Ibibazo bikunze kubazwa ku bijyanye na UNM Care na Out-of-County Care

1. UNM Care na Out-of-County-Care ni iki?

UNM Care na Out-of-County-Care ni porogaramu zo kugufasha kwishyura ubuvuzi muri serivisi zo kwita ku buzima muri UNM Hospital (Ibitaro bya UNM). Ushobora gukoresha izi porogaramu igihe udafite ubwishingizi, ndetse ukaba wanazikoresha unafite ubwishingizi. Zishyura amafaranga y'ubuvuzi bwihutirwa n'izindi serivisi zo kwita ku buzima n'ubuvuzi ushobora gukenera. Intego yacu ni ukugufasha kumenya neza ko wahawe ubuvuzi ukeneye binyuze mu kugufasha kwishyura ikiguzi.

2. Ni bande bemerewe UNM Care cyangwa Out-of-County Care?

Kugira ngo wemererwe UNM Care, ugomba kuba uba mu Turere twa Bernalillo cyangwa Sandoval.

Kugira ngo wemererwe Out-of-County Care, ugomba kuba uba mu karere katarimo uturere twa Bernalillo cyangwa Sandoval.

Ushaka porogaramu za UNM Care na Out-of-County Care zombi ugomba –

- ✓ Kujya ku Bitaro cyangwa Amavuriro bya UNM ku kwita ku buzima bwawe no kuvurwa.
- ✓ Kwinjiza amafaranga (nyakabyizi, umushahara, inyungu) aza mu gihe runaka cyangwa nta mafaranga winjiza.

3. Ni izihe serivisi zishyurwa na UNM Care na Out-of-County Care?

UNM Care na Out-of-County Care zishyura –

- ✓ Serivisi zo kwita ku buzima, ibikoresho, ubuvuzi, n'inzira zisabwa mu kuvurwa. Ikiguzi cy'ibisabwa mu kuvurwa harimo ibikoresho cyangwa serivisi zikenewe kugira ngo hamenyekane cyangwa havurwe uko umerewe, cyangwa ubungwabungwe. Abazitanga bahitamo ibyo umuntu akeneye mu kuvurwa.
- ✓ Amabwiriza ku miti imwe n'imwe ishobora kuboneka muri farumasi za UNM Hospital. Baza uguhaye imiti niba umuti wawe wishyurwa na UNM Care cyangwa Out-of-County Care.

4. Ni izihe serivisi **ziti** shyurwa na UNM Care cyangwa Out-of-County Care?

UNM na Out-of-County Care **ntabwo** zishyurwa –

- X Imiti wandikiwe mu zindi farumasi zo hanze ya UNM Hospital
- X Kwibagisha

This translation was completed by LanguageLine Solutions.

Rwanda

- X Zimwe muri serivisi zo kuboneza urubyaryo nka –
  - Kwibagisha ugakuramo nyababyeyi (Kwifungisha)
  - Uburyo bwatoranyijwe bwo gukuramo inda (gukuramo inda)
  - Ibipimo n'ubuvuzi bujyanye n'ibibazo byo gusama.
- X Serivisi z'imbangukiragutabara
- X Ibikoresho byo mu buvuzi nk'ibitanda, imbago, cyangwa bomboni zaguzwe mu bubiko buri hanze ya UNM Hospital. Ubu bwoko bw'ibikoresho bwitwa Ibikoresho by'Ubuvuzi biramba (Durable Medical Equipment (DME)).

Medical Director na Chief Medical Officer muri UNM Hospital bashobora gushyira umwihariko kuri uru rutonde.

5. Ni gute Nasaba UNM Care cyangwa Out-of-County Care?

Intambwe ya mbere ni ukuzuza ubusabe. Kugira ngo ibyo ubikore, ugomba guhamagara **505 272-2521** kugira ngo uhane gahunda n'uhagarariye Umurwayi muri Serivisi z'Imari (Patient Financial Services). Ushobora gusaba gahunda wagiyeyo ubwawe cyangwa kuri telefoni. Nuhura n'Uguhagarariye (haba amaso ku maso cyangwa kuri telefoni) bazagufasha kuzuza ubusabe.

