

Here for You

Member Newsletter | DELAWARE



FEATURED ARTICLES:

Need help with
your health?
We're here for you.

Quick tips for a
healthy pregnancy.

What is prediabetes?

Extra support for
your health.

...And more.

In this issue.

- Know these important phone numbers..... 3
- Need help with your health? We’re here for you..... 4
- Find a program that’s just right for you..... 5
- Mental health support when you need it..... 6
- Quick tips for a healthy pregnancy..... 7
- What is prediabetes?..... 8
- Extra support for your health..... 10
- What is fraud, waste, and abuse?..... 11
- You deserve a reward..... 13
- Keep your mailing address up to date.....14
- Member rights and responsibilities.....15



When you see this icon, click it to return to this content list.

Know these important phone numbers.

MEMBER SERVICES

1-844-325-6251

(TTY: 711 or 1-800-232-5460)

Monday–Friday, 8 a.m.–8 p.m.

24-HOUR NURSE LINE

1-844-325-6251

CARE COORDINATION

1-844-325-6251

Monday–Friday, 8 a.m.–5 p.m.

BEHAVIORAL HEALTH

(mental health and substance use disorder)

1-844-325-6251 (TTY: 711)

Monday–Friday, 8 a.m.–5 p.m.

LTSS MEMBER SERVICES

1-855-401-8251

Monday–Friday, 8 a.m.–5 p.m.

MEMBER ADVOCATES

1-855-430-9852

FRAUD AND ABUSE HOTLINE

1-844-325-6256

If you cannot see or read information from Highmark Health Options, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Health Options can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Health Options, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Health Options puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

Highmark BCBSD Health Options Inc. d/b/a Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association.

Highmark has not changed its vaccine coverage or medical policies on vaccinations. Members should talk with their doctor about personal health care needs, including vaccines for themselves or their children.

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Need help with your health? We're here for you.

Call Care Management if you have a long-term or complex health problem—or might be at risk for one. You don't have to take care of your health alone. Our Care Management team can help.

A Care Coordinator can help you if you:

- Are pregnant or just had a baby.
- Have a serious health problem.
- Have questions about your mental health.
- Need a ride to the doctor or help getting medical equipment.
- Want help understanding your health or care.
- Have trouble getting the support you need at home.
- Have diabetes or are at risk.
- Have heart disease, high blood pressure, or high cholesterol.
- Have kidney disease, lung disease, or digestive problems.

You can join one of our free Care Management programs if your doctor, caregiver, or family member refers you—or you can call yourself. You may be able to get extra support based on your health needs.

If you'd like to join or leave a program, call Member Services at **1-844-325-6251 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m.

How it works.

If you choose to get help, a Care Coordinator will:

- Talk with you by phone or in person.
- Help you make a simple plan for your health goals.
- Help you find the right doctors and services.
- Make it easier to get the care you need.
- Answer your questions.
- Stay in touch to support you.



Find a program that's just right for you.

Highmark Health Options Care Management programs are free for members. These programs include support for people with serious or multiple health needs, including physical and mental health concerns.

Complex Case Management Program:

- Keep track of your doctor visits and care.
- Understand your medicines and how to take them.
- Connect with the right doctors and services.
- Get help for both physical and mental health needs.

Disease Management Program:

- Get help with ongoing health problems like diabetes, high blood pressure, high cholesterol, heart or kidney disease, lung disease, or stomach and digestive problems.
- Know which tests you need and when to get them.
- Understand what is normal for you and when to call your doctor.
- Learn how to take your medicines the right way.

Maternity Program:

- Learn how to be a healthy mom and have a healthy baby.
- Understand the importance of early prenatal care, a healthy diet, and prenatal vitamins.
- Learn what symptoms indicate that you should call your doctor immediately.
- Understand the importance of seeing your doctor after your baby is born.

Preventive Health Program:

- Learn how small changes in diet and activity can go a long way.
- Understand the importance of your medications and how to take them.
- Get help to quit smoking (call Delaware's Quitline at **1-866-409-1858**).
- Understand your risks and how to stay healthy.

If you'd like to join or leave a program, call Member Services at **1-844-325-6251 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m.



Mental health support when you need it.



If you feel very upset or out of control, help is available. You are not alone.

