

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 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)

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

Call Us

Customer Service
8 a.m. to 8 p.m.,
Monday through Friday

1-877-723-4795

TTY: 711



ME

Health and wellness or prevention information

Standard
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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.

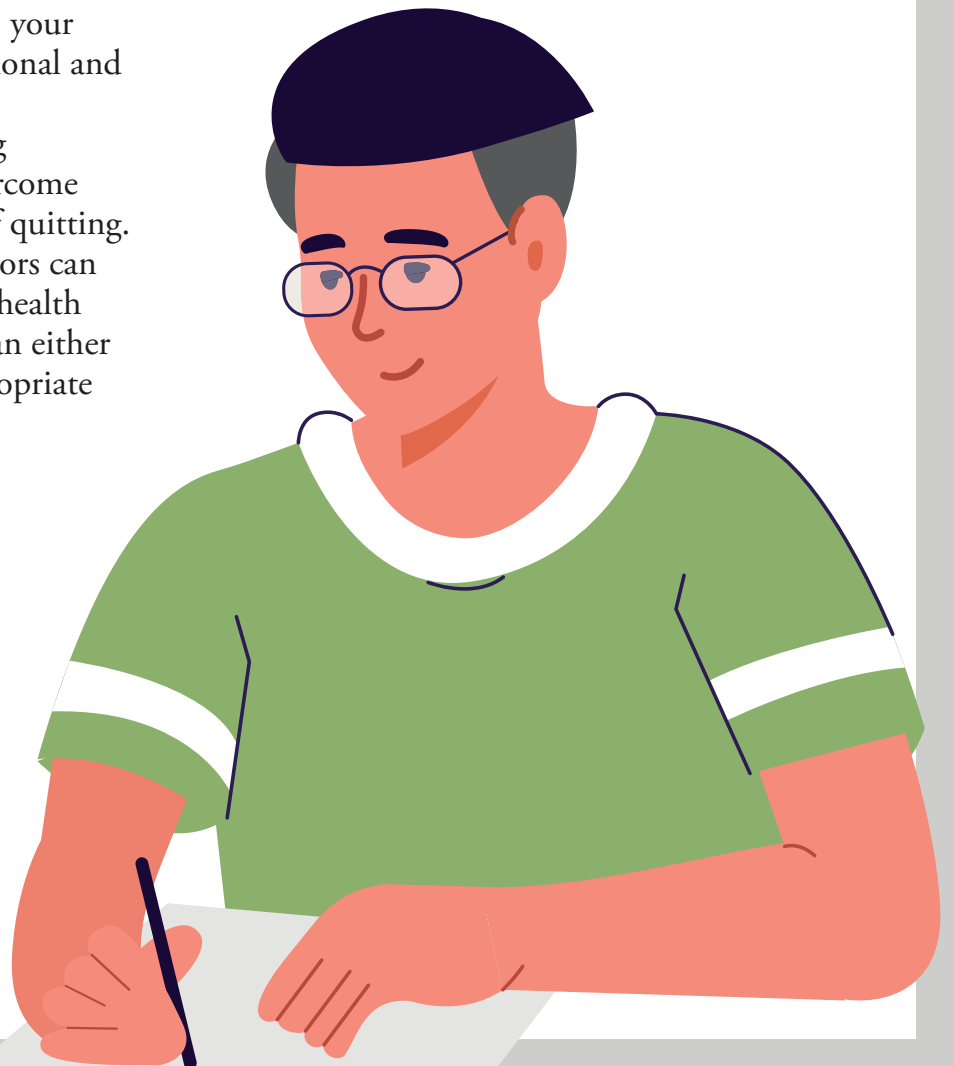
Reach out

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



SCFHP Wellness Rewards*

Santa Clara Family Health Plan (SCFHP) rewards its Cal MediConnect members for taking steps to a healthier life.

How does SCFHP reward my health care?

Your health is important to us. Below is a list of rewards we offer eligible members for completing routine health exams or screenings. These exams and screenings are covered under your SCFHP Cal MediConnect benefits and are no cost to you.



Free transportation to your health appointments is available. Once you complete a qualifying activity, your gift card will be sent to you in the mail.