Iyo wamaze kubona gahunda, Uguhagarariye agufasha kuzuza ubusabe bwa UNM Care cyangwa Out-of-County Care Bazanakumenyesha ibyangombwa bigomba guherekeza ubusabe bwawe.

Ni iki noneho gikurikiraho?

Tuzagenzura ubusabe bwawe ubundi twemeze niba wemerewe UNM Care cyangwa Out-of-County Care. Nitugira andi makuru yisumbuye dukenera, tuzakumenyesha.

Tuzabikwibwirira cyangwa tukorereze ibaruwa (inyandiko imenyesha) tukubwira niba ubusabe bwawe bwemejwe. Ubusabe bwawe nibwangwa tuzaguhamagara **wagakwiye kubona igisubizo bitarenze iminsi 15 nyuma y'uko twakiriye ubusabe bwawe bwuzuye.**

Niba hari ibyangombwa ubura, ufite iminsi 30 uhereye umunsi inyandiko yitwa "Igenzura Rikenewe" (ikugejejweho n'Uguhagarariye) ngo ube watanze ibyo byangombwa.

Ubusabe bwawe niburamuka bwanzwe kubera ko utujuje ibisabwa, ushobora kujuririra uwo mwanzuro.

This translation was completed by LanguageLine Solutions.

Rwanda

6. Ese nshobora guhana gahunda na Patient Financial Services ntafite Nomero Iranga Umurwayi (Medical Record Number)?

Niba usanganwe **Nomero Iranga Umurwayi (MRN)** muri UNM Hospital, ushobora guhana gahunda na Patient Financial Services.

Niba nta MRN usanganwe muri UNM Hospital, **birahagije.** Nuhamagaraga ngo uhabwe gahunda y'ubusabe, bwira gusa Patient Financial Services ko ukeneye MRN.

7. Ntabwo ndi umuturage wa Leta zunze ubumwe za Amerika. Ese nshobora n'ubundi gusabira umwana wanjye cyangwa njye ubwanjye UNM Care cyangwa Out-of-County Care

Yego! Uwo ari we wese wujuje ibyo porogaramu isaba ashobora gusaba (reba Ikibazo cya 2). Ibijyanye na sitati yawe y'ubwimukira **ntaho** bihuriye n'inzira zo gusaba kandi **ntabwo** ari kimwe mu bintu dushingiraho twemeza cyangwa duhakanira uwasabye.

Mu 2021, New Mexico yatoye itegeko rivuga ko abatari abenegihugu bose (uko sitati yabo y'ubwimukira yaba imeze kose) bashobora gusaba nta nkomyi gahunda z'ubufasha nka UNM Care cyangwa Out-of-County Care, kandi ntabwo babwangirwa kubera ko bafite sitati y'abimukira. Iryo tegeko warisanga hano www.nmlegis.gov/Sessions/21%20Regular/bills/hoU.S.e/HB0112.html.

Ku bwo kurinda ubuzima bwawe bwite, **ntabwo tukubaza ibijyanye na sitati yawe y'ubwimukira.** Nta makuru n'amwe ajyanye na sitati y'ubwimukira bwawe tuzashyira mu busabe bwawe. Hagize umuntu n'umwe ugusaba amakuru cyangwa ibyangombwa bijyanye na sitati yawe y'ubwimukira, hamagara 505 272-2121.

8. Ese nimbona ubufasha butangwa na UNM Care cyangwa Out-of-County Care, bizagira ingaruka kuri sitati yanjye y'ubwimukira?

Oya. Gukoresha UNM Care cyangwa Out-of-County Care **nta** ngaruka bigira kuri sitati y'ubwimukira bwawe cyangwa mu gihe kindi waba ushaka kuvugurura sitati y'ubwimukira.

