

## Get moving with Zumba at the SCFHP Blanca Alvarado CRC

Working out can be a challenge, but it doesn't have to be boring! Santa Clara Family Health Plan (SCFHP) is offering free Zumba classes at the SCFHP Blanca Alvarado Community Resource Center (CRC). Classes are open to all. Work out and look good doing it too!

Zumba is a fun and high-energy workout program that combines cardio with Latin dance. It's perfect for all fitness levels. Classes will be taught by a certified Zumba instructor.

Burn off some calories while learning some dance moves. Visit our events calendar at [www.scfhp.com/calendar](http://www.scfhp.com/calendar) for more information and to sign up for a class.



**WE ARE LOCATED** at 408 N. Capitol Ave., San Jose, CA 95133, in the Capitol Square Mall at North Capitol Avenue and McKee Road.

### Follow us on

 Instagram  
(@scfhp.crc) and

 Facebook  
([www.facebook.com/scfhp.crc](http://www.facebook.com/scfhp.crc))

to stay up-to-date on the latest programs, services, and events!

### Call Us

#### Customer Service

8:30 a.m. to 5 p.m., Monday through Friday (except holidays)

1-800-260-2055

TTY: 711



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# SCFHP Wellness Rewards\*



As a Medi-Cal member, Santa Clara Family Health Plan (SCFHP) will reward you for taking steps to a healthier life.

## How does SCFHP reward me for taking care of my health?

Your health is important to us. Below is a list of rewards we offer for completing routine health exams, a screening, or education.

SCFHP will send information to eligible members to remind them to schedule their routine health exam(s). Transportation is available to medical appointments. Review the list below to learn if you're eligible. SCFHP covers the exams below at no-cost.

HEALTH EXAM/TEST	HOW TO QUALIFY	REWARD
Well-care visits, ages 0 to 15 months	Complete six (6) well-care visits with your child's doctor by age 15 months in 2022.	\$30 gift card
Well-care visits, ages 16 to 30 months	Complete a blood lead screening before your child's second birthday AND two (2) or more well-care visits with your child's doctor by age 30 months.	\$30 gift card
Well-care visits, 9 to 13 years	Complete one (1) well-care visit with a doctor in 2022.	\$50 gift card
Annual flu shot, 0 to 2 years	Complete an annual flu shot before your child's 2022 birthday.	\$20 gift card
Prenatal visit (pregnant and ages 16+)	Attend an SCFHP baby shower. Register online! <b><a href="https://bit.ly/SCFHP-BabyShower">bit.ly/SCFHP-BabyShower</a></b>	Diaper bag
Postpartum visit	Complete one (1) postpartum visit between 7 and 84 days after delivery in 2022.	\$40 gift card
Controlling high blood pressure, ages 18 to 85	Hypertensive members attend a one-hour SCFHP Controlling High Blood Pressure health education class. Register online! <b><a href="https://bit.ly/High-Blood-Pressure-Class">bit.ly/High-Blood-Pressure-Class</a></b>	\$15 gift card

\*Kaiser (KP) members do not qualify. If you're a KP member, go to **[www.kp.org](http://www.kp.org)** for rewards opportunities.

Terms and conditions may apply. Must be enrolled in SCFHP Medi-Cal Plan at the time of your visit. Wellness Rewards is a paperless program. No need to call us to report you've completed your screening or test. Instead, your doctor must code and submit an electronic claim to SCFHP in order for you to be eligible for the reward. Allow up to 90 days from the date of completed visit to receive your reward in the mail. Gift card not to be used for purchase of tobacco, alcohol, or firearms.

# Back to school, back to the doctor

Have you scheduled a back-to-school doctor visit for your child? This is an annual well-child visit to help you keep your child healthy.

## What to expect

The doctor will give your child a physical exam and check for any possible problems. This is a great chance to ask questions about things such as:

- Healthy eating
  - Exercising
  - Developmental milestones
  - Screening for lead poisoning
  - Sleep issues
  - Mental health
  - Parenting problems
- And doctors can help you talk to older kids about sensitive subjects, like tobacco, alcohol, drugs, and sex.

## Vaccines for your child

The doctor will also make sure your child's vaccines are up-to-date.