WELLNESS REWARDS ACTIVITIES IN 2022	SCFHP CAL MEDICONNECT ELIGIBILITY CRITERIA	REWARD
Breast cancer screening	Members ages 50 to 74—ask your doctor for a referral	\$40 gift card
Colorectal cancer screening	Members ages 50 to 75	\$50 gift card
Diabetes A1C test	Members ages 18 to 75 with diabetes	\$20 gift card

*Terms and conditions may apply. Must be enrolled in SCFHP Cal Medi-Connect 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.

New YMCA benefit

SCFHP Cal MediConnect Plan has partnered with YMCA of Silicon Valley—now offering you more choices for your fitness benefit. Go to www.scfhp.com for more information, or call Customer Service at 1-877-723-4795 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m.

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

+ **WHEN IN DOUBT**, call the nurse advice line 24/7 at **1-844-803-6962** (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.



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

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

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

Sign up for a health education class!

Santa Clara Family Health Plan (SCFHP) is dedicated to helping our members lead healthy lives. We partner with many community-based organizations to offer health education classes* to our members at no cost to you. We cover the following topics:

- Self-management on health—register online! bit.ly/High-Blood-Pressure-Class
- Stress and anger management*
- Weight management*

- Smoking cessation and more!

Visit us at www.scfhp.com/for-members/health-education to see the full list of classes. To enroll, call our Health Education partners and tell them you are an SCFHP member. Most programs do not require a doctor referral. You can opt out of the program at any time. If you have questions or need help, please call SCFHP Customer Service.

*Classes may be virtual or in-person.



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.

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.

Learn more about your SCFHP Cal MediConnect plan and benefits

Are you a new Santa Clara Family Health Plan (SCFHP) Cal MediConnect member, or do you want to learn more about your health plan and benefits? Join us for a FREE member orientation at our SCFHP Blanca Alvarado Community Resource Center or online. During your member

orientation, you'll learn about:

- SCFHP benefits and services and how to use them
- Member materials such as the Member Handbook, Provider Directory, and Formulary
- 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 or by calling Customer Service at **1-877-723-4795 (TTY: 711)** Monday through Friday, 8 a.m. to 8 p.m. Orientations are offered in Chinese, English, Spanish, and Vietnamese.



✓ “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!”

Understand osteoporosis and avoid falls



Osteoporosis means “porous bone.” It occurs when the body loses too much bone material, makes too little new bone, or both. So, a fall or a simple bump can lead to a broken hip, backbone (spine), wrist, or other bone.

There are many ways to prevent osteoporosis and falls. Try these tips:

1. Reach out to your doctor for a bone mineral density test, especially for women aged 65 and older. The test result will tell you how strong your bones are, whether you have osteoporosis, and your risk for having a fracture. Your doctor can offer treatment options for rebuilding bone or slowing bone loss. Also, discuss strategies for avoiding bone-loss side effects from drugs you may take for other conditions.
2. Stay active and eat a diet rich in calcium and vitamin D.
3. Get rid of tripping hazards. Take a look around your home. Clear away clutter on floors. Remove throw rugs or tape them down. And think about

installing railings or grab bars in places you’re likely to slip.

4. Don’t skimp on a good night’s rest. You’re more likely to fall when you’re drowsy. Make getting a good night’s sleep a priority.

5. Get regular vision and hearing checks. Small changes in these senses might cause a fall.

Farewell to Falls, a program of the Trauma Center at Stanford, is working with older adults to help reduce falls. Call **1-650-724-9369** (TTY: 711) or visit www.stanfordhealthcare.org/for-patients-visitors/farewell-to-falls.html.

Sources: Centers for Disease Control and Prevention; National Institute on Aging



DID YOU KNOW smoking can reduce bone mass? If you would like to quit smoking, Kick It California can help. Call **1-800-300-8086** or visit www.kickitca.org for tips and resources.



Get help to quit smoking

Quitting smoking is one of the most important actions people can take to improve their health. Quitting smoking can help:

- ▶ Reduce the risk of premature death and add as much as 10 years to your life expectancy
- ▶ Improve your overall health and increase your quality of life
- ▶ Reduce the risk for many health effects, including poor reproductive health outcomes, cardiovascular diseases, chronic obstructive pulmonary disease (COPD), and cancer
- ▶ Improve the health of pregnant women and their babies
- ▶ Reduce the financial burden that smoking places on people who smoke

To quit smoking, call Breathe California at **1-408-998-5865** (TTY: 711). Breathe California uses tobacco education, group support, and tools for maintenance to help smokers kick the habit.

