ai i nā po‘e like ‘ole, ‘o ka po‘e nō āu i kuhikuhi ai, no ka ho‘oponopono ‘ana a helu ‘ia nā loli ma loko o nā ho‘olaha ma ia mua iho.
- ***Kuleana e Loa‘a mai ka Mo‘olelo o nā Ho‘olaha*** - He kuleana kou e loa‘a mai kekahi palapala hō‘ike o nā loli ma loko o nā makahiki 6 i hō‘ike ‘ia ai kou PHI e mākou a i ‘ole ko mākou po‘e hoa hana. ‘A‘ole pili kēia i ka hō‘ike ‘ana no ka pono o ka lapa‘au ‘ana, ka uku ‘ana, ka lawelawe ‘ana i ke olakino, a i ‘ole no ka hō‘ike ‘ana āu i ‘āpono ai a me kekahi mau ‘ano hana ‘ē a‘e. Ke noi ‘oe i kēia mo‘olelo ‘elua a ‘oi manawa i loko o 12

mau mahina, e kāki paha mākou iā ‘oe i ke kumu kāki kūpono no ka pane ‘ana aku i kēia mau noi hou a‘e. E hā‘awi aku mākou iā ‘oe i ka ho‘omaopopo ‘ana ā nui hou aku no ko mākou kāki ‘ana ke noi mai ‘oe.

- **Kuleana e Waiho i ‘Ōhumu** - Ke mana‘o ‘oe ua uhaki ‘ia kou kuleana pili i kou kūlana pilikino a i ‘ole inā ua uhaki mākou i kā mākou mau lina pono‘ī no ke kūlana pilikino, hiki iā ‘oe ke waiho i ka ‘ōhumu me mākou ma ka palapala a i ‘ole ma ke kelepona ma nā helu i hō‘ike ‘ia ma ka pau ‘ana o kēia Ho‘olaha.

Hiki nō ho‘i iā ‘oe ke waiho i ‘ōhumu me ka Secretary of the U.S. Department of Health and Human Services Office for Civil Rights ma ka ho‘ouna ‘ana i ka palapala leka i 200 Independence Avenue, S.W., Washington, D.C. 20201 a i ‘ole e kelepona mai: **1-800-368-1019** (TTY: **1-800-537-7697**) a i ‘ole e nānā i ka ‘ao‘ao: **[hhs.gov/ocr/privacy/hipaa/complaints](https://hhs.gov/ocr/privacy/hipaa/complaints)**.

### **‘A‘OLE MĀKOU E HO‘OPI‘I IĀ ‘OE NO KA WAIHO ‘ANA MAI I KA ‘ŌHUMU**

- **Kuleana e Loa‘a mai i Kope o Kēia Ho‘olaha** - Hiki iā ‘oe ke noi i kope o kā mākou Ho‘olaha i nā wā like ‘ole, hō‘ike ‘ia nā helu e leka a kelepona ai ma ka pau ‘ana o kēia Ho‘olaha. Ke loa‘a kēia Ho‘olaha iā ‘oe mai luna mai o ko mākou ‘ao‘ao uila a leka uila paha, pēlā nō ho‘i e hiki ai iā ‘oe ke noi i kope pepa o ka Ho‘olaha.

## **Ho‘olaha Ho‘ākāka Ho‘omalū ‘Ike Pilikino**

NA KĒIA HO‘OLAHA E WEHEWEHE I KA HO‘OHANA A HŌ‘IKE ‘IA O KA ‘IKE PILI KĀLĀ NOU A ME KĀU HANA E KĪ‘I AI ‘OE I KĒIA WEHEWEHE ‘ANA. E HELUHELU PONO.

Ho‘ohiki mākou e mālama i ke kūlana malu o ka ‘ike pili kālā nou. ‘O ke ‘ano mana‘o o “‘ike kālā pilikino”, ‘o ka ho‘omaopopo ‘ana nō ia no ke kanaka i kākau inoa a i ‘ole ke kanaka i waiho i ke noi no ka hana lawelawe olakino me ka hō‘ike pū aku i ka inoa a me ka mo‘olelo o ke kanaka, he ‘ike ho‘i ‘a‘ole loa‘a koke ma waena o ka lehulehu, a loa‘a mai mai ia kanaka mai, a i ‘ole ua loa‘a ma muli o ke kūkulu ‘ana i ka hana lawelawe olakino no ia kanaka.