### Infants and toddlers (birth to age 2 years)

- DTaP (diphtheria, tetanus, and pertussis)
- MMR (measles, mumps, and rubella)
- Chickenpox
- Pneumonia
- Hepatitis A and B
- Polio

### Preschoolers and school-aged kids (ages 3 to 10)

- DTaP (diphtheria, tetanus, and pertussis)
- MMR (measles, mumps, and rubella)
- Chickenpox
- Polio

### Preteens and teens (ages 11 to 18)

- HPV
- Meningitis
- Tdap (tetanus, diphtheria, pertussis)

## Don't forget about flu and COVID-19 shots!

- Flu vaccine (6 months and up)
- COVID-19 vaccine (6 months and up)
- ▶ Pfizer is recommended by the Centers for Disease Control and Prevention
- ▶ Boosters are available for everyone 5 and up

Talk to your doctor about the COVID-19 shot or get more information at [covid19.sccgov.org/covid-19-vaccine-information](https://covid19.sccgov.org/covid-19-vaccine-information).



## Have you noticed a lot of talk about the mental health of our children and students during the COVID-19 pandemic in the last two years?

One in five California high school students report considering suicide in the last 12 months. And there has

been a 24% increase in emergency room visits for mental health symptoms in kids ages 5 to 17 years. If you are concerned about the mental health of your child, talk with your pediatrician during a well-child visit.

Source: January 2022 Santa Clara Office of Education white paper, "The Efficacy of Implementing a School-Based Approach to Student Wellness"

# Get rewarded to learn more about your Medi-Cal plan and benefits

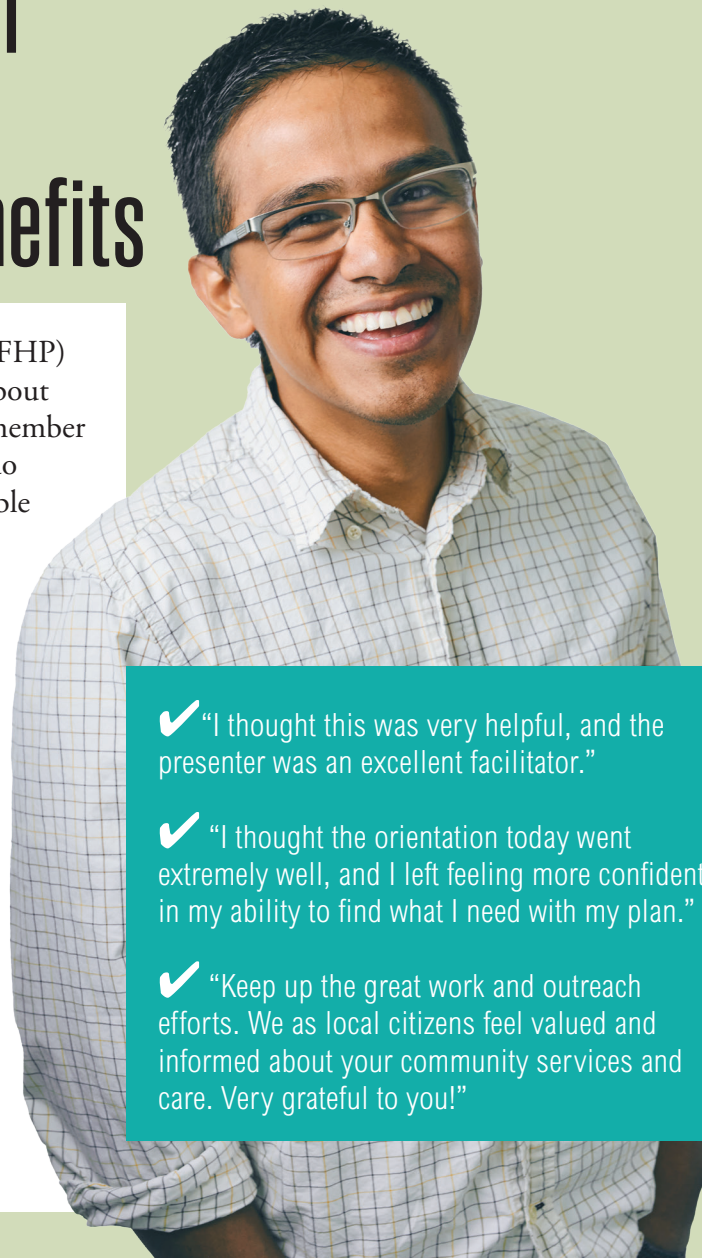
Are you a new Santa Clara Family Health Plan (SCFHP) Medi-Cal member, or do you want to learn more about your health plan and benefits? Join us for a FREE member orientation online or at our SCFHP Blanca Alvarado Community Resource Center and you may be eligible for a \$25 gift card.\*

During your member orientation, you'll learn about:

- SCFHP benefits and services and how to use them
- Member materials such as the Member Handbook and Provider Directory, and where to find your Medi-Cal Rx Covered Drug List
- Where and how to get care
- Who to contact when you have questions or need help
- And more!

