

# Wholecare Connections

Member Newsletter | PENNSYLVANIA



**FEATURED ARTICLES:**

Talk to your teen about STIs.

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What is hepatitis C?

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Get rewarded for taking care of your health.

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We want to hear from you!

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...And more.



Because Life.™

Find Highmark Wholecare on social media.



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# Know these important phone numbers.

## **MEMBER SERVICES**

**1-800-392-1147**

**(TTY: 711 or 1-800-654-5984)**

Monday–Friday, 8 a.m.–8 p.m.

## **24-HOUR NURSE LINE**

**1-855-805-9408 (TTY: 711 or**

**1-800-654-5984)**

## **CARE MANAGEMENT SERVICES**

**1-800-392-1147 (TTY: 711 or**

**1-800-654-5984)**

## **BEHAVIORAL HEALTH**

**Call Member Services at 1-800-392-1147**

**(TTY: 711 or 1-800-654-5984)** to get contact information for your BH-MCO (Behavioral Health Managed Care Organization)

## **FRAUD AND ABUSE HOTLINE**

**1-844-718-6400 (TTY: 711 or**

**1-800-654-5984)**

## **GOODNESS REWARDS**

**1-833-559-2858 (TTY: 711)**

Monday–Friday, 7 a.m.–7 p.m.

If you cannot see or read information from Highmark Wholecare, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Wholecare 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 Wholecare, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Wholecare puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

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# Help is a phone call away.

Do you need extra help with your physical, mental, or social needs? Our trained nurses and social work case managers can help you. We are here to help you get the care that supports your whole health.

## Do you need help to:

- Understand your health conditions?
- Understand your medicine?
- Understand your hospital discharge treatment plan?
- Understand your benefits?
- Manage a chronic health condition?
- Find resources in your community?
- Coordinate your overall care?



If the answer is yes to any of these questions, call Member Services at **1-800-392-1147 (TTY: 711)** and choose Enhanced Member Supports Unit (EMSU), which used to be called the PA Medicaid Special Needs Unit. All members can get services from EMSU.

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# Growing with Highmark Wholecare.

Growing Up With Highmark Wholecare is a program for members under age 21.



All members under age 21 are a part of Highmark Wholecare's EPSDT program. EPSDT means Early and Periodic Screening, Diagnosis, and Treatment. EPSDT is a program that is required by the federal government. This program is for children under age 21 who get Medical Assistance. EPSDT is meant to catch children's health problems early and to keep checking on them as they grow.

The doctor you choose as your child's primary care physician (PCP) will provide the EPSDT screens and shots (immunizations). Growing Up With Highmark Wholecare follows the Bright Futures schedule. This schedule says how often your child should be seen and what your doctor should be looking for. It also follows the Center for Disease Control's (CDC) Recommended Immunization (shot) Schedule. This schedule says when and what type of shots your child should receive.

## The Bright Futures schedule lists screening tests that are important for growing children.

Following a schedule of checking on your child's health is very important. Children are checked in many areas. You can see the list of all screenings on this page. This includes routine blood work to screen for high lead levels, and screenings to check for signs of developmental delays or autism.

If a medical need is found during any screening, your child may have more tests ordered. Your child may also be referred to a specialist. It is very important for your child's health that you attend any scheduled appointments. This will make sure that all of your child's health needs are being addressed.



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If you need help with making an appointment or have any questions, call the Enhanced Member Supports Unit at **1-800-392-1147**.