Know the warning signs.

Think about how you feel when you are not doing well. If you are feeling bad or you feel like you might hurt yourself or someone else, do not wait to ask for help.

Call 911 or go to the nearest emergency room if you:

- Feel like hurting yourself or someone else.
- Talk about wanting to die.
- Are giving away belongings.
- Are using drugs or alcohol more than usual.
- Are spending more time alone than usual.
- Are hearing voices.
- Are acting very angry or aggressive in a way that is not normal.

Understand who can help.

Make a list of who can help when you're feeling like this. This can include a friend, family member, doctor, or therapist.

You can also call or text the Suicide & Crisis Lifeline at **988**, chat online at **988lifeline.org**, or text **HOME** to the Crisis Text Line at **741741**.

Need help finding support?

If you're not experiencing an emergency, call Member Services at **1-844-325-6251 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m. They can connect you to Care Management programs and support services.

Remember: Help is always there. Reaching out is the first step.

Source: Healthwise



Quick tips for a healthy pregnancy.



Here are ways you can have a healthy pregnancy.

Regular prenatal care: See your doctor or midwife for all checkups and get any infections treated promptly.

Healthy diet: Eat nutritious foods, including fruits, vegetables, whole grains, lean proteins, and low-fat dairy. Make sure you get enough folic acid (400-800 mcg daily).

Stay active: Engage in regular, safe exercises like swimming or walking, but avoid overexertion, high altitudes, and hot weather.

Rest well: Get plenty of sleep at night and rest during the day.

Emotional health: Manage stress with relaxation techniques. Talk to your doctor if you have persistent sadness or anxiety.

Medicine safety: Discuss all medicine and supplements with your doctor or midwife.

Avoid harmful substances: Do not smoke, vape, drink alcohol, or use drugs. Talk to your doctor if you want help to quit.

Safety first: Prevent falls, wear seat belts, avoid overheating (using hot tubs or saunas), and avoid risky activities and strong chemicals. If you're in an abusive relationship, talk to your doctor.

Source: Healthwise



What is prediabetes?



Prediabetes is a warning sign that you are at risk for getting type 2 diabetes. It means that your blood sugar is higher than it should be but not high enough to be diabetes. Most people who get type 2 diabetes have prediabetes first.

When you eat, your body turns food into sugar for energy. An organ in your body called the pancreas makes insulin. Insulin helps the sugar in your blood go into your body's cells to be used for energy.

If you have prediabetes, your body doesn't use insulin very well. So, the sugar stays in your blood instead of going into your cells. This is what causes prediabetes.

The good news—if you stay at a healthy weight, eat good food, and exercise, you can stop prediabetes from turning into diabetes.

What makes you more likely to have diabetes?

Things that make you more likely to have diabetes are:

- **Family history:** If your parents or siblings have type 2 diabetes.
- **Background:** Some groups of people are more likely to have diabetes, like African Americans, Hispanics, Native Americans, Asian Americans, and Pacific Islanders.
- **Age:** The older you get, the more likely you are to get it. But kids can get it too.
- **Pregnancy:** If you had diabetes when you were pregnant (gestational diabetes).
- **Polycystic Ovary Syndrome:** If you are a woman and have this condition.

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How to take care of yourself at home.

If you have prediabetes, here's what you can do:

- **Eat healthy:** Don't eat too many sweets or fatty foods. A dietitian can help you make a good meal plan.
- **Lose weight:** Even a little bit of weight loss can help.
- **Exercise:** Try to exercise for at least two and a half hours each week. You can swim, bike, or walk. If your doctor says it's okay, do exercises to make your muscles stronger at least two times a week.
- **Take care of other health problems:** Like high blood pressure or high cholesterol. Exercise, healthy eating, and medicine can help.
- **Quit smoking:** If you stop smoking, you can help avoid type 2 diabetes and heart disease.
- **Take medicine:** Your doctor might give you medicine to help your body manage your blood sugar.

Get regular checkups.

It's important to see your doctor for checkups and to get tests for your blood sugar and blood pressure. Staying up to date on recommended vaccines can also help keep your blood sugar level steady.

If you have any questions about your health, write them down and ask your doctor at your next visit.

Source: Healthwise



Extra support for your health.