Register today at [www.scfhp.com/welcome](http://www.scfhp.com/welcome) or by calling Customer Service at **1-800-260-2055** (TTY: **711**) Monday through Friday, 8:30 a.m. to 5 p.m. Orientations are offered in English, Spanish, and Vietnamese.

\*Gift cards cannot be used to purchase alcohol, firearms, or tobacco.



- ✓ "I thought this was very helpful, and the presenter was an excellent facilitator."
- ✓ "I thought the orientation today went extremely well, and I left feeling more confident in my ability to find what I need with my plan."
- ✓ "Keep up the great work and outreach efforts. We as local citizens feel valued and informed about your community services and care. Very grateful to you!"

## Is your child at risk for lead exposure?

Is your home putting your child at risk for lead poisoning?

Children living in housing built before 1978 are at greatest risk for lead exposure. Before 1978, lead in paint was very common. As homes grow older, paint can become weakened and chipped. Small children under 6 who often put objects in their mouths may accidentally eat chipped paint from walls, increasing their risk to lead exposure. Lead poisoning can be hard to detect—even children who seem healthy can have

high levels of lead. Ask your doctor about lead screening during your child's next well-care visit. During the test, a small amount of blood is taken from the finger or arm and tested for lead. Children should be tested at the age of 1 and 2—and if never tested, at least once before 6 years old. The sooner you test, the sooner you can help get them treatment if they have been exposed. Talk with your doctor to schedule their screening today.

# Has your contact information changed in the past two years? Here's what to do...

During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances. However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information. This will help the county ensure that your Medi-Cal coverage remains active.

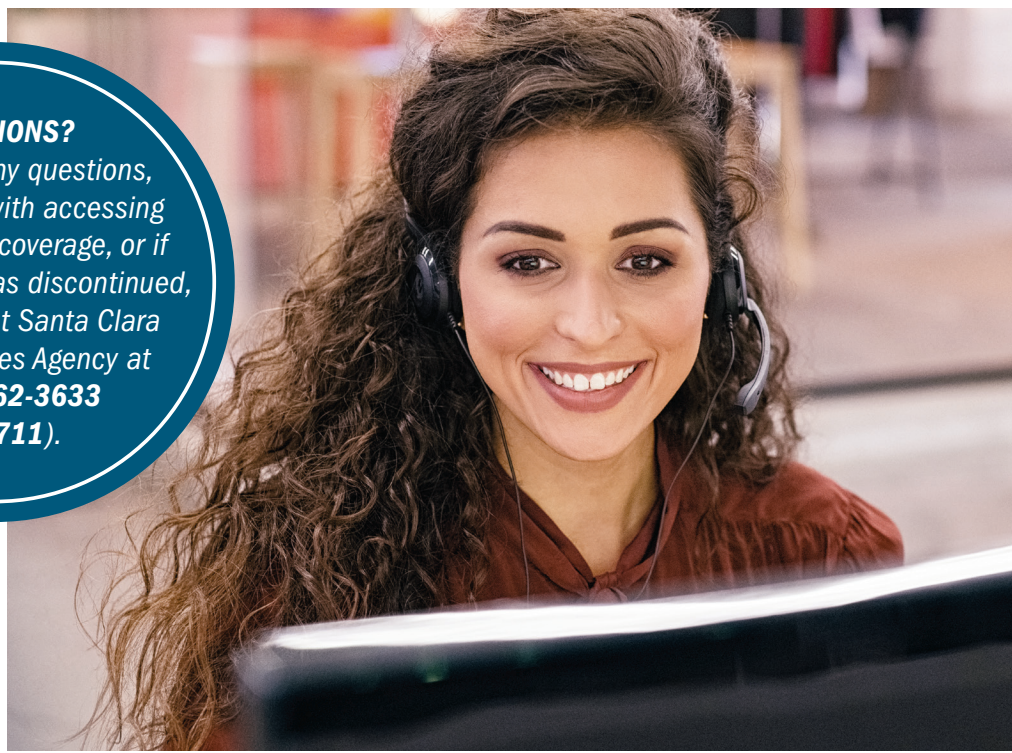
It is important to continue reporting any changes in your household to your local county office. This includes changes to your income, disability status, and contact information (phone number