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# EPSDT Screening Table

Physical Exam at Age:	Screenings			
<b>3-5 Days</b>	No additional screenings unless risk assessed.			
<b>1 Month</b>	Depression Screening for Mother			
<b>2 Months</b>	Depression Screening for Mother			
<b>4 Months</b>	Depression Screening for Mother	Anemia Risk Assessment		
<b>6 Months</b>	Depression Screening for Mother			
<b>9 Months</b>	Developmental Screening	Anemia Blood Draw and Lead Blood Draw		
<b>12 Months</b>		Anemia Risk Assessment Lead Risk Assessment		Oral Health Screening
<b>15 Months</b>		Anemia Risk Assessment Lead Risk Assessment		Oral Health Screening
<b>18 Months</b>	Developmental Screening and Autism Screening	Anemia Risk Assessment Lead Risk Assessment		Oral Health Screening
<b>24 Months</b>	Autism Screening	Lead Blood Draw		Oral Health Screening
<b>30 Months</b>	Developmental Screening	Anemia Risk Assessment Lead Risk Assessment		Oral Health Screening
<b>3 Years</b>		Anemia Risk Assessment Lead Risk Assessment	Vision Screening	Oral Health Screening
<b>4 Years</b>		Anemia Risk Assessment Lead Risk Assessment	Vision and Hearing Screening	Oral Health Screening
<b>5 Years</b>			Vision and Hearing Screening	Oral Health Screening
<b>6 Years</b>				Oral Health Screening
<b>7 Years</b>	No additional screenings unless risk assessed.			Oral Health Screening
<b>8 Years</b>			Vision and Hearing Screening	Oral Health Screening



<b>9 Years</b>		High Cholesterol Blood Draw		Oral Health Screening
<b>10 Years</b>		High Cholesterol Risk Assessment	Vision and Hearing Screening	Oral Health Screening
<b>11 Years</b>	Tobacco, Alcohol, and Drug Use Assessment		Hearing Screen Once between 11 and 14	Oral Health Screening
<b>12 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening		Vision Screening and Hearing Screen Once between 11 and 14	Oral Health Screening
<b>13 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening		Hearing Screen Once between 11 and 14	Oral Health Screening
<b>14 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening		Hearing Screen Once between 15 and 17	Oral Health Screening
<b>15 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening	HIV Screening Once between ages 15 and 21	Vision Screening and Hearing Screen Once between 15 and 17	Oral Health Screening
<b>16 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening	HIV Screening Once between ages 15 and 21	Hearing Screen Once between 15 and 17	Oral Health Screening
<b>17 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening	HIV Screening Once between ages 15 and 21	Hearing Screen Once between 15 and 17	Oral Health Screening
<b>18 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening	High Cholesterol Blood Draw	Hearing Once between 18 and 20	Oral Health Screening
<b>19 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Once between 18 and 20	Oral Health Screening
<b>20 Years</b>	Tobacco, Alcohol, and Drug Use Assessment Depression Screening	High Cholesterol Risk Assessment	Hearing Once between 18 and 20	Oral Health Screening
<b>Source:</b>	Pennsylvania's Early and Periodic Screening Diagnosis and Treatment (EPSDT) Program Periodicity Schedule			

**The following should be tested for if indicated by medical history and or current symptoms:**

Sexually Transmitted Infections (STIs)

Tuberculosis

Sickle Cell Disease

**Hepatitis B Virus Infection** - Risk assessment should be performed once before age 21, with appropriate action to follow.

**Hepatitis C Virus Infection** - Risk assessment should be performed beginning at age 18, with appropriate action.



# Talk to your teen about STIs.



It's important to talk to your teen about sexually transmitted infections (STIs). STIs are infections passed from one person to another during sex. Some common STIs are chlamydia and gonorrhea. These can cause problems if not treated.

## Why talk about this?

Many teens think STIs only affect other people, but that's not true. More teens are getting STIs than ever before. Talking openly helps your teen make healthy choices. Not getting treatment for chlamydia and gonorrhea can hurt your teens' health. It can result in not being able to have children. It can even increase the risk of getting HIV.

### How to start the conversation:

- **Pick the right time:** Choose a relaxed moment when you both can talk without distractions.
- **Be casual:** Don't make it a big, scary lecture. Start with something like, "Hey, I wanted to chat with you about something important for your health."
- **Listen to their concerns:** Let your teen ask questions and share their thoughts without judgment.
- **Use simple language:** Explain things clearly, avoiding complicated medical terms.
- **Be honest and open:** Share your own beliefs and values but focus on the facts.