Imiryango imwe n'imwe ihangayikishijwe n'uko kubona ubufasha butangwa na UNM Care cyangwa Out-of-County Care bishobora kugira ingaruka kuri sitati yabo y'ubwimukira bitewe no kuba umuzigo kuri rubanda. Kubera ko UNM Care na Out-County Care ari porogaramu z'ubufasha ku buzima, kuzihabwa wowe ubwawe cyangwa umwana wawe nta ngaruka bigira kuri sitati y'ubwimukira. (Ntabwo bizafatwa nk'inyungu nk'uko amategeko abigenga.) Ushobora rwose gusaba kandi ukemera ubufasha muri izi porogaramu utuje nta bwoba.

This translation was completed by LanguageLine Solutions.

Rwanda

9. Ese nshobora gusaba UNM Care cyangwa Out-of-County Care igihe umukoresha wanjye atangira ubwishingizi bw'ubuzima?

Yego! Iyo turi kureba abemerewe, tureba gusa ku bagize umuryango n'ayo binjiza, niba uhabwa ubwishingizi ku kazi kawe, ushobora n'ubundi gusaba UNM Care cyangwa Out-of-County Care. Porogaramu zombi zishobora kugufasha kwishyura ikiguzi cy'inyongera n'ibindi ucibwa byihutirwa ndetse n'ubundi buvuzi na serivisi z'ubuzima ushobora gukenera. Ntabwo wiyandikisha ko uhabwa ubwishingizi ku kazi kawe ukora. Ariko niba ari ubuntu, twakugira inama yo kubikora.

10. Mfite SNAP, TANF, na/cyangwa WIC. Ibyo bizagira ingaruka ku busabwe bwanjye bwa UNM Care or Out-of-County Care?

Niba ubona inyungu za SNAP, TANF, na/cyangwa WIC za New Mexico, ubwo wujuje ibyangombwa bisabwa kugira ngo ubone UNM Care cyangwa Out-of-County Care. Ubwo rero, ntabwo ari ngomba kugaragaza ayo winjiza igihe usaba. Gusa ariko n'ubundi usabwa kugaragaza ko ubona SNAP, TANF, na/cyangwa WIC. Ibyo ushobora kubikora utanga **icyo ari cyo cyose muri ibi** byangombwa biherekeje ubusabe –

- ✓ Ibaruwa yatanzwe n'Ishami Rishinzwe Serivisi z'Ikiremwamuntu ivuga ku bijyanye n'inyungu ubona
- ✓ Icyemezo cy'inyungu
- ✓ Ifoto y'inyungu zawe yafashwe ku rubuga rwa YES NM

11. Ni ibihe byangombwa ngomba gutanga kugira ngo nsabe UNM Care cyangwa Out-of-County Care?

Tugomba kugenzura uwo uri we, aho utuye, n'ingano y'amafaranga winjiza. Ku bw'ibyo, turagusaba gutanga ibyangombwa bimwe biherekeza ubusabe bwawe kugira ngo bidufashe kubikora.

Uwo Uri We (Umwirondoro)

Turagusaba gutanga icyangombwa kugira ngo tugenzure umwirondoro wawe. Ushobora gutanga pasiporo yawe (yo mu gihugu icyo ari cyo cyose), uruhushya rwo gutwara ibinyabiziga, indangamuntu, cyangwa ikindi cyangombwa cyose gitanga umwirondoro. Menya byinshi ku byangombwa dushobora kwemera hano unyuze ku rubuga.

Icyo ukwiye kuzirikana –

Dusaba icyangombwa cy'umwirondoro kubera ko dukeneye kumenya uwo uri we no guhamya ko ari wowe. Ntabwo **ugomba** kuba uri umuturage wa Leta zunze ubumwe za America kugira ngo wemererwe UNM Care cyangwa Out-of-County Care. Ntabwo **ugomba** kutubwira ibya sitati yawe y'ubwimukira, nta n'ubwo tuzayikubaza. Ntabwo **ari** igikenewe mu kwemererwa UNM Care cyangwa Out-of-County Care.