and mailing address). You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your Medi-Cal eligibility. Reporting these changes may help you continue to receive Medi-Cal coverage after

the end of the COVID-19 PHE and to ensure you don't miss important information about your Medi-Cal coverage.

You can update your contact information online at **CoveredCA.com** or **BenefitsCal.org**.

**QUESTIONS?**  
*If you have any questions, or need help with accessing your Medi-Cal coverage, or if your Medi-Cal was discontinued, please contact Santa Clara Social Services Agency at **1-877-962-3633** (TTY: **711**).*



## New privacy protection for members receiving sensitive care services

Santa Clara Family Health Plan (SCFHP) is taking new steps to protect the privacy of our members receiving sensitive

care services. SCFHP will only send your information related to sensitive services to you. For a list of sensitive care services, look at Chapter 3 of your Medi-Cal Member Handbook.

You may also ask that we:

- ▶ Send the sensitive service information to another address
- ▶ Share the sensitive service information in another format, such as email or phone

If you want to make a confidential request about your sensitive care services, call SCFHP Customer Service at **1-800-260-2055** (TTY: **711**). You can also mail the request to PO Box 18880, San Jose, CA 95158.

Remember to also talk to your provider about your communication preference for sensitive care services.

# Don't pass on a Pap test



Ladies, are you up-to-date on your Pap test screenings for cervical cancer? When cervical cancer is found early, it's highly curable. That's why you should follow these important screening guidelines:

Age	Screening guidelines
21	First Pap test
21-29	Pap test every three years, as long as test results are normal. Pap test combined with a test for the human papillomavirus (HPV) every five years.
30-65	This is the preferred approach, but it's OK to have just a Pap test every three years. HPV can cause precancerous changes in the cervix and is a major cause of cervical cancer.
Over 65	Women who have had a serious precancerous change to their cervix at some point in their lives should continue to be tested for at least 20 years after their diagnosis, even if testing continues past age 65.
All ages	Pap tests are not needed after a total hysterectomy, which includes removing the cervix, and for women who do not have a history of serious precancerous changes.

**CHLAMYDIA SCREENING.** *Chlamydia is a common sexually transmitted disease that can cause permanent damage to a woman's reproductive system. If you're younger than 25 and sexually active, ask your doctor if you should get tested for chlamydia.*

## YOUR PRIMARY CARE PROVIDER

# Caring for all of you

Most of us know that primary care providers (PCPs, or doctors) treat illnesses and chronic conditions—from the flu and sore throats to diabetes and high blood pressure. But this may surprise you: Their goal is to treat you as a whole person, not just your illness.

That means your doctor is also trained to help you with behavioral health issues. For instance, if you're a smoker with a lung disease like chronic obstructive pulmonary disease (COPD), your doctor can help you overcome the emotional and physical challenges of quitting.

Likewise, if you have alcohol and drug problems, your doctor can help you overcome the emotional and physical challenges of quitting. These are just two examples of how doctors can care for all of you. Whatever behavioral health problems you might face, your doctor can either help you directly or refer you to an appropriate professional or program.

### Reach out

Because your emotions can affect your health—and how you take care of yourself—your doctor is an important source of support if you are struggling with things like:

- The loss of a loved one
- Changes in your health or the health of a loved one, your financial security, or a relationship
- A sensitive personal issue

Remember, your doctor can't help you if they don't know what's happening in your life. And while it may be hard to be open about your feelings, especially about something sensitive, your doctor is concerned with one thing only: supporting you and your health.

Sources: American Academy of Family Physicians; National Institutes of Health





## AlertSCC: YOUR INFORMATION LIFELINE IN AN EMERGENCY

AlertSCC is the County of Santa Clara's official emergency alert and warning system. AlertSCC is a free and easy way to get emergency alerts sent directly to your mobile phone, landline, or email.