## What you can tell your teen about STIs.

- **STIs are real:** They can cause serious health problems if left untreated.
- **They are spread during sex:** This includes vaginal, anal, and oral sex. Even close contact can sometimes spread STIs.
- **Protection is key:** Condoms are the best way to protect against STIs. Abstinence (not having sex) is the only way to be 100% sure.
- **Testing is important:** Regular STI testing is crucial for everyone who is sexually active. It's a simple and private way to check for infections. Your doctor can explain how it works.
- **Treatment is available:** Many STIs are easily treated with medicine. But early treatment is important.
- **It's okay to talk:** If your teen has any questions or concerns, they should feel comfortable asking you, their doctor, or a trusted adult.



## Signs of an STI.

Sometimes, people with chlamydia or gonorrhea don't have any symptoms.

Other times, they may feel:

- Burning when they pee.
- Pain when they poop.
- Unusual discharge from their vagina or penis.
- Pain or swelling in their testicles (balls).
- Bleeding from their anus (butt).
- Joint pain or swollen glands.

If your teen experiences any of these symptoms, they should see a doctor right away.

## Getting tested and treated.

- **It's confidential:** Your teen's doctor won't share their information with you unless the teen gives permission.
- **It's free:** Highmark Wholecare covers STI testing and treatment. There are no charges to you.
- **Where to go:** Talk to your family doctor or go to a health clinic like Planned Parenthood. If you don't have a family doctor, call Member Services at **1-800-392-1147 (TTY: 711)**. You can also find free or low-cost testing locations online at **gettested.cdc.gov**.

Remember, having an open and honest conversation with your teen about STIs is crucial to their health and well-being. It's better to talk about it now than to deal with problems later. By providing accurate information and support, you can help them make responsible decisions about their sexual health.

## More to explore.

**CDC – Sexually Transmitted Infections (STIs)**

**TeensHealth – Can I get checked for STDs without my parents knowing?**

**TeensHealth – Condoms**

**TeensHealth – STDs (Sexually Transmitted Diseases)**

If you experience any type of physical, sexual, or psychological violence, or you are being stalked by a current or former partner, get help.

Call the National Domestic Violence Hotline at **1-800-799-7233** or **visit their website**.



# Highmark Wholecare can help you manage your health.

Managing a long-term health problem, or chronic condition, can be challenging. But Highmark Wholecare is here to help. Our Disease Management Programs are designed to keep you healthy and reduce the need for hospital visits.

By joining a program, you'll work with our Care Management team. They'll help you connect with the right doctors, set realistic health goals, and learn practical ways to better manage your condition. We'll also work with you to address your specific needs and concerns.

## **We currently offer support for these conditions:**

- Congestive heart failure (CHF)
- Chronic kidney disease (CKD)
- Chronic obstructive pulmonary disease (COPD)
- Inflammatory bowel disease (IBD)
- Diabetes

These programs are completely free and voluntary. You can join whenever you're ready, and you can leave or rejoin the program at any time. It's your health journey, and we're here to support you every step of the way.



To enroll in a program or learn more, call a Care Management team member at **1-800-392-1147 (TTY: 711)**, Monday–Friday, 8:30 a.m.–4:30 p.m.

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# Find a new eye doctor.



Starting Jan. 1, 2025, Highmark Wholecare will use VSP Vision instead of Davis Vision for eye care. Your vision benefits are **not** changing but you may need to choose a new eye doctor.

To see if your eye doctor is in the VSP network, you can call VSP Vision at 1-877-930-5152 (TTY: 711) or visit [Highmark.com/Wholecare](https://www.highmark.com/Wholecare) to find a new eye doctor.

- If you're pregnant or need continued care from your current doctor, you may be able to continue for a time. Call VSP Vision at 1-877-930-5152 (TTY: 711) to ask.
- If you see your old doctor after Jan. 1, 2025, you may have to pay the bill yourself.



## Questions?

Call VSP Vision at  
**1-877-930-5152 (TTY: 711).**

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# Member Rights and Responsibilities.

There are things you have a right to and things you must do as members of Highmark Wholecare. Those things are your Member Rights and Responsibilities. Your rights and responsibilities can be found in Section 2 of your Highmark Wholecare Member Handbook, located online at [hwc.fyi/handbook](https://hwc.fyi/handbook).

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For a paper copy, call Member Services at **1-800-392-1147 (TTY: 711 or 1-800-654-5984)**, Monday–Friday, 8 a.m.–8 p.m.