This translation was completed by LanguageLine Solutions.

Rwanda

Niba udafite icyangombwa cyemeza umwirondoro wawe, nta kibazo – wowe tumenyeshe. Tuzafatanya gushaka igisubizo.

Aho Uba (Aderesi)

Tugusaba gutanga icyangombwa cyanditseho izina ryawe na aderesi. Wibuke ko ugomba kuba uba mu Karere ka Bernalillo cyangwa mu karere ka Sandoval kugira ngo wemererwe UNM Care, ariko wanasaba Out-of-County Care igihe utuye mu kandi karere. Ushobora gutanga inyemezabwishyu, fagitire y'ibintu nkenerwa, ubwishingizi bw'imodoka, cyangwa izindi nyandiko ziriho izina na aderesi yawe.

Niba udafite icyangombwa cyemeza aderesi yawe, nta kibazo – wowe tumenyeshe. Tuzafatanya gushaka igisubizo.

Ingano y'amafaranga ukorera (Ayo winjiza)

Tugusaba gutanga ibyangombwa byerekana imbumbe y'ayo abagize umuryango wawe winjiza buri kwezi. Dukeneye kumenya ingano y'ayo winjiza, kongeyeho amafaranga buri muntu wese mubana akorera. Ushobora gutanga inyemezabwishyu, imisoro usabwa, amabaruwa cyangwa fotokopi za sheki ziturutse ku Bwiteganyirize bw'Abakozi, Abashinzwe Abahoze mu Ngabo, Ibiro Bishinzwe Kwita ku Banyamerika b'Ababinde , cyangwa izindi nyandiko zerekana amafaranga buri wese yinjiza mu rugo rwanyu, nawe urimo.

Niba udafite ibi byangombwa, bitumenyeshe. Tuzafatanya gushaka igisubizo.

Ingano y'Amafaranga Ufite kuri Konti Zawe za Banki n'iz'Ishoramari (Umutungo)

Turagusaba gutanga icyangombwa cyemeza umubare w'ayo ufite kuri konti za banki n'iz'ishoramari. Kugira ngo wemererwe UNM Care cyangwa Out-of-County Care, ntabwo uba ugomba kurenza imbumbe ya$ 20.000 kuri konti zawe za banki (izisanzwe n'izo kuzigama) hamwe na konti z'ishoramari zose hamwe. Ushobora gutanga raporo heruka y'ibyakorewe kuri konti hatanzwe sheki, ubwizigame, na konti z'ishoramari ufite

Ntabwo tuzagusaba kubikuza amafaranga yawe yo mu kigega cy'izabukuru, impapuro mvunjwafaranga, ibyemezo byo kubitsa (CDs) kugira ngo uyakoreshe wishyura fagitire y'ubuvuzi. Gusa ariko, niba waramaze kuyabikuza mu mwaka, cyangwa niba igishoro cyararengeje igihe mu mwaka (ibi bivuze ko itariki yageze ubwo ishoramari ryawe ryagombaga kuba ryishyuwe), ayo mafaranga na yo azabarwa nk'ayo winjije.

Inzu yawe, imodoka, n'amafaranga y'izabukuru ntabwo bibarwa. Ntabwo usabwa gutanga ibyangombwa kuri ibyo.

This translation was completed by LanguageLine Solutions.

12. Haba hari umwihariko ku cyemezo cy'ayo winjiza asabwa?

Yego Niba ubona inyungu za SNAP, TANF, cyangwa WIC, ubwo wujuje ibisabwa ngo uhabwe UNM Care kandi ntabwo usabwa kugaragaza amafaranga winjiza. Niba utagira aho uba cyangwa warahombye, ubwo wujuje ibisabwa kandi ntabwo usabwa kugaragaza amafaranga winjiza.