Highmark Health Options works with a partner to offer programs to help you build healthy habits. You can work with a coach or dietitian to reach your goals and create a healthier lifestyle.

The programs available to you are:

- **Diabetes Support:** For people with type 1 or type 2 diabetes.
- **Diabetes Prevention:** For people at risk for diabetes.
- **Healthy Weight:** Helps you reach and stay at a healthy weight.

How it works.

Members ages 18 and older who are not pregnant can join. All programs are virtual. You can join from home by phone, online, or through an app. To get started, you may be contacted by our partner if you qualify, or Care Management may refer you.

Want to learn more?

Call Member Services at **1-844-325-6251 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m., to connect with Care Management to learn more.



What is fraud, waste, and abuse?



Imagine you're at a store and someone tries to trick you into paying for something you didn't buy. That's kind of like **fraud** in health care. It's when someone lies or cheats to get money from your health insurance.

Waste means using more services than you need, which wastes money. And **abuse** means using services in a way that's not right, like getting a test you don't need. Unnecessary tests waste money.

Fraud, waste, and abuse hurts everyone. And it makes health care more expensive for everyone, including you!

What are some examples of fraud?

- Getting billed for medicine you didn't get. Or services you didn't receive.
- Someone pretends to be from Highmark Health Options and asks for your personal information. Like your social security number, or bank account or credit card information.
- Someone uses your health insurance card without your permission.

How can you protect yourself?

Here are some tips to protect yourself from fraud, waste, and abuse.

- Keep track of your health care services. Write down the dates of your doctor visits, what services you got, and any tests you had.
- Check your bills and statements carefully. Make sure you're being charged for the right services. Protect your health information. Don't share your health insurance card or medical records with anyone except your doctor or other health care providers. If your health insurance card gets lost or stolen, call Highmark Health Options.
- Report any suspicious activity. If you think someone is trying to cheat your health insurance, tell Highmark Health Options right away.
- Do not sign any blank health care forms. If you have a question about a form, talk to a trusted family member or friend.

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How do you report fraud, waste, and abuse?

If you suspect fraud, waste, or abuse, tell Highmark Health Options. They have a team of people who investigate these issues. You can report it anonymously, meaning you don't have to give your name.

To report Medicaid fraud, waste, and abuse, contact Highmark Health Options in one of the following ways.

By mail:

Highmark Health Options
Delivery Code: HHOFRAUD
Attn: FWA/SIU Unit
120 Fifth Ave.
Pittsburgh, PA 15222

By email:

SIU_HHO@highmark.com

By phone:

1-844-325-6256 (TTY: 711)

By being aware and reporting suspicious activity, you can help keep health care honest and affordable for everyone.



You deserve a reward.

Healthy Rewards is one of your Highmark Health Options benefits. You or your child can earn rewards when you complete certain healthy activities.

Healthy Activity	Amount
Annual well-child visit for children ages 3-20	\$25
Doctor visit after giving birth (up to 84 days after delivery)	\$10
All six well-baby visits for babies and toddlers through age 15 months	\$50
Well-baby visits for toddlers ages 16 to 30 months, up to two visits	\$10 per visit
A1c test for people with diabetes	\$15
Breast cancer screening	\$25
Cervical cancer screening	\$25
Health Needs Survey	\$10



To sign up for Healthy Rewards, call **1-833-623-2585 (TTY: 711)**, Monday–Friday, 7 a.m.–7 p.m. A Healthy Rewards Specialist can answer any questions you have!



Keep your mailing address up to date.

It's important to make sure you get all your mail about your Highmark Health Options Medicaid benefits. To do that, you need to tell three places if you move or change your address.



Step 1: Department of Motor Vehicles – Legal Address

First, think of your driver's license or your state ID card. If you move, you need to tell the Department of Motor Vehicles (DMV) your new address. This is your official, or legal, address. If you don't have a driver's license or state ID, you still need to let the DMV know. Tell them you are changing your address, not getting a license.

You can do this:

- **Online:** Visit dmv.de.gov.
- **By Mail:** Visit dmv.de.gov and download a change of address form.
- **In Person:** Visit your local DMV.



Step 2: Post Office – Mailing Address

Next, you need to tell the post office your new address. This makes sure your mail goes to the right place.