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# Check out Important Notices.

Highmark Wholecare cares about your health and well-being. We have guidelines in place to make sure you receive the quality care and service you deserve.

## Our guidelines cover topics like:

- Medical necessity
- Doctor appointments
- Second opinions
- Protecting your privacy

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Go to [hwc.fyi/important-notices](https://hwc.fyi/important-notices) to view these and other important topics.

You can also ask for a printed copy of the Important Notices by calling **1-800-392-1147** (TTY: 711 or 1-800-654-5984).

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# What is hepatitis C?

Hepatitis C is a disease that affects your liver. It is caused by a virus called the hepatitis C virus, or HCV for short.

The symptoms of hepatitis C are often very mild. Most people can carry the virus for years without any symptoms. If symptoms do occur, they are usually complaints like feeling tired, joint pain, and weight loss. People with hepatitis C can develop complications such as cirrhosis and liver cancer without any warning symptoms.

Hepatitis C is usually spread when someone comes into contact with blood from an infected person, or by sharing needles. Babies can get hepatitis C from their mothers during pregnancy.

Medications can cure hepatitis C in most people, so early diagnosis and treatment is recommended.

## Should you get tested?

All adults age 18 and older should be tested at least once. All pregnant women should be tested during each pregnancy. Babies born to mothers with hepatitis C should be tested. Talk to your doctor about risk factors that may require more regular screening.

The hepatitis C test is available for all members enrolled with Highmark Wholecare.

## What tests do you need?

Hepatitis C testing involves a single blood test that looks for the hepatitis C antibody. If this test is positive, the sample is tested to see if there is any live virus. If there is live virus, then you have hepatitis C.

If this test is positive, you have hepatitis C and should talk to your doctor about treatment.

Treatments for hepatitis C can cure most people in 8-12 weeks.

**If you test negative, you can still be at risk of getting hepatitis C. Protect yourself by reducing your risks:**

- Don't inject or snort drugs. If you do, talk with your doctor about trying to stop. If you can't stop, never share your syringes, needles, or drug paraphernalia with anyone else.
- Always practice safer sex. Use a latex barrier, such as a condom every time you have sex. Using condoms also reduces your chances of getting sexually transmitted infections.
- Do not use anyone else's razor, toothbrush, or other personal care items.



## How long does it take to test positive?

If you've been exposed to hepatitis C, it takes about 1-2 weeks for viral particles (called HCV RNA) to be found. Liver function tests may also rise during this timeframe. Hepatitis C antibodies appear after HCV RNA is detectable and can take 3-12 weeks to appear.

## More to explore.

You can find additional information about hepatitis C at the following links:

**Hepatitis C**

**Hepatitis C tests**

Source: Healthwise

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Talk to your doctor about getting checked for hepatitis C. If you need help finding a doctor, call Member Services at **1-800-392-1147 (TTY: 711)**.

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# Extended day supplies for preferred HIV and hepatitis medicine

Highmark Wholecare offers an extended day supply of select medicine used to treat HIV and hepatitis. This gives you the convenience of less frequent prescription fills to help you stay on track with your schedule, not miss any doses, and live a healthy life.

- **Preferred HIV medicine:** Up to a 90-day supply
- **Preferred hepatitis medicine:** Up to a 60-day supply

Ask your health care provider if this is right for you and they can document the extended quantity on your prescription. Medicine filled for an extended day supply will have the same copay as medicine filled for a 30-day supply.

For the most up-to-date list of medicine that is included in the extended day supply program, visit the **Medication Information Center**.

## More to explore.

**Statewide Preferred Drug List**

**Hepatitis C**

**HIV**

Source: Healthwise



# Protect your benefits.



The Department of Human Services (DHS) has detected a recent growth in reports of stolen SNAP and TANF benefits due to suspected EBT card skimming.

## Avoid skimming.

A card skimmer is traditionally placed over the card reader at a point of sale (POS) system, ATM, or fuel pump terminal. When you place your EBT card into the card reader, the card information can be scanned and stolen to access your funds. In addition to card skimmers, thieves can install hidden cameras or keypad overlays in order to capture PIN entry.