Ariko tugusaba gutanga amakuru y'ikibazo cyawe n'uko ubayeho, niba bishoboka. Urugero –

- Niba ubona SNAP, TANF, na/cyangwa WIC, ushobora gutanga ibaruwa ivuye muri Human Services Department (HSD).
- Niba udafite aho uba, ushobora gutanga ibaruwa itangwa n'ushinzwe dosiye, cyangwa urwego rw'umuryango rukuzi. Ibaruwa y'icyitegererezo iboneka ku rubuga kugira ngo ushinzwe dosiye yawe ayifashishe.
- Niba warahombye, watanga ibyangombwa by'urukiko.

Niba nta cyangombwa na kimwe muri ibi ufite, tumenyeshe. Tuzafatanya gushaka igisubizo.

13. Ese UNM Care cyangwa Out-of-County Care yishyura fagitire z'ibitaro n'amavuriro bidakoresha uburyo bw'ibitaro bya UNM?

Oya. UNM Care na Out-Of-County Care **ntabwo** bizishyura –

- x Serivisi z'ubuzima cyangwa ubuvuzi izo ari zo zose ushobora guhererwa **hanze** ya UNM Hospital n'amavuriro yayo.
- x Serivisi z'ubuzima cyangwa ubuvuzi ubwo aribwo bwose ushobora guhererwa kuri aya mavuriro ya UNM Medical Group (atondetse hasi). Aya mavuriro ya Medical Group ntabwo ari agize UNM Hospital, kabone nubwo mu mazina yayo afitemo UNM.
    - Truman Health Clinic
    - Ikigo Gishinzwe Kwita ku Mikurire n'Ubumuga (Center for Development and Disability)
    - Center for Reproductive Health (Center for Reproductive Health)
    - UNM Center for Life
    - UNM Health Grande Primary Care Clinic
    - DNI Dialysis Clinic

14. Nshobora kubona ubufasha bwa UNM Care cyangwa Out-of-County Care igihe kingana iki?

Ushobora kubona ubufasha bwa **UNM Care** mu gihe **cy'umwaka 1.** Ingengabihe y'umwaka 1 itangira guhera umunsi twemeje ubusabe bwawe. Iyo umwaka 1 urangiye, ushobora kongera gusaba. Kongera gusaba birihuta kandi biroroshye.

This translation was completed by LanguageLine Solutions.

Rwanda

Kuri **Out-of-County Care** ushobora kubona ubufasha bw' **amezi 6**. Ingengabihe y'amezi 6 itangira ku munsi twemeje ubusabe bwawe. Iyo amezi 6 arangiye, ushobora kongera gusaba.

15. Byagenda bite ndamutse mfite fagitire ya mbere yo kwemererwa?

Niba ubonye serivisi z'ubuvuzi (gahunda, inzira, kwivuza) mu gihe cy' **amezi 6 mbere yo** kwemererwa UNM Care cyangwa Care or Out-of-County Care, dushobora gufasha mu kwishyura ikiguzi cy'izo serivisi igihe cyose ubuvuzi bwari –

- ✓ Bukenewe (bwihutirwa n'ubundi buvuzi na serivisi z'ubuzima ushobora gukenera).
- ✓ Waherewe muri UNM Hospital cyangwa ku mavuriro yayo.

16. Byagenda bite igihe nkeneye ubuvuzi kandi ngitegereje kumva niba naremerewe?

Ushobora kujya kuri UNM Hospital n'amavuriro yayo kwivuza mu gihe ugitegereje kumenya niba wemerewe, kandi tuzishyura fagitire umaze kwemererwa. Ariko nutemererwa, ni wowe uzaba ufite inshingano zo kwishyura izo fagitire. (Reba Ikibazo cya 18 kugira ngo umenye amakuru kuri gahunda zo kugabanyirizwa no kwishyura.)

Cyangwa ushobora no kujuririra icyemezo. Niba ubusabe bwawe bwanzwe, tuzakohereza ibaruwa isobanura impamvu. Niwiyemeza kujurira, tuzongera dusubiremo ubusabe bwawe. Ushobora gusanga inyandiko yo kujurira ku rubuga.