**Ka ‘Ike a Mākou e Noi ai:** ‘Ohi mākou i ka ‘ike kālā pilikino nou ma kēia mau kumu mai:

- ‘O ka ‘ike e loa‘a iā mākou mai iā ‘oe mai ma nā palapala noi a i ‘ole nā palapala ‘ē a‘e, ‘o ka inoa, ka helu wahi, kou makahiki, ka ‘ike olakino, a me ka helu Social Security;
- ‘O ka ‘ike no kāu mau hana me mākou, ko mākou po‘e hoa hana a po‘e ‘ē a‘e nō paha, ‘o ka uku mahina a me ka mo‘olelo koj; a me
- Ka ‘ike i loa‘a mai loko mai o nā hō‘ike no ka po‘e kū‘ai.

**Ka Hō‘ike ‘ana i ka ‘Ike:** ‘A‘ole mākou hō‘ike i ka ‘ike kālā pilikino no ka po‘e kākau inoa ‘ia a i ‘ole ka po‘e kākau inoa ‘ia i ka wā ma mua i nā hui ma waho o ko mākou hui, koe ke koi ‘ia a ‘ae ‘ia paha ma lalo o ke kōnāwai. Penei ke ‘ano: ma kā mākou hana ma‘amaui, e hō‘ike paha mākou i kekahi o ka ‘ike kālā pilikino a mākou e ‘ohi ai nou me kou ‘āpono ‘ole ‘ana, e like nō me ia i ‘ae ‘ia ma ke kōnāwai, no ka hā‘awi aku i kēia mau ‘oihana:

- Nā hui hoa hana, ‘o nā hui ‘inikua ‘ē a‘e paha;
- Nā hui ‘a‘ole pili me mākou ma kā mākou mau hana ma‘amaui, ‘o ka ho‘oholo ‘ana paha i ka hana nou, no ka mālama i kou (mau) mo‘olelo, a i ‘ole no ka ho‘okō ‘ana i ke kauoha a ka ‘oihana ‘aha ho‘okolokolo a me ka ho‘okolokolo ‘ana o ka ‘oihana ho‘okō kōnāwai; a me
- nā hui ‘a‘ole pili me mākou e lawelawe nei i nā hana lawelawe na mākou, ‘o ka ho‘ouna ‘ana paha i ka ho‘olaha kū‘ai na mākou.

**Ho'opalekana i ka Mea Pilikino:** Mālama mākou i nā hana ho'opalekana no nā ukana, nā hana uila, a me nā 'oihana, e like me ke kuhikuhi 'ana o nā kāmāhāwai moku'āina a pekelala paha, i mea e palekana ai ka 'ike kālā pilikino i 'ole e pohō, wāwahi 'ia, a hana 'ino 'ia paha. Helu 'ia ma lalo o kēia mau hana ho'opalekana, 'o ka ho'opalekana mīkini lolouila, nā 'ope mālama palekana 'ia, a me nā hale, a pēia nō ho'i nā kaupalena 'ana no ka po'e 'ae 'ia e komo i loko o kou mo'olelo kālā pilikino.

## **Nā Helu e Loa'a ai 'Oe**

**Nā Nīnau no Kēia Ho'olaha:** Ke loa'a ka nīnau iā 'oe no kēia ho'olaha, kā mākou mau hana pili i kou PHI, a i 'ole no ka ho'okō 'ana i kou mau kuleana, hiki iā 'oe ke leka mai iā mākou a i 'ole hiki ke kelepona mai ma nā helu i hō'ike 'ia ma lalo nei.

**Wellcare Health Plans Inc.**

**Attn: Privacy Official**

**7700 Forsyth Boulevard**

**Clayton, MO 63105**

**1-800-275-4737 (TTY: 711)**

## **Nondiscrimination Notice**

Discrimination is against the law. Wellcare By Health Net follows State and Federal civil rights laws. Wellcare By Health Net does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Wellcare By Health Net provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Wellcare By Health Net by calling **1-800-431-9007**. Between October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays. If you cannot hear or speak well, please call **TTY 711**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

**Wellcare By Health Net**  
**21281 Burbank Blvd.**  
**Woodland Hills, CA 91367**  
**1-800-431-9007 (TTY: 711)**

## **How to File a Grievance**

If you believe that Wellcare By Health Net has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Member Services. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Wellcare By Health Net's Civil Rights Coordinator by calling **1-866-458-2208**. Between 8 a.m. and 5 p.m., Monday through Friday. Or, if you cannot hear or speak well, please call **TTY 711**.
- **In writing:** Fill out a complaint form or write a letter and send it to:  
**Wellcare Civil Rights Coordinator**  
**P.O. Box 9103**  
**Van Nuys, CA 91409-9103**
- **In person:** Visit your doctor's office or Wellcare By Health Net and say you want to file a grievance.
- **Electronically:** Visit Wellcare By Health Net's website at **wellcare.com/healthnetCA**.