## Make sure to monitor your accounts and inspect devices before use.

If you think your EBT card has been compromised, call the EBT Recipient Hotline at **1-888-328-7366**. The Hotline is open 24 hours a day, seven days a week.

We encourage you to review the **DHS communication** for more information on how to protect your benefits from skimming.



# Get rewarded for taking care of your health.

Highmark Wholecare wants you to stay healthy. That's why we're excited about our 2025 Goodness Rewards Program. You can earn rewards for healthy activities. It's easy!

## This year, members age 21 and older can earn \$25 for a dental cleaning.

### Here's how to join:

- 1. Sign up:** Call 1-833-559-2858 (TTY: 711). You can call Monday-Friday, 7 a.m.-7 p.m. EST. You need to sign up each year.
- 2. Do healthy things:** Complete the activities listed below.
- 3. Get a reward card:** You'll get a card in the mail after your first activity. This takes about eight weeks.
- 4. Earn more:** Get more rewards on your card for more activities. It takes about eight weeks for the reward to be added.

## Here's what you can earn.

Health Activity	Reward Amount
Pediatric Well Visit (age 3-21)	\$25
Pediatric Dental Cleaning (age 6 mos-20 yrs)	\$25
A1C Test (adults with diabetes)	\$15
Well-Baby Visits (6 total in 2025)	\$50
Prenatal Visit (First Trimester)	\$50
Postpartum Visit	\$75
Adult Dental Cleaning (age 21+)	\$25



### Sign up today!

Call 1-833-559-2858 (TTY: 711) to join the Goodness Rewards Program.



# How can your health information help you get better care?



Highmark Wholecare wants to understand and help people who face health challenges because of things like where they live, their race, languages spoken at home, or their gender identity. To do this, they ask members for information about their needs, background, and preferences.

## Here's what you need to know:

- Sharing this information is completely voluntary. You can choose not to share any of it.
- Your information is kept private and safe. It's protected by HIPAA, which means it's treated like your medical records.
- Highmark Wholecare has strict rules about who can see your information and why. They may share your information with your doctor to help you get the best care possible.
- Your information is never used to decide what services you can have, if you get coverage, or how much you pay. It's only used to help you get the care you need.

## Here are some examples of how Highmark Wholecare might use this information:

- To connect you with resources in your community.
- To make sure you get care that's right for you.
- To improve the health care system for everyone.





# Have you visited the online Health and Wellness Center?

## Do you wonder how you can:

- Be more active?
- Eat better?
- Support your mental health?
- Stop smoking?

Then visit Highmark Wholecare's online Health and Wellness Center. Here you will find tools and resources—including articles and videos—to help you, wherever you are, on your health journey. To access the center, visit [hwc.fyi/WellnessCenter](https://hwc.fyi/WellnessCenter).

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If you have any questions, call Member Services at **1-800-392-1147 (TTY: 711)** and choose Enhanced Member Supports Unit (EMSU). The EMSU is available Monday–Friday, 8 a.m.–4:30 p.m.

If you need help after hours, call the 24-Hour Nurse Line at **1-855-805-9408 (TTY: 711 or 1-800-654-5984)**. If you are experiencing a mental health crisis, call **1-800-273-TALK (8255)** for immediate help 24/7.

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# Your opinion matters.

Highmark Wholecare aims to provide you with excellent service. That's why we value your feedback. Each year we reach out by telephone, mail, or email to understand how we can improve your experience.

Highmark Wholecare also takes part in a national survey that measures how we are doing as a health plan. This survey is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). We encourage you to look through your mail as you may receive the CAHPS survey.

## Why the CAHPS Survey is important.

- The survey tells us how well you think we are doing.
- You can rate your experience with your doctors.
- Highmark Wholecare uses the results of the survey to improve member experience and service.

## Your answers are private

If you receive a survey in the mail, we encourage you to fill it out and return it. You can even complete the survey online at the website listed in the survey. Your participation is the first step in getting the care you need and deserve. If you have questions, call Member Services at **1-800-392-1147 (TTY: 711)**.



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# We want to hear from you!



Highmark Wholecare wants to make sure you get the best possible care. That includes making sure you can understand your doctor and other health care providers.