17. Nshobora kubona ibyangombwa bya UNM Care na Out-County Care hamwe n'amakuru y'ubufasha bw'imari mu rundi rurimi?

Yego! Niba ushaka icyangombwa kimwe muri ibi mu rundi rurimi, sura urubuga. Byinshi muribyo byahinduwe **byarahinduwe** kandi wabibona.

Niba uvuga urundi rurimi ukaba ushaka **umusemuzi**, bitumenyeshe! Dufite abasemuzi mu Rurimi rw'Amarenga rwa Amerika, Icyesipanyolo, navajo n'Ikinyaviyetinamu. Dushobora kandi no kuguhuza n'abasemuzi kuri telefoni mu ndimi hafi ya zose. Serivisi y'ubusemuzi ni ubuntu. Ni uburenganzira uhabwa n'amategeko bwo kugira umusemuzi mu rurimi uhisemo.

18. Ese ubusabe bwanjye bya UNM Care cyangwa Out-of-County Care ni ibanga?

Yego! Ubusabe bwawe hamwe n'amakuru yose utanga mu gusaba ni ibanga. Ntabwo UNM Hospital izayatanga. Amakuru azakoreshwa gusa na UNM Hospital kandi **ntabwo** azahabwa abandi bantu bo hanze ya UNM Hospital.

This translation was completed by LanguageLine Solutions.

Rwanda

19. Byagenda gute ndamutse ntemerewe, kandi nkaba nta mafaranga ahagije yo kwishyura fagitire yanjye y'ubuvuzi?

Niba uba muri New Mexico kandi ukaba utabashije kwemererwa UNM Care cyangwa Out-of-County Care kandi ukaba udafite ubwishingizi, ako kanya uzahita ubona **igabanyirizwa ku bwishyu.**

Igabanyirizwa ku bwishyu rigabanya amafaranga y'ibitaro na muganga ku kigero cya 45 ku ijana (45%). Ubwo rero, bivuze ko kubera iryo gabanyirizwa, fagitire yawe izaba irenga gato kimwe cya kabiri cy'ikiguzi gisanzweho.

Dushobora kandi no kugufasha gushyiraho **gahunda yo kwishyura** igufasha kwishyura fagitire yawe yo kwivuza buhoro buhoro, aho kwishyurira icyarimwe. Tuzagufasha kubona uburyo bukubereye bujyanye n'umufuka wawe, kandi butazagusaba inyungu. Ku bijyanye n'amakuru yisumbuye kuri gahunda yo kwishyura, hamagara 505 272-2521.

20. Ni gute nabona amakuru yisumbuye cyangwa ubufasha mu nzira zo gusaba?

Niba ukeneye amakuru yisumbuyeho, ukeneye ubufasha, cyangwa ufite ibibazo kuri kimwe muri ibi, ushobora:

Kujya ku rubuga rwacu

Ukeneye amakuru yisumbuyeho ku bijyanye na UNM Care na Out-Of-County Care jya kuri https://unmhealth.org/patients-visitors/billing-insurance/ Uzasangamo kandi amakuru yo gusaba UNM Care, Politiki y'Ubufasha mu by'Imari, izindi nyandiko z'ingenzi hamwe n'izi nyandiko zahinduwe mu rurimi.

Duhamagare

Hamagara **505 272-2521** cyangwa **877 909-6661** (ni ubuntu) Kuva ku wa mbere kugeza ku wa gatanu guhera saa 8:00 za mugitondo kugeza saa 5:00 z'umugoroba. Niba ukeneye umusemuzi, bitumenyeshe. Serivisi z'ubusemuzi ziboneka mu ndimi hafi ya zose.

Dusure

UNM Hospital Patient Financial Services
1131 University Blvd NE, Suite D
Albuquerque, NM 87102

This translation was completed by LanguageLine Solutions.
Rwanda