You can do this:

- **In Person:** Ask your local post office for a change of address form.
- **Online:** Visit moversguide.usps.com.



Step 3: DHSS/ASSIST – Medicaid Information

Finally, you need to tell the Delaware Health and Social Services (DHSS) about your new address so they can update your Medicaid information. The easiest way to do this is through ASSIST. If you don't have an ASSIST account, you can create one online or ask for help.

You can do this:

- **Online:** Visit assist.dhss.delaware.gov.
- **In Person:** Visit your local Division of Social Services (DSS) office.
- **By Phone:** Call the DSS Customer Service Unit at 1-800-996-9969.



Member rights and responsibilities.

Member Rights

As a Highmark Health Options member, you have many rights you can count on. These include your right to:

1. Be treated with respect, dignity, and privacy.
2. Know about your rights and what you need to do.
3. Use your rights without fear of punishment from Highmark Health Options, your providers, or the State.
4. Get easy-to-understand information about Highmark Health Options. This includes our services, our providers, and your rights and responsibilities.
5. Ask for your Member Handbook and other health care materials in ways you can understand. This means in other languages, large print, audio CD, or Braille – at no cost to you.
6. Ask for an interpreter or help to translate information – at no cost to you.
7. Use interpreters who are not your family members or friends.
8. Get all Highmark Health Options benefits and services. This is true no matter your background, if you speak English well, if you have a disability, or if you are homeless.
9. Not be treated unfairly because of your age, sex, race, where you were born, language needs, or how sick you are.
10. Choose your primary care provider and other health care providers.
11. Talk with your providers about your care choices. You can make decisions about your health, even if it means saying no to treatment. This is true no matter the cost or if it's covered.
12. Make your own health care decisions. If you cannot make health care decisions by yourself, you have the right to have someone else help you make decisions. Or they can make decisions for you.
13. Be told about other treatment options or plans for care.
14. Ask another provider for their opinion about your health. This is called a second opinion.
15. Make a plan for your future medical care by creating an Advance Directive (living will).
16. Know how your health care providers are paid.
17. Get emergency care from any doctor, at any hospital, or in any place when you need it.
18. Keep your medical records and health information private. We will only share them if you tell us in writing that it is okay.

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19. Get copies of your medical records and care plans. You can ask us to change or fix your medical records.
20. Choose any family planning doctor, whether they are in or out of our network.
21. Get care from a certified nurse midwife, or a certified children's or family nurse practitioner.
22. Know that Highmark Health Options can change benefits. We will mail you a letter when this happens.
23. Get information about services we don't cover because of moral or religious reasons. We will also tell you how to get those services.
24. Ask about Highmark Health Options programs to make care better (Quality Improvement). Also ask how we check that services are used correctly.
25. Get problems solved quickly about complaints, appeals, approvals, what is covered, and payment.
26. File a complaint (grievance) or an appeal if unhappy with your care, treatment, or decisions Highmark Health Options makes.
27. Ask for a State Fair Hearing if you don't agree with the decision about your appeal.
28. Not be held back or kept alone as punishment, to make things easier for staff, or to get back at you.
29. Find out how Highmark Health Options decides if new technology, tests, or treatments will be a covered benefit.
30. Leave (disenroll) from Highmark Health Options.
31. Give ideas about the rights and responsibilities of Highmark Health Options members.

Member Responsibilities

As a Highmark Health Options member, it's your responsibility to:

1. Tell Highmark Health Options and your providers what they need to know to care for you. Also, tell them what you want or need.
2. Learn about your health problems. Work with your provider to make treatment goals that you both agree on.
3. Ask questions about your health, especially if you don't understand what your provider says.
4. Follow your provider's care plans and instructions as best as you can. Make sure you agree on them with your provider.
5. Be part of decisions about your health care and treatment.
6. Make and keep medical appointments and tell your provider if you can't make it.
7. Use doctors in the Highmark Health Options network. You can see other doctors if it's an emergency or if we approve it.
8. Get a referral from your primary care provider to see certain specialists.
9. Use the emergency room only for real emergencies. Or use it if your doctor tells you to.