Alerts can include:

- ▶ Information and instructions during emergency situations, including fire, earthquake, and severe weather
- ▶ Crime incidents that affect your neighborhood
- ▶ Post-disaster information about shelters, transportation, or supplies

Sign up for AlertSCC at [www.alertscc.com](http://www.alertscc.com).

# Be prepared for a power shutoff

During hot, dry summers, your power company may need to shut off your electricity to help prevent wildfires. These safety shutoffs can last for days. So it's important for every family to be prepared. Here are eight steps to prepare for a power shutoff:

- 1 Sign up for alerts.** Make sure your power company has your current contact information. That way they can warn you about planned power shutoffs.
- 2 Create a supply kit.** Stock it with enough nonperishable food and water

to last for a week. Plan on 1 gallon of water per person per day. Be sure to refresh your kit at least once a year.

- 3 Keep cash at home or with you.** ATMs may not work during a shutoff.
- 4 Gas up.** If you have a car, make sure the tank is full before the power goes off.
- 5 Stock up on batteries.** You'll need these for things like flashlights and radios. Always have two extra sets in various sizes.

**6 Keep flashlights around.** Steer clear of candles. They can be a fire hazard.

**7 Prep your phones.** Find out if your landline will work without power. If you have a cell phone, keep it charged.

**8 Talk with your doctor, if needed.** Do you depend on a medical device that runs on electricity? Or take a medicine that needs to stay cold? Your doctor can help you prepare for special situations like these.

# Urgent vs. Emergency



Where do you go when you need medical care quickly? Urgent care centers can manage many minor illnesses and injuries. But some symptoms call for emergency care.

## Go to urgent care for mild or minor symptoms:

- Allergic reactions or rashes
- Cuts, burns, or wounds
- Headaches
- Illnesses, such as colds, sore throats, earaches, and low-grade fevers
- Injuries, such as back pain, sprains, and strains
- Nausea or vomiting

## Call 911 or go to the ER for:

- Allergic reactions with trouble breathing, hives, or swelling
- Chest pain that lasts for more than a few minutes
- Difficulty breathing
- Heavy bleeding, severe burns, or deep wounds
- Injury to the neck, spine, or head, especially with other symptoms
- Passing out, fainting, or seizures
- Poisoning or overdose
- Serious injuries, such as broken bones
- Sudden severe headache or pain, such as in the jaw or arm
- Sudden confusion, weakness, loss of balance, face drooping, blurred vision, or slurred speech
- Psychiatric emergency conditions, such as severe depression or suicidal thoughts

### PLAY IT SAFE.

*This is not a complete list or medical advice. If you think you have an emergency, seek care right away.*

Sources: American College of Emergency Physicians; National Institutes of Health

**+** **WHEN IN DOUBT**, call the nurse advice line 24/7 at **1-877-509-0294 (TTY: 711)**. The advice nurse can tell you if you can wait to see your doctor, where to go for urgent care, or connect you to a telehealth doctor.

**WINNING  
HEALTH**  
Medi-Cal Plan

SUMMER 2022

WINNING HEALTH is published as a community service for the friends and patrons of Santa Clara Family Health Plan.

Information in WINNING HEALTH comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

Models may be used in photos and illustrations.

**Santa Clara Family Health Plan**  
PO Box 18880, San Jose, CA 95158  
**1-800-260-2055 • www.scfhp.com**  
TTY: 711

**50512E**

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**Medi-Cal Member Handbook  
Combined Evidence of Coverage (EOC) and Disclosure Form  
ERRATA for 2022 Benefit Year**

Medi-Cal has made changes to the program that may affect you. The section below has been added to your 2022 Medi-Cal Member Handbook, also called the Combined Evidence of Coverage (EOC) and Disclosure Form. The Medi-Cal Member Handbook is available online at [www.scfhp.com/medi-cal/forms-documents](http://www.scfhp.com/medi-cal/forms-documents). You can call Customer Service at 1-800-260-2055 (TTY 711) and ask for a printed copy to be mailed to you.

**Effective July 1, 2022**

**Section 3 | How to get care**

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## **Sensitive care**

### **Minor consent services**

You may only get the following services without your parent or guardian's permission if you are 12 years old or older:

- Outpatient mental health care for (minors age 12 or older):
  - Sexual assault (no lower age limit)
  - Incest
  - Physical assault
  - Child abuse
  - When you have thoughts of hurting yourself or others (minors age 12 or older)
- HIV/AIDS prevention/testing/treatment
- Sexually transmitted infections prevention/testing/treatment
- Substance use disorder treatment services (minors age 12 or older). For more information see "Substance use disorder treatment services" in this handbook.