Get help making health decisions

Appoint an authorized representative

If you want to let someone represent you for your health care matters, you need to appoint an authorized representative who can work with us on your behalf. *The person you name may also use, receive, and release your protected health information (PHI).* To appoint an authorized representative, call Customer Service and ask for the Appointment of Representative (AOR) form. You can also get the form and instructions on completing the form on our website in “Member Materials” at www.scfhp.com. The AOR form gives the person permission to act for you. You must give Santa Clara Family Health Plan a copy of the signed form.

Advance health care directives

It’s a question that haunts many people who are aging or who have a terminal disease: What will happen if I become unable to voice my own wishes about my health care? Advance health

care directives address the “what ifs” about your health. You can create a legal document that ensures that your health care wishes are carried out if you become unable to make them known.

You can use an advance directive to choose a trusted medical decision maker. You can also make your own health care choices known. In this way, advance directives are legal documents that can help address this concern.



A CALIFORNIA ADVANCE DIRECTIVE form is available on our website in “Member Materials” at www.scfhp.com. Call Customer Service if you need help appointing a representative, setting up an advance directive, or for more information: **1-877-723-4795 (TTY: 711).**

HEALTHY LIVING
Cal MediConnect Plan
(Medicare-Medicaid Plan)

SUMMER 2022

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Information in HEALTHY LIVING 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 Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

For information on SCFHP Cal MediConnect Plan and other Cal MediConnect options for your health care, call the Department of Health Care Services at **1-800-430-4263** (TTY: **1-800-735-2922**) or visit www.healthcareoptions.dhcs.ca.gov.

SANTA CLARA FAMILY HEALTH PLAN
PO Box 18880, San Jose, CA 95158
1-877-723-4795
www.scfhp.com
TTY: 711

Discrimination is against the law. Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) (SCFHP Cal MediConnect Plan) follows State and Federal civil rights laws. SCFHP Cal MediConnect Plan 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 Cal MediConnect Plan 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 Cal MediConnect Plan between 8 a.m. to 8 p.m., Monday through Friday by calling 1-877-723-4795. 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
1-877-723-4795 (TTY: 711)**

HOW TO FILE A GRIEVANCE

If you believe that SCFHP Cal MediConnect Plan 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 Cal MediConnect Plan. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact SCFHP Cal MediConnect Plan between 8 a.m. to 8 p.m., Monday through Friday by calling 1-877-723-4795. 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 Cal MediConnect Plan and say you want to file a grievance.

- Electronically: Visit SCFHP Cal MediConnect Plan's website at 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.

- Electronically: Send an email to 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: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m. The call is free.

Español (Spanish): ATENCIÓN: Si habla español, hay servicios de ayuda de idiomas gratis disponibles para usted. Llame a Servicio al Cliente al 1-877-723-4795 (TTY: 711) de lunes a viernes, de 8 a.m. a 8 p.m. La llamada es gratis.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu quý vị nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ, miễn phí dành cho quý vị. Hãy gọi đến Dịch Vụ Khách Hàng theo số 1-877-723-4795 (TTY: 711), từ Thứ Hai đến Thứ Sáu, 8 giờ sáng đến 8 giờ tối. Cuộc gọi là miễn phí.

中文 (Chinese) : 注意 : 如果您说中文 , 您可申请免费语言援助服务 。 请于星期一至星期五早上 8 点至晚上 8 点致电 1-877-723-4795 (TTY 用户请致电 711) 与客户服务部联系 。 本电话免费 。

Tagalog (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyong tulong sa wika na walang bayad. Tumawag sa Serbisyo para sa Mamimili sa 1-877-723-4795 (TTY: 711), Lunes hanggang Biyernes, 8 a.m. hanggang 8 p.m. Ang pagtawag ay libre.

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

월요일부터 금요일 오전 8시부터 저녁 8시까지 1-877-723-4795 (TTY: 711)번으로 고객 서비스부에 연락해 주십시오. 통화는 무료입니다.

Հայերեն (Armenian). ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարեք հաճախորդների սպասարկման կենտրոնի հետևյալ հեռախոսահամարով՝ 1-877-723-4795 (TTY. 711), երկուշաբթիից ուրբաթ՝ ժ. 8:00 - 20:00: Չանգն անվճար է:

Русский (Russian): ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Позвоните в Службу поддержки клиентов по номеру 1-877-723-4795 (телетайп: 711), с понедельника по пятницу, с 8:00 до 20:00. Звонок бесплатный.