We're asking you to take a quick survey about our interpreter services. It only takes a few minutes, and your feedback will help us improve services for everyone.



**Take our short survey on interpreter services.**

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**Thanks for your help!**



# If someone you know needs help from abuse.

Helping someone experiencing domestic violence can feel overwhelming, but you don't have to be an expert. The most important thing is to listen, support them, and respect their choices.

## Here are some simple ways you can make a difference.

### Key things to remember:

- Ask how you can help them feel safer. Everyone's situation is different, so it's important not to make assumptions or tell them what to do.
- Offer to call a local domestic violence program with them. If they aren't ready, you can call yourself for information on how to support them.
- Explain that reaching out doesn't mean they have to leave. Calling a program is just a way to learn about options and get support, not to make decisions they're not ready for.

### What to avoid:

- Don't call the police without their permission. Talk to them about when or if they would want you to involve law enforcement.
- Avoid guilt or pressure. Survivors are already doing the best they can and shaming them isn't helpful.
- Don't confront the person causing harm. This can be dangerous and may make the situation worse.

Being supportive means respecting their timeline and choices. Even if they aren't ready to connect with a program, you can still help by learning how to support them safely and effectively.



Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website.

Please visit [pcadv.org/find-help/find-your-local-domestic-violence-program](https://pcadv.org/find-help/find-your-local-domestic-violence-program) to find a program near you. The services offered by these programs are provided at no cost. These services are confidential. This website also offers useful information for those trying to support survivors under the About Abuse tab.

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**Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered.**

**Highmark Wholecare** complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

**Highmark Wholecare** does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

**Highmark Wholecare** 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 Wholecare** at **1-800-392-1147 (TTY: 711 or 1-800-654-5984), Monday – Friday, 8 a.m. – 8 p.m.**

If you believe that **Highmark Wholecare** has failed to provide these services or discriminated in another way based on 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 Wholecare  
Attn: Grievances Department  
P.O. Box 22278  
Pittsburgh, PA 15222  
1-800-392-1147 (TTY: 711)  
Fax: 1-412-255-4503

The Bureau of Equal Opportunity  
Room 223, Health and Welfare Building  
P.O. Box 2675  
Harrisburg, PA 17105-2675  
717-787-1127 (TTY: 711)  
Fax: 717-772-4366  
Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, **Highmark Wholecare** and the Bureau of Equal Opportunity 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 electronically through the Office for Civil Rights Complaint Portal, available at [OCRPortal.hhs.gov](https://ocrportal.hhs.gov), or by mail, phone, or email at:

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

Complaint forms are available at [hwc.fyi/complaint-form](https://hwc.fyi/complaint-form).

**ATTENTION:** If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-392-1147 (TTY: 711) or speak to your provider.

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-392-1147 (TTY: 711) o hable con su proveedor.

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-800-392-1147（文本电话：711）或咨询您的服务提供者。

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-800-392-1147 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

**ВНИМАНИЕ:** Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-392-1147 (TTY: 711) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجاناً. اتصل على الرقم 711 (TTY: 1-800-392-1147) أو تحدث إلى مقدم الخدمة".

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-392-1147 (TTY: 711) oswa pale avèk founisè w la.

**LU'U Ý:** Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-392-1147 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

**УВАГА:** Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-392-1147 (TTY: 711) або зверніться до свого постачальника.

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-800-392-1147（TTY：711）或與您的提供者討論。

**ATENÇÃO:** Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-392-1147 (TTY: 711) ou fale com seu provedor.

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-392-1147 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

**ATTENTION:** Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliares appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-392-1147 (TTY : 711) ou parlez à votre fournisseur.

សូមយកចិត្តទុកដាក់ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាភតិកិច្ចគឺមានសម្រាប់អ្នកជំនួយ និងសេវាកម្មដែលជាការជួយដល់អ្នកជំនួយ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន គឺអាចរកបានដោយភតិកិច្ចផងដែរ។ ហៅទូរស័ព្ទទៅ 1-800-392-1147 (TTY: 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-392-1147 (TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

ध्यान आपो: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓક્ટીલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-392-1147 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.