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10. Respect other patients, clinic staff, and Highmark Health Options staff.
11. Read and follow what is in your Member Handbook.
12. Learn what Highmark Health Options covers. This includes benefits that are covered and those that are not, and any limits.
13. Always show your Member ID card and your Medicaid card.
14. Try your best to pay your copays. If you owe a copay at the pharmacy, pay when you get your medicine.
15. Tell us right away if you get a bill you should not have. Also tell us if you have a complaint.
16. Know what laws Highmark Health Options follows.
17. Report fraud and abuse.
18. Tell Highmark Health Options and other groups (like the State, USPS, DMV) of changes in your life. This includes your address, phone number, family status, or other insurance.
19. Know that Highmark Health Options is not workers' compensation insurance.





Highmark Health Options complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. Highmark Health Options does not exclude people or treat them differently because of their race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Highmark Health Options provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in a different way, including large print, audio, and Braille.

Highmark Health Options provides 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 **Highmark Health Options Member Services at 1-844-325-6251 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m.

If you believe that Highmark Health Options has failed to provide these services or discriminated against you in another way because of your race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with Highmark Health Options or the Delaware Division of Human and Civil Rights by mail, phone, or web form.

Highmark Health Options
Attn: Appeals and Grievances
P.O. Box 106004
Pittsburgh, PA 15230
1-844-325-6251

Division of Human and Civil Rights
861 Silver Lake Blvd., Suite 145
Dover, DE 19904
302-739-4567
hho.fyi/ea-intake

If you need help filing a complaint, Highmark Health Options and the Division of Human and Civil Rights are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights online at OCRPortal.hhs.gov, and by mail, phone, or email:

U.S. Department of Health and Human Services
200 Independence Avenue SW
HHH Building Room 509F
Washington, DC 20201
1-800-368-1019 (TTY: 1-800-537-7697)
OCRMail@hhs.gov

A printable version of the complaint form is available at hho.fyi/complaint-form.

ATTENTION: If you speak English, free language translation and interpretation services are available to you. Appropriate auxiliary aids and services (such as large print, audio, and Braille) to provide information in accessible formats are also available free of charge. Call the number on the back of your ID card (TTY: 711) for help.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de traducción e interpretación de idiomas. También hay disponibles ayudas y servicios auxiliares adecuados (como letra grande, audio y Braille) para proporcionar información en formatos accesibles sin cargo. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711) si necesita ayuda.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis tradiksyon ak entèpretasyon lang kreyòl ayisyen aladispozisyon w gratis. Èd ak sèvis siplemantè apwopriye (tèlke gwo lèt, odyo, Braille) pou bay enfòmasyon nan fòma aksesib yo disponib gratis tou. Rele nimewo ki sou do Kat ID w lan (TTY: 711) pou w jwenn èd.

ATTENTION : si vous parlez français, des services de traduction et d'interprétation gratuits sont à votre disposition. Vous pouvez aussi bénéficier gratuitement de l'accès à des outils et services auxiliaires appropriés (affichage en gros caractères, audio et braille) dans des formats accessibles. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711) pour obtenir de l'aide.

ATTENZIONE: se parla italiano, sono disponibili servizi gratuiti di traduzione e interpretariato. Sono inoltre disponibili gratuitamente adeguati supporti e servizi ausiliari (ad esempio caratteri grandi, audio e Braille) per fornire informazioni in formati accessibili. Per assistenza, chiami il numero riportato sul retro della Sua tessera di identificazione (TTY:711).

ATENÇÃO: caso fale português, você tem à disposição serviços de tradução e interpretação gratuitos. Auxílios e serviços auxiliares adequados (como letras grandes, áudio e Braille) para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para o número exibido no verso de seu cartão de identificação (TTY: 711) para obter ajuda.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Übersetzungs- und Dolmetscherdienste zur Verfügung. Außerdem sind kostenlos entsprechende Hilfsmittel und Dienstleistungen (wie Großdruck, Audio und Blindenschrift) zur Bereitstellung von Informationen in barrierefreien Formaten erhältlich. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

WICHDICH: Wann du Deitsch schwetzscht un brauchschtf Hilf fer eppes Gschriwwenes odder Gschwetztes verschtehe, kenne mer dich helfe unni as es dich ennich eppes koschde zellt. Mir kenne en latt differnti Sache un Services beigriege (so wie gross Schreiwes [large print] fer Leit as Druwwel hen fer sehne, Audio fer Leit as hattheerich sin, un Braille fer Leit as blind sin) so as alli epper Information gut vernemme un verschtehe kenne, aa fer nix. Ruf der Number uff as hinne uff dei ID-Card is (TTY: 711) fer Hilf.

ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, διατίθενται υπηρεσίες μετάφρασης και διερμηνείας χωρίς χρέωση. Επίσης, διατίθενται χωρίς χρέωση κατάλληλα βοηθήματα και υπηρεσίες (όπως μεγάλα γράμματα, ήχος και γραφή Braille) για την παροχή πληροφοριών σε προσβάσιμη μορφή. Για βοήθεια, καλέστε στον αριθμό στο πίσω μέρος της ταυτότητάς σας (TTY: 711).

ВНИМАНИЕ! Если Вы говорите на русском языке, Вам доступны бесплатные услуги перевода на другой язык. Также предоставляется дополнительная бесплатная помощь и услуги отображения информации в доступных форматах (например, крупным шрифтом, шрифтом Брайля или в виде аудиозаписи). Для получения помощи позвоните по номеру, указанному на обратной стороне Вашей идентификационной карты (TTY: 711).

DO WIADOMOŚCI: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnych usług tłumaczenia pisemnego i ustnego. Odpowiednie zasoby i usługi pomocnicze (takie jak duży druk, audio i alfabet Braille'a) w celu zapewnienia informacji w dostępnych formatach są również dostępne bezpłatnie. Aby uzyskać pomoc, zadzwoń pod numer podany na odwrocie karty identyfikacyjnej (TTY: 711).

PAŽNJA: Ako govorite srpski, dostupne su vam besplatne usluge prevođenja i tumačenja jezika. Odgovarajuća pomoćna sredstva i usluge (kao što su krupni tekst, audio i Brajevo pismo) takođe su dostupni besplatno za pružanje informacija u pristupačnim formatima. Pozovite broj na poleđini vaše ID kartice (TTY: 711) za pomoć.

УВАГА! Якщо ви розмовляєте українською мовою, вам доступні безкоштовні послуги письмового та усного перекладу. Для надання інформації у доступних форматах також безкоштовно доступні відповідні допоміжні засоби та послуги (як-от текст великим шрифтом, аудіотекст і текст шрифтом Брайля). Для отримання допомоги зателефонуйте за номером, вказаним на звороті вашої ідентифікаційної картки (TTY: 711).

ՌԷԿԱՂԻՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ձեզ համար հասանելի են անվճար լեզվական թարգմանության և մեկնաբանության ծառայություններ: Հասանելի ձևաչափերով տեղեկատվություն տրամադրելու համար համապատասխան օժանդակ միջոցները և ծառայությունները (օրինակ՝ խոշոր տպագրություն, աուդիո և բրայլյան այբուբեն) նույնպես հասանելի են անվճար: Օգնություն ստանալու համար զանգահարեք ձեր ID քարտի դարձերեսի նշված համարին (TTY՝ 711):

توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات رایگان ترجمه و تفسیر زبانی در دسترس شما قرار دارد. خدمات و تجهیزات کمکی مناسب (مانند چاپ درشت، نسخه صوتی و بریل) برای ارائه اطلاعات در قالب‌های قابل دسترس نیز به صورت رایگان در دسترس هستند. برای دریافت کمک با شماره مندرج در پشت کارت شناسایی خود (تلفاتیپ: 711) تماس بگیرید.

ધ્યાન આપશો: જો તમે ગુજરાતી બોલતા હોવ, તો તમારા માટે નિ:શુલ્ક ભાષા અનુવાદ અને ઇન્ટરપ્રિટેશન સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પૂરી પાડવા માટે ચોટ્ચ સહાયક સાધનસામગ્રી અને સેવાઓ (જમ કે મોટી પ્રિન્ટ, ઓડિયો અને બ્રેઇલ) પણ નિ:શુલ્ક ઉપલબ્ધ છે. મદદ માટે તમારા ID કાર્ડની પાછળ આપેલા નંબર (TTY:711) પર કોલ કરો.