فارسی (Farsi)

توجه: اگر به زبان فارسی صحبت می کنید، خدمات کمک‌زبانی به‌صورت رایگان در دسترس شما قرار دارد. روزهای دوشنبه تا جمعه، از 8 صبح الی 8 شب، با واحد خدمات مشتریان به شماره 1-877-723-4795 (TTY: 711) تماس بگیرید. تماس با این شماره رایگان است.

日本語 (Japanese) : ご注意 : 日本語を話される場合、無料の言語支援サービスをご利用いただけます。カスタマーサービス 1-877-723-4795 (TTY : 711) までお電話下さい。サービス時間帯は月曜日から金曜日の午前 8 時から午後 8 時までです。通話は無料です。

Ntawv Hmoob (Hmong): LUS CEEV: Yog hais tias koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu rau Lub Chaw Pab Cuam Neeg Qhua rau ntawm tus xov tooj 1-877-723-4795 (TTY: 711), hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj. Qhov hu no yog hu dawb xwb.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਬਿਲਕੁਲ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। 1-877-723-4795 (TTY: 711) 'ਤੇ ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ ਰਾਤੀਂ 8 ਵਜੇ ਤੱਕ ਕਾਲ ਕਰੋ। ਕਾਲ ਕਰਨ ਦਾ ਪੈਸਾ ਨਹੀਂ ਲੱਗਦਾ।

:العربية (Arabic)

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الاتصال بخدمة العملاء على الرقم 1-877-723-4795 (الهاتف النصي لضعاف السمع (TTY: 711) من الاثنين إلى الجمعة، من 8 صباحًا إلى 8 مساءً. الاتصال مجاني.

हिंदी (Hindi): ध्यान दें: अगर आप हिंदी, भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। ग्राहक सेवा को 1-877-723-4795 (TTY: 711) पर, सोमवार से शुक्रवार, सुबह 8:00 से शाम 8:00 बजे तक कॉल करें यह कॉल निःशुल्क है।

ภาษาไทย (Thai): โปรดทราบ: หากท่านพูดภาษาไทย จะมีบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย ติดต่อศูนย์บริการลูกค้าได้ที่ 1-877-723-4795 (TTY: 711) ได้ในวันจันทร์ถึงศุกร์ เวลา 08.00 น. ถึง 20.00 น. ไม่มีค่าใช้จ่ายในการโทร

ខ្មែរ (Khmer): ជូនចំពោះ: ប្រសិនបើលោកអ្នកនិយាយភាសាសេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ទូរស័ព្ទមកផ្នែកសេវាកម្មអតិថិជនតាមលេខ 1-877-723-4795 (TTY: 711) ពីថ្ងៃចន្ទដល់ថ្ងៃសុក្រម៉ោង 8 ព្រឹក។ ដល់ម៉ោង 8 យប់ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ຄິດຄ່າໃຊ້ຈ່າຍ ສໍາລັບທ່ານ. ໂທຫາສູນບໍລິການລູກຄ້າໄດ້ທີ່ເບີ 1-877-723-4795 (TTY: 711), ວັນຈັນ ຫາ ວັນສຸກ ເວລາ 8 ໂມງເຊົ້າ ຫາ 8 ໂມງແລງ. ໂທຟຣີ.

Mien (Mien): JANGX LONGX: Beiv taux meih benx gorngv ang gitv waac nyei mienh nor, duqv mbenc maaih nzie weih gong tengx wang-henh faan waac bun muangx maiv zuqc cuotv nyaanh, mbenc nzoih liouh bun meih longc. Douc waac daaih lorx taux nzie weih zipv kaeqv gorn zangc yiem njiec naaiv 1-877-723-4795 (TTY: 711), yiem naaiv liv baaiz yietv mingh taux liv baaiz hmz bouc dauh, yiem 8 diemv lungn ndorm ziagh hoc mingh 8 diemv lungn muonz. Naaiv norm douc waac gorn se wang-henh longc maiv zuqc cuotv nyaanh oc.

Українська (Ukrainian): УВАГА: Якщо ви розмовляєте англійською мовою, ви можете безкоштовно скористатися доступними послугами перекладача. Телефонуйте до служби підтримки клієнтів за номером 1-877-723-4795 (телефонний пристрій із текстовим вводом [Teletype TTY]: 711), понеділок-п'ятниця, з 8:00 до 20:00. Дзвінок безкоштовний.