## **Office of Civil Rights – California Department of Health Care Services**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-916-440-7370**. If you cannot speak or hear well, please call **TTY 711 (Telecommunications Relay Service)**.
- **In writing:** Fill out a complaint form or send a letter to:  
Deputy Director, Office of Civil Rights  
Department of Health Care Services  
Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413

Complaint forms are available at [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- **Electronically:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

## **Office of Civil Rights – U.S. Department of Health and Human Services**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- **In writing:** Fill out a complaint form or send a letter to:  
U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

ATTENTION: If you need help in your language, call 1-800-431-9007 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-431-9007 (TTY: 711). These services are free.

انتباه: إذا كنت بحاجة إلى مساعدة بلغتك، فاتصل على 1-800-431-9007 (TTY: 711). تتوفر أيضًا مساعدات وخدمات للأشخاص ذوي الإعاقات مثل المستندات بطريقة برايل وبطباعة كبيرة. اتصل على 1-800-431-9007 (TTY: 711). هذه الخدمات مجانية.

ՈՒՇԱԴԴՈՒԹՅՈՒՆ. Եթե ցանկանում եք օգնություն ստանալ ձեր լեզվով, զանգահարեք 1-800-431-9007 (TTY՝ 711): Հասանելի են նաև հաշմանդամություն ունեցող անձանց համար նախատեսված օժանդակ միջոցներ և ծառայություններ, օրինակ՝ բրայլյան գրատեսակով և խոշոր տառաչափով փաստաթղթեր: Չանզանահարեք 1-800-431-9007 (TTY՝ 711): Այս ծառայություններն անվճար են:

注意：如果您需要以您的语言提供的帮助，请致电 1-800-431-9007 (TTY: 711)。此外，还为残疾人提供辅助和相关服务，如盲文文件和大字体文件。请致电 1-800-431-9007 (TTY: 711)。这些服务均免费提供。

注意：如果您需要以您母語提供的協助，請致電 1-800-431-9007 (TTY: 711)。我們也為殘疾人士提供輔助和服務，例如點字和大字體印刷的文件。請致電 1-800-431-9007 (TTY: 711)。這些服務均為免費。

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ 1-800-431-9007 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਬਰੇਲ ਲਿਪੀ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ਾਂ ਵਰਗੀਆਂ ਅਸਮਰੱਥਾ ਵਾਲੇ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। 1-800-431-9007 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਇਹ ਮੁਫਤ ਸੇਵਾਵਾਂ ਹਨ।

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है, तो 1-800-431-9007 (TTY: 711) पर कॉल करें। विकलांग लोगों के लिए ब्रेल और बड़े प्रिंट में दस्तावेज जैसी सहायताएं और सेवाएं भी उपलब्ध हैं। 1-800-431-9007 (TTY: 711) पर कॉल करें। ये सेवाएं निःशुल्क हैं।

THOV MUAB SIAB RAU: Yog tias koj xav tau kev pab ua koj hom lus, ces hu rau 1-800-431-9007 (TTY: 711). Tsis tas i ntawd, peb tseem muaj cov neeg pab thiab cov kev pab cuam rau cov neeg uas muaj cov kev xiam oob qhab, xws li cov ntaub ntawv ua ntawv su rau neeg dig muag thiab ntawv luam loj. Hu rau 1-800-431-9007 (TTY: 711). Cov kev pab cuam no pab dawb xwb.

**注意：言語のヘルプが必要な場合は1-800-431-9007（TTY：711）までお電話ください。障害をお持ちの方には、点字や大判プリントなどの補助機能やサービスもご利用になれます。1-800-431-9007（TTY：711）にお電話ください。これらのサービスは無料です。**

주의: 귀하의 구사 언어로 도움을 받으셔야 한다면 1-800-431-9007(TTY: 711)번으로 연락해 주십시오. 점자 및 큰 활자 인쇄 형식으로 된 문서 등 장애인을 위한 도움 및 서비스도 제공됩니다. 1-800-431-9007(TTY: 711)번으로 연락해 주십시오. 이러한 서비스는 무료입니다.