If you are under 18 years old, you can go to a doctor without permission from your parents or guardian for these types of care:

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Call Customer Service at 1-800-260-2055 (TTY 711).  
Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free.  
Or call the California Relay Line at 711. Visit online at [www.scfhp.com](http://www.scfhp.com).

- Pregnancy
- Family planning/birth control
- Abortion services

For pregnancy testing, family planning services, birth control, or sexually transmitted infection services, the doctor or clinic does not have to be part of the SCFHP network. You can choose any Medi-Cal provider and go to them for these services without a referral or pre-approval (prior authorization). Services from an out-of-network provider not related to sensitive care may not be covered. For help finding a doctor or clinic giving these services, or for help getting to these services (including transportation), you can call Customer Service at 1-800-260-2055 (TTY: 711).

Minors can talk to a representative in private about their health concerns by calling the 24/7 SCFHP Nurse Advice Line at 1-877-509-0294.

## Section 4 | Benefits and services

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### What your health plan covers

This chapter explains your covered services as a member of SCFHP. Your covered services are free as long as they are medically necessary and provided by an in-network provider. You must ask us for pre-approval (prior authorization) if the care is out-of-network except for sensitive services, emergencies and some urgent care services. Your health plan may cover medically necessary services from an out-of-network provider. But you must ask SCFHP for pre-approval (prior authorization) for this. Medically necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduces severe pain from a diagnosed disease, illness or injury. For Members under the age of 21, Medi-Cal services include care that is medically necessary to fix or help relieve a physical or mental illness or condition. For more details on your covered services, call Customer Service at 1-800-260-2055 (TTY: 711).

Members under 21 years old get extra benefits and services. Read Chapter 5: Child and youth well care for more information.

Some of the basic health benefits SCFHP offers are listed below. Benefits with a star (\*) may need pre-approval.



Call Customer Service at 1-800-260-2055 (TTY 711).  
Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free.  
Or call the California Relay Line at 711. Visit online at [www.scfhp.com](http://www.scfhp.com).

- Acupuncture\*
- Acute (short-term treatment) home health therapies and services\*
- Adult immunizations (shots)
- Allergy testing and injections
- Ambulance services for an emergency
- Anesthesiologist services\*
- Asthma prevention
- Audiology\*
- Behavioral health treatments\*
- Cardiac rehabilitation
- Chiropractic services\*
- Chemotherapy & Radiation therapy
- Cognitive health assessment
- Community health worker services
- Dialysis/hemodialysis services
- Durable medical equipment (DME)\*
- Emergency room visits
- Enteral and parenteral nutrition\*
- Family planning office visits and counseling (you can go to a non-participating provider)
- Habilitative services and devices\*
- Hearing aids\*
- Home health care\*
- Hospice care\*
- Inpatient medical and surgical care\*
- Lab and radiology\*
- Long-term home health therapies and services\*
- Maternity and newborn care
- Major organ transplant\*
- Occupational therapy\*
- Orthotics/prostheses\*
- Ostomy and urological supplies
- Outpatient hospital services
- Outpatient mental health services
- Outpatient surgery\*
- Palliative care\*
- PCP visits
- Pediatric services
- Physical therapy\*
- Podiatry services\*
- Pulmonary rehabilitation
- Rapid Whole Genome Sequencing
- Rehabilitation services and devices\*
- Skilled nursing services\*
- Specialist visits
- Speech therapy\*
- Surgical services\*
- Telemedicine/Telehealth
- Transgender services\*
- Urgent care
- Vision services\*
- Women's health services



Call Customer Service at 1-800-260-2055 (TTY 711).

Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free.

Or call the California Relay Line at 711. Visit online at [www.scfhp.com](http://www.scfhp.com).

## Medi-Cal benefits covered by SCFHP

### Outpatient (ambulatory) services

#### *Cognitive health assessments*

SCFHP covers an annual brief cognitive health assessment for members who are 65 years of age or older, and are otherwise not eligible for a similar assessment as part of an annual wellness visit under the Medicare Program. A cognitive health assessment looks for signs of Alzheimer's disease or dementia.



