

# Wholecare Connections

Member Newsletter | PENNSYLVANIA



## FEATURED ARTICLES:

CAHPS Survey satisfaction scores are in.

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Do you need help taking care of your health?

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Flu season is here. Are you ready?

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Learn how to keep your family safe from scams.

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...And more.

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# In this issue.

<b>Know these important phone numbers.....</b>	<b>3</b>
<b>CAHPS Survey satisfaction scores are in.....</b>	<b>4</b>
<b>Keep your mailing address up to date.....</b>	<b>7</b>
<b>Protect your child. Get them tested for lead.....</b>	<b>9</b>
<b>Do you need help taking care of your health?.....</b>	<b>10</b>
<b>Are you exempt from work requirements?.....</b>	<b>11</b>
<b>Flu season is here. Are you ready?.....</b>	<b>12</b>
<b>Learn how to keep your family safe from scams.....</b>	<b>14</b>
<b>Help us make sure you got the care you needed.....</b>	<b>15</b>
<b>View or order your copy of the 2025 Member Handbook.....</b>	<b>16</b>
<b>Domestic violence and dental health.....</b>	<b>17</b>
<b>Member Rights and Responsibilities.....</b>	<b>18</b>
<b>Link Index.....</b>	<b>20</b>



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

# 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)**

Monday–Friday, 8:30 a.m.–4:30 p.m.

## **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.

Gateway Health Plan, Inc. d/b/a Highmark Wholecare 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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# CAHPS Survey satisfaction scores are in.

Earlier this year, we sent out a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) to some of our Medicaid members. Your answers helped us understand how we can make things better for you.

## What did adults say?

For our adult members, here's what we learned:

- **Doctors and communication:** You shared that your doctors explain things clearly and they listen carefully.
- **Respectful care:** You feel your doctors respect what you have to say.
- **Customer service:** You said our customer service is helpful and treats you with respect.

Across all the questions asked, the survey results showed improvements in many areas.

## What did parents say?

We also asked parents and guardians how they felt about the health care their children get.

Here's what they told us:

- **Doctors and communication:** You liked how the doctors explain things to your child, and how they listen to and respect your child.
- **Customer service:** Our customer service has really improved in the last year.

But we also found some areas where we can improve:

- **Helping you get care faster:** We're trying to make it easier to get care more quickly when your child needs it.
- **More face time:** You said you wanted your doctor to spend enough time with your child.

## Why your opinion counts.

We want to make your health care the best it can be. Your feedback is like a guide that helps us see what we're doing well and what we can make better. When you share your thoughts, you can help us make changes that improve your health care.

*Continues on the next page*



## Please keep sharing.

If you get a survey from us, please take a few minutes to fill it out. Your voice is important!

For more information about Highmark Wholecare's 2025 CAHPS results, call Member Services at 1-800-392-1147 (TTY: 711).

Survey Questions: What we asked adults.	2024	2025
Getting the care you need	88%	87%
Getting to see a specialist quickly	84%	85%
Getting care quickly when you need it	85%	87%
Getting check-ups quickly	81%	85%
Doctors explain things well	94%	96%
Doctors listen to you	92%	94%
Doctors respect you	95%	98%
Doctors spend enough time with you	90%	94%
Customer service helps you	82%	86%
Customer service treats you with respect	95%	97%
Coordination of care	86%	89%
Ease of filling out forms	95%	96%

*Continues on the next page*



Survey Questions: What we asked parents/guardians.	2024	2025
Getting the care your child needs	91%	90%
Getting to see a specialist quickly for your child	78%	81%
Getting care quickly when your child needs it	96%	90%
Getting check-ups quickly for your child	86%	84%
Doctors explain things well to your child	96%	96%
Doctors listen to your child	95%	94%
Doctors respect your child	97%	97%
Doctors spend enough time with your child	95%	92%
Customer service helps you	80%	93%
Customer service treats you with respect	96%	98%
Coordination of care	84%	82%
Ease of filling out forms	97%	96%



# Keep your mailing address up to date.

It's important to make sure you get all your mail about your Highmark Wholecare Medicaid benefits. To do that, you need to tell three places if you move or change your address. It might seem like a lot, but we'll help you through it!