ຂໍ້ຄວນເອົາໃຈໃສ່: ຫາກທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເປັນພາສາຂອງທ່ານ, ໃຫ້ໂທຫາ 1-800-431-9007 (TTY: 711). ນອກຈາກນີ້ ຍັງມີຄວາມຊ່ວຍເຫຼືອສໍາລັບຜູ້ພິການ ເຊັ່ນ: ເອກະສານເປັນອັກສອນນູນ ແລະ ຕົວພິມໃຫຍ່ອີກດ້ວຍ. ໃຫ້ໂທຫາ 1-800-431-9007 (TTY: 711). ບໍລິການເຫຼົ່ານີ້ຟຣີ.

LIOUH EIX: Oix se nongc zuqc meih nyei wac jouh mienh bong zouc, cingv mboqv 1-800-431-9007 (TTY: 711). Hac haih weic waic fangx mienh zoux sic taengx qaqv, hngangv mangh wenh souh nzangc caux domh nzangc yenx benx nyei souh nzangc. Mboqv 1-800-431-9007 (TTY: 711). Naiv deix bong taengx meih se mv siou zinh.

**ចំណាំ៖ ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរសព្ទទៅលេខ 1-800-431-9007 (TTY: 711) ជំនួយនិងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារជាអក្សរស្នាបសម្រាប់ជនពិការភ្នែក និងពុម្ពអក្សរធំ ក៏មានផងដែរ។ សូមទូរសព្ទទៅលេខ 1-800-431-9007 (TTY: 711)។ សេវាទាំងនេះមិនគិតថ្លៃនោះទេ។**

توجه: اگر به زبان خودتان نیاز به کمک دارید با شماره 1-800-431-9007 (TTY: 711) تماس بگیرید. پشتیبانی و خدمات برای افراد دارای معلولیت، مانند اسناد با خط بریل و چاپ درشت، نیز موجود است. با شماره 1-800-431-9007 (TTY: 711) تماس بگیرید. این خدمات رایگان است.

**ВНИМАНИЕ:** если вам требуется помощь на родном языке, позвоните по номеру 1-800-431-9007 (TTY: 711). Также доступны сопутствующая помощь и услуги для людей с ограниченными возможностями, такие как материалы, напечатанные крупным шрифтом и шрифтом Брайля. Позвоните по номеру 1-800-431-9007 (TTY: 711). Эти услуги предоставляются бесплатно.

**ATENCIÓN:** Si necesita ayuda en su idioma llame al 1-800-431-9007 (TTY: 711). También están disponibles ayudas y servicios para personas con discapacidades, como documentos en Braille y letra grande. Llame al 1-800-431-9007 (TTY: 711). Estos servicios son gratuitos.

**ATENSYON:** Kung kailangan ninyo ng tulong sa inyong wika, tumawag sa 1-800-431-9007 (TTY: 711). Available din ang mga tulong at serbisyo para sa mga taong may kapansanan, gaya ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-431-9007 (TTY: 711). Libre ang mga serbisyong ito.

**โปรดทราบ:** หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ โปรดโทร 1-800-431-9007 (TTY: 711) นอกจากนี้ ยังมีความช่วยเหลือและบริการสำหรับผู้พิการ เช่น เอกสารที่เป็นอักษรเบรลล์และเอกสารที่ใช้ตัวอักษรขนาดใหญ่ โปรดโทร 1-800-431-9007 (TTY: 711) บริการเหล่านี้ไม่มีค่าใช้จ่าย

**УВАГА!** Якщо ви потребуєте підтримки своєю мовою, телефонуйте за номером 1-800-431-9007 (TTY: 711). Також доступні засоби та послуги для людей з обмеженими можливостями, як-от документи шрифтом Брайля та великим шрифтом. Телефонуйте за номером 1-800-431-9007 (TTY: 711). Ці послуги безкоштовні.

**CHÚ Ý:** Nếu quý vị cần trợ giúp bằng ngôn ngữ của quý vị, hãy gọi số 1-800-431-9007 (TTY: 711). Các hỗ trợ và dịch vụ dành cho người khuyết tật, chẳng hạn như tài liệu bằng chữ nổi và bản in cỡ chữ lớn cũng được cung cấp. Gọi số 1-800-431-9007 (TTY: 711). Các dịch vụ này miễn phí.