Call Customer Service at 1-800-260-2055 (TTY 711).

Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free.

Or call the California Relay Line at 711. Visit online at [www.scfhp.com](http://www.scfhp.com).



## NONDISCRIMINATION NOTICE

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

SCFHP provides:

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

If you need these services, contact SCFHP between 8:30 a.m. and 5:00 p.m., Monday through Friday by calling **1-800-260-2055**. Or, if you cannot hear or speak well, please call **711**. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

**Santa Clara Family Health Plan  
PO Box 18880  
San Jose, CA 95158  
1-800-260-2055 (TTY: 711)**

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### HOW TO FILE A GRIEVANCE

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

- By phone: Contact SCFHP between 8:30 a.m. to 5 p.m., Monday through Friday by calling **1-800-260-2055**. Or, if you cannot hear or speak well, please call **711**.
- In writing: Fill out a complaint form or write a letter and send it to:

**Attn: Grievance and Appeals Department  
Santa Clara Family Health Plan  
6201 San Ignacio Ave  
San Jose, CA 95119**

- In person: Visit your doctor's office or SCFHP and say you want to file a grievance.
  - Electronically: Visit SCFHP's website at [www.scfhp.com](http://www.scfhp.com).
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## **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

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

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights  
Department of Health Care Services  
Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413**

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

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).
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## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

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

- By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
- In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

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

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

**English Tagline – ATTENTION:** If you need help in your language call 1-800-260-2055 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-260-2055 (TTY: 711). These services are free of charge.

**Mensaje en español (Spanish) – ATENCIÓN:** si necesita ayuda en su idioma, llame al 1-800-260-2055 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-260-2055 (TTY: 711). Estos servicios son gratuitos.

**Khẩu hiệu tiếng Việt (Vietnamese) – CHÚ Ý:** Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-260-2055 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-260-2055 (TTY: 711) . Các dịch vụ này đều miễn phí.

**简体中文标语 (Chinese) – 请注意：**如果您需要以您的母语提供帮助，请致电1-800-260-2055 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电1-800-260-2055 (TTY: 711)。这些服务都是免费的。

**Tagalog Tagline (Tagalog) – ATENSIYON:** Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-260-2055 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-260-2055 (TTY: 711) . Libre ang mga serbisyonang ito.

**(Arabic) الشعار بالعربية**

يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-260-2055 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ 1-800-260-2055 (TTY: 711). هذه الخدمات مجانية.

**Հայերեն պիտակ (Armenian) – ՈՒՇԱԴՐՈՒԹՅՈՒՆ:** Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-260-2055 (TTY: 711) : Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշվանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանզահարեք 1-800-260-2055 (TTY: 711) : Այդ ծառայություններն անվճար են:

**ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian) – ចំណាំ:** បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-260-2055 (TTY: 711)។ ជំនួយ នឹង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រៀង ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-260-2055 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

**(Farsi) فارسی زبان به مطلب**

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-260-2055 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-260-2055 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

**हिंदी टैगलाइन (Hindi) – ध्यान दें:** अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-260-2055 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-260-2055 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

**Nqe Lus Hmoob Cob (Hmong)** – CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-260-2055 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntwav su thiab luam tawm ua tus ntwav loj. Hu rau 1-800-260-2055 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

**日本語表記 (Japanese)** – 注意日本語での対応が必要な場合は 1-800-260-2055 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-800-260-2055 (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

**한국어 태그라인 (Korean)** – 유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-260-2055 (TTY: 711) 번으로 문의하십시오. 접자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-260-2055 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

**ແທກໂລພາສາລາວ (Laotian)** – ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-260-2055 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕລິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-260-2055 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

**Mien Tagline (Mien)** – LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-260-2055 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo waaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-260-2055 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

**ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)** – ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-2602055 (TTY: 711). ਆਪਣੇ ਲੇਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-260-2055 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

**Русский слоган (Russian)** – ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-260-2055 (линия ТТТ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-260-2055 (линия ТТТ:711). Такие услуги предоставляются бесплатно.

**แท็กไลน์ภาษาไทย (Thai)** – โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-260-2055 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-260-2055 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

**Примітка українською (Ukrainian)** – УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-260-2055 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-260-2055 (TTY: 711). Ці послуги безкоштовні.