

**NEW!**

Connect to a telehealth doctor via the nurse advice line

Call our 24/7 nurse advice line when you are not sure what kind of care you need. 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. The telehealth doctor can:

- ▶ Go through your symptoms
- ▶ Recommend a treatment
- ▶ Send a prescription to your nearest pharmacy

This service is offered at no cost for Santa Clara Family Health Plan members.

**CALL** the nurse advice line toll-free 24 hours a day, 7 days a week, at **1-844-803-6962**.

COVID-19

## We're committed to your health and safety



News about the coronavirus pandemic is changing fast. We want to assure you that your health and safety are our priorities. We are here for you. As we all adapt to life during the pandemic, it's important that we do not let our guard down.

We're keeping our website at [www.scfhp.com](http://www.scfhp.com) updated with important information and resources about COVID-19. Our Health Library has wellness

information you and your loved ones can use to stay healthy.

Remember: We are all in this together. Stay informed and:

- Avoid close contact
- Clean your hands often
- Cover your mouth and nose with a cloth face cover when around others
- Cover coughs and sneezes
- Clean and disinfect frequently touched surfaces



**THE CENTERS FOR DISEASE CONTROL AND PREVENTION** provides updated and reliable information at [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus). You can also find more information about COVID-19 from the Santa Clara County Public Health Department at [www.sccgov.org/covid19](http://www.sccgov.org/covid19).

### Call Us

**Customer Service**

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

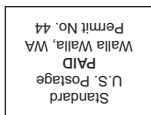
**1-877-723-4795**

**TTY: 711**



ME

Health and wellness or prevention information





**Are you  
registered  
to vote?**

Election Day is on Nov. 3 this year, and it's coming up fast. This is the day that the nation votes for president, vice president, a third of the Senate, and all of the House of Representatives.

Every vote counts! When you and your family vote, you can impact outcomes and make your voice heard. If you're not registered, you can't vote! The deadline to register to vote is 15 days before Election Day on Oct. 19. **Every registered voter will receive a vote-by-mail ballot starting 29 days before Election Day.**

Santa Clara County Registrar of Voters provides voting materials in English,

Chinese, Spanish, Tagalog, and Vietnamese. They have bilingual staff who can help you with voting questions. Call toll-free for assistance in English, Chinese, Spanish, Tagalog, or Vietnamese at **1-866-430-8683**.

You can do all of the following on the Santa Clara County Registrar of Voters website:

- Register to vote in California and in Santa Clara County
  - Change your address and update your voter registration
  - Check if you are registered to vote
  - See what's on the ballot
  - Find a Vote Center or a ballot drop-off location near you
- Register to vote today!



**VISIT [www.sccvote.org](http://www.sccvote.org) for more information.**



## Need help in your language?

If you are more comfortable speaking a language other than English, Santa Clara Family Health Plan (SCFHP) can help you. Whether you are contacting SCFHP or visiting a doctor, we have interpreters available.

### KNOW YOUR RIGHTS

- › You can get an in-person or telephone interpreter at no cost to you. This includes sign language.
- › When you go to the doctor, interpreters are available 24 hours a day.
- › You can ask for SCFHP plan materials in English, Spanish, simplified Chinese, Tagalog, and Vietnamese.
- › You can also get written materials in large print, braille, or other formats depending on your needs.

### HOW CAN YOU GET AN INTERPRETER?

Tell your doctor's office you'd like one. You can do this when you call to set up your next visit. You can also ask us for an in-person interpreter or an interpreter by phone.



**CALL CUSTOMER SERVICE toll-free at 1-877-723-4795. TTY users should call 711.**

# 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 water and nonperishable food to last for a week. Plan on one 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. It's a good idea to 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.

Sources: Pacific Gas and Electric Company; Ready.gov



**SIGN UP** for AlertSCC  
at [www.alertscc.com](http://www.alertscc.com).

## AlertSCC: Your information lifeline in an emergency

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



# Controlling high blood pressure (hypertension)

Blood pressure normally rises and falls throughout the day, but it can cause health problems if it stays high for a long time.