## Step 1: PennDOT - Legal Address

First, think of your driver's license or your state ID card. If you move, you need to tell PennDOT 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 PennDOT know. Tell them you are changing your address, not getting a license.

**You can do this online, by mail, or in person.**

- To change your address online, visit the **PennDOT website**.



## Step 2: USPS - Mailing Address

Next, you need to tell the Post Office (USPS) your new address. This makes sure your mail goes to the right place.

**You can do this online or at your local post office.**

- Ask your local post office for a change of address form.
- To change your address online, visit the **USPS website** and follow the prompts.



## Step 3: DHS/My COMPASS - Medicaid

Finally, you need to tell the Department of Human Services (DHS) about your new address so they can update your Medicaid information. The easiest way to do this is through My COMPASS. If you don't have a My COMPASS account, you can create one online or ask for help.

**You can do this online or by phone.**

- To change your address online, visit the **COMPASS website**.
- To change your address by phone, call the DHS Statewide Customer Service Center at **1-877-395-8930**.

If you have questions about My COMPASS, call DHS at **1-800-692-7462** (TTY: **1-800-451-5886**), Monday–Friday, 8:30 a.m.–4:30 p.m.

*Continues on the next page*





So, remember: PennDOT (Legal), Post Office (Mail), and DHS (Medicaid). You need to tell all three when you move. If you only tell one, you might miss important information!

This can seem like a lot. If you need help with any of these steps, call Member Services at **1-800-392-1147 (TTY: 711 or 1-800-654-5984)**, Monday–Friday, 8 a.m.–8 p.m. We’re here to help you make sure you get all the information you need about your Medicaid.

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# Protect your child. Get them tested for lead.



Children ages 6 and younger are especially at risk for lead poisoning, which can be harmful even at low levels.

Lead poisoning happens when lead gets into the bloodstream. Lead is dangerous to children because their bodies absorb more lead than adults, and their brains and nervous systems are more sensitive to its damaging effects.

## Ways children can be exposed.

- Air
- Drinking water
- Dust
- Food
- Paint in older homes
- Soil
- Toys with lead-based paint

## What can lead exposure cause?

- Anemia
- Damage to the brain and nervous system
- Slowed growth and development
- Hearing and speech problems
- Lower IQ
- Delayed puberty
- Attention, behavior, and learning problems

## How to keep your child safe.

**Get your child tested for lead by age 1 and again at age 2.**

If the level of lead found in the blood is high, there are steps your child's doctor may take. Highmark Wholecare covers blood tests to check your child's blood lead level.

**Talk to your doctor about how to prevent lead exposure in your home.**

Children with blood lead levels of 3.5 micrograms and higher may qualify for a home lead test. Your child's doctor can ask for a home lead test to help identify potential sources of lead exposure at home.

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## Get your child tested today.

Learn more about lead poisoning and how to protect your child.



Visit [cdc.gov/lead-prevention](https://www.cdc.gov/lead-prevention).



Call your Care Navigator at  
**1-800-392-1147 (TTY: 711)**,  
Monday–Friday, 8:30 a.m.–4:30 p.m.



# Do you need help taking care of your health?

## Call the Enhanced Member Supports Unit.

With Highmark Wholecare, you get lots of helpful benefits. Our Enhanced Member Supports Unit (EMSU) can make it easier to get the care you need and use your benefits. Below are a few examples of situations where EMSU case managers can help.

### A Case Manager from the Enhanced Member Supports Unit can help you if:

- You're pregnant or recently had a baby.
- You have a health condition like cancer, diabetes, heart problems, or a mental health question.
- You need rides to doctor visits or getting medical equipment.
- You need help reading or understanding health information Highmark Wholecare gives you.
- You're facing challenges with your living situation or family.
- You have concerns about long-term conditions like:
  - Congestive heart failure
  - Chronic kidney disease
  - Chronic obstructive pulmonary disease
  - Diabetes
  - Inflammatory bowel disease
  - High blood pressure
  - High cholesterol (also called hyperlipidemia—too much fat in your blood)

**A Case Manager knows people in your community who can help you, too. They can connect you with:**

- Food
- A safe place to live
- Help with school or job training
- Help paying rent and other bills

You can choose to have a Case Manager, and you can stop at any time.

When you joined Highmark Wholecare, you may have asked for extra help. If so, a Case Manager will talk to you on the phone or in person, make a care plan with you, and check in to see if you are getting the care you need.

### Our programs can help you take better care of your health. We will:

- Call you to check how you're feeling and answer questions about your condition.
- Work with your doctor to help you follow their advice and be sure you understand your treatment plan, including your medicines.
- Provide easy-to-understand information about your health and how to manage it.
- Help you find resources you need, like seeing a specialist or getting support services.

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If you'd like help coordinating your care, call the Enhanced Member Supports Unit, at **1-800-392-1147 (TTY: 711 or 1-800-654-5984)**, Monday–Friday, 8:30 a.m.–4:30 p.m. When calling, press 1, then press 5.

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# Are you exempt from work requirements?

## You may be exempt from the new SNAP work and reporting requirements if you meet an exemption such as:

### As of November 1:

- Living in a SNAP household with a child under 14;
- Unable to work because of a physical or mental health condition, whether or not you qualify for disability benefits;
- Pregnant;
- Needed in the home to care for an ill or disabled person;
- Receiving (or applied for) Unemployment Compensation (UC);
- Unable to work because of domestic violence;
- Participating in a drug or alcohol treatment program;
- Homeless, living in a shelter or halfway house, or staying with family or friends for 90 days or less;
- Temporarily unemployed and expect to return to work in the next 60 days.



If an item in this list describes you, call the Statewide Customer Service Center at **1-877-395-8930** (in Philadelphia, call **215-560-7226**) as soon as possible.

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# Flu season is here. Are you ready?

Last year's flu season was a tough one. Lots of people got really sick and even had to go to the hospital. But you can help protect yourself by getting the flu shot.

## Who needs a flu shot?

Almost everyone! Anyone ages 6 months or older should get a flu shot every year. Think of it as an annual check-up for your immune system.

## Why get a flu shot every year?

The flu virus is sneaky. It changes a little bit each year. Even if you had the flu last year, your body might not recognize the new version this year. Getting a new flu shot each year helps your body learn how to fight the latest version of the virus.

The flu shot may not stop you from getting the flu. But it can make your illness milder.

## Why is getting vaccinated important?

**Getting the flu shot helps more than just you. It also protects people who are more likely to get really sick from the flu, like:**

- Young children
- Grandparents and other older adults
- People with weaker immune systems

When you get vaccinated, you're helping to keep your community healthy.

## Is the flu just a bad cold?

No! The flu is much worse than a cold. It can make you feel really awful. Sometimes it can even lead to serious problems where you need to go to the hospital. The flu is caused by a virus, so antibiotics won't help.

## How well does the flu shot work?

It changes from year to year. If the flu shot is a good match for the flu viruses going around, it can cut your risk of needing to see a doctor for the flu by 40% to 60%.

## Can the flu shot give you the flu?

No, it can't! The flu shot uses a dead virus (or part of one), so it can't make you sick. The nasal spray vaccine uses a weakened live virus, but it's too weak to cause the flu. If you get sick after getting the flu shot, you were likely already exposed to the virus beforehand, or the shot had not had time to take effect. It takes about two weeks for the flu shot to fully protect you.

*Continues on the next page*



## What are the side effects?

Most people don't have any side effects from the flu shot. Some people might have:

- A sore arm
- A mild fever
- Fatigue
- Headaches
- Muscle aches

The nasal spray might cause a runny nose or sore throat. But these side effects are usually mild and go away quickly.

## What if you're allergic to eggs?

Good news! You can still get the flu vaccine. People with egg allergies can get any flu vaccine.

## Which flu shot should you get?

For most people under age 65, any flu shot is a good choice. If you're ages 65 or older, it's recommended to get a special flu shot that covers four different flu viruses.

## Where can you get your flu shot?

- Your local pharmacy
- Your doctor's office

**And the best part? It's free!**

Getting your flu shot is a simple way to protect yourself and others from the flu. So don't wait. Get your flu shot today.

Source: [cdc.gov/flu/vaccines](https://www.cdc.gov/flu/vaccines)



# Learn how to keep your family safe from scams.



Are you worried about the ongoing fraud crisis? Do you want to know more about what's happening in your community? Then this webinar is for you.

Join Highmark Wholecare and the Pennsylvania Attorney General's Office on Tuesday, Jan. 13, 2026, from 11 a.m.–12 p.m. to get the inside scoop on current fraud schemes and financial abuse.

## Here's what you'll learn:

- What are the latest fraud schemes? We'll take a look at scams such as cryptocurrency and artificial intelligence.
- What resources are available in your community to keep you safe from falling victim to a scam?
- How can you report these scams to your local police?

This webinar is FREE and open to everyone. And it's a great chance to learn about a serious issue and protect yourself and your family.



To sign up for the webinar, visit [hwc.fyi/Fraud-Safety-Webinar](https://hwc.fyi/Fraud-Safety-Webinar).

After registering, you will receive a confirmation email with details about joining the webinar.

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Help us make sure  
you got the care  
you needed.



Did you know Highmark Wholecare is working even harder to keep your health information safe? We're using a new way to check with you about your doctor visits, medical equipment, lab work, and medicines you've received.

### Here's how it works.

- After you visit the doctor or hospital, we may send you a text message.
- The text will come from **43881**, so you know it's really us. It'll have a safe link that you can tap.
- The link will take you to a website. You'll be asked to answer a simple question: "Did you get this health care service?"
- Just tap "yes" or "no." It's that easy.

### Why are we doing this? To protect you!

By checking with you, we want to make sure you get the care you need so you can feel better.





## View or order your copy of the 2025 Member Handbook.

The Member Handbook explains how your plan works and outlines your benefits and cost sharing.

It also explains your rights and responsibilities as a member, as well as other important topics. Visit **Highmark Wholecare's Member Resources** to view or download a copy of the 2025 Member Handbook.



You can also request a printed copy of the handbook by calling Member Services at **1-800-392-1147 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m.

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# Domestic violence and dental health.

When someone is being hurt at home, it doesn't always show in ways we expect. Sometimes, the signs are in their mouth. Broken teeth, jaw pain, or cuts inside the mouth can be signs that a person has been hurt by someone close to them.

People who are being abused might also miss dental appointments or go a long time without care. This might be because of money, fear, or someone stopping them from getting help.

## Here are some signs that might mean someone needs support:

- Mouth or face injuries that happen more than once.
- Trouble eating, smiling, or talking, without a clear reason.
- A friend or family member who isn't allowed to speak for themselves or seems closely watched.

If you notice something that worries you, it's okay to gently check in. You don't need all the answers to show you care. Listen, believe them, and share info about help if it feels safe for them to talk.

Many Community Health Centers (CHCs) provide dental care. People can find their local CHC using this link: <https://my.pachc.org/Find-a-Health-Center>.

If you or someone you care about is experiencing domestic violence, help is available. Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. Please visit: <https://www.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.



# Member Rights and Responsibilities

## Member Rights

**As a Highmark Wholecare member, you have the right to:**

1. Be treated with respect, recognizing your dignity and need for privacy, by Highmark Wholecare staff and network providers.
2. Get information in a way that you can easily understand and find help when you need it.
3. Get information that you can easily understand about Highmark Wholecare, its services and the doctors and other providers that treat you.
4. Pick the network health care providers that you want to treat you.
5. Get emergency services when you need them from any provider without Highmark Wholecare's approval.
6. Get information that you can easily understand and talk to your providers about your treatment options, risks of treatment and tests that may be self-administered without any interference from Highmark Wholecare.
7. Make all decisions about your health care, including the right to refuse treatment. If you cannot make treatment decisions by yourself, you have the right to have someone else help you make decisions or make decisions for you.
8. Talk with providers in confidence and to have your health care information and records kept confidential.
9. See and get a copy of your medical records and to ask for changes or corrections to your records.
10. Ask for a second opinion.
11. File a Grievance if you disagree with Highmark Wholecare's decision that a service is not medically necessary for you.
12. File a Complaint if you are unhappy about the care or treatment you have received.
13. Ask for a DHS Fair Hearing.
14. Be free from any form of restraint or seclusion used to force you to do something, to discipline you, to make it easier for the provider, or to punish you.
15. Get information about services that Highmark Wholecare or a provider does not cover because of moral or religious objections and about how to get those services.

*Continues on the next page*



16. Exercise your rights without it negatively affecting the way DHS, Highmark Wholecare, and network providers treat you.
17. Create an advance directive. See Section 6 on page 70 of the Member Handbook for more information.
18. Make recommendations about the rights and responsibilities of Highmark Wholecare's members.

## Member Responsibilities

Members need to work with their health care service providers. Highmark Wholecare needs your help so that you get the services and supports you need.

### **These are the things you should do:**

1. Provide, to the extent you can, information needed by your providers.
2. Follow instructions and guidelines given by your providers.
3. Be involved in decisions about your health care and treatment.
4. Work with your providers to create and carry out your treatment plans.
5. Tell your providers what you want and need.
6. Learn about Highmark Wholecare coverage, including all covered and non-covered benefits and limits.
7. Use only network providers unless Highmark Wholecare approves an out-of-network provider or you have Medicare.
8. Get a referral from your PCP to see certain specialists.
9. Respect other patients, provider staff, and provider workers.
10. Make a good-faith effort to pay your co-payments.
11. Report fraud and abuse to the DHS Fraud and Abuse Reporting Hotline



# Link Index

## **Keep your mailing address up to date.**

**Page 7:** PennDOT website | [hwc.fyi/PennDOT](https://hwc.fyi/PennDOT)

USPS website | [hwc.fyi/USPS-change-address](https://hwc.fyi/USPS-change-address)

COMPASS website | [hwc.fyi/MyCompass](https://hwc.fyi/MyCompass)

## **Protect your child. Get them tested for lead.**

**Page 9:** Learn about Lead | US EPA | [hwc.fyi/cdc-lead-prevention](https://hwc.fyi/cdc-lead-prevention)

## **Learn how to keep your family safe from scams.**

**Page 14:** Join this webinar | [hwc.fyi/Fraud-Safety-Webinar](https://hwc.fyi/Fraud-Safety-Webinar)

## **View or order your copy of the 2025 Member Handbook.**

**Page 16:** Highmark Wholecare's Member Resources | [hwc.fyi/handbook](https://hwc.fyi/handbook)



**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 890034  
Camp Hill, PA 17089  
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  
[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商。

**सावधान:** यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि नि:शुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि नि:शुल्क 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 مجانًا. 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 aksèsib yo disponib gratis tou. Rele nan 1-800-392-1147 (TTY: 711) oswa pale avèk founisè w la.

**LƯU 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 português, 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 ភាសាខ្មែរសេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នកជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ហៅទូរសព្ទទៅ 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 ઓફિસિલરી 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.