Several, possibly serious, health conditions are linked to high blood pressure. These include:

- Heart disease
- Kidney disease
- Stroke
- Eye disease
- Atherosclerosis (a disease of the arteries caused by a buildup of plaque, or fatty material)

Keeping high blood pressure under control is very important. Here are three things you can do to manage your high blood pressure.

**1. Manage stress.** Take a break, practice meditation, take deep breaths, take a walk.

**2. Maintain a healthy weight.** Talk to your doctor to find out if you need to lose weight, how much, and how best to do it.

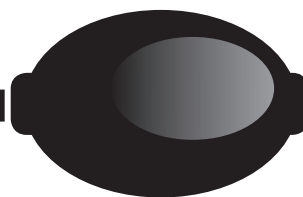
**3. Take your medications properly.** Follow your doctor's instructions carefully. Always ask your doctor or pharmacist if you don't understand something. Never stop taking your medication without talking to your doctor or pharmacist.

Together, you and your health care team can prevent and treat the causes of high blood pressure.

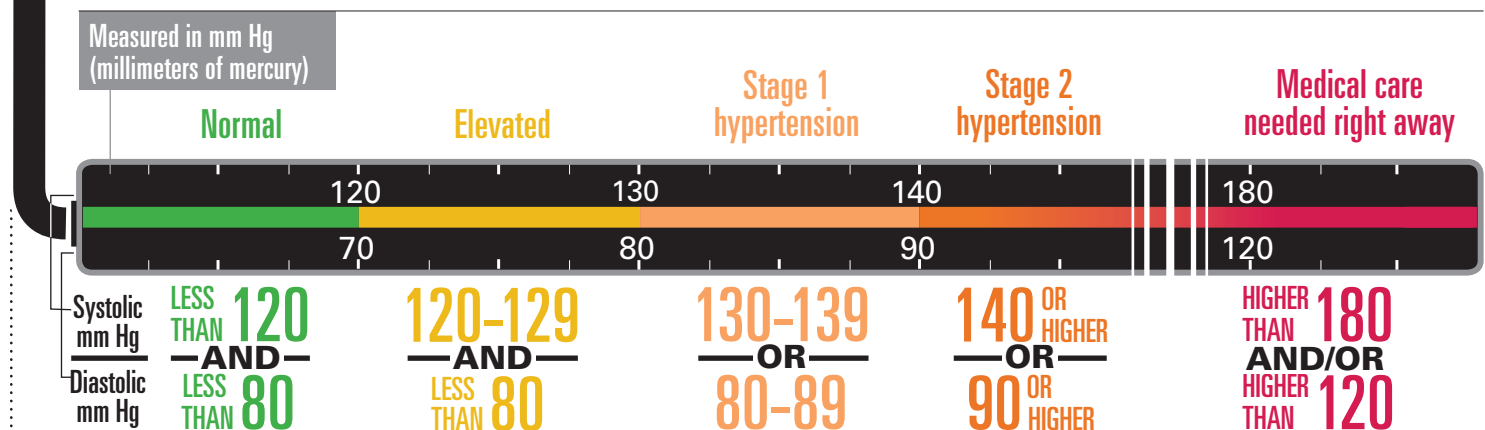


**SANTA CLARA FAMILY HEALTH PLAN (SCFHP)** covers blood pressure monitors to use at home, at no cost. Visit your doctor's office for a blood pressure reading and get a prescription for a blood pressure monitor. Questions? Call SCFHP Customer Service.

## BLOOD PRESSURE by the NUMBERS



Blood pressure is the force of blood against the walls of blood vessels. High blood pressure, or hypertension, can cause your heart to work too hard. This raises your risk for serious health problems, including heart attack and stroke.



### KNOW YOUR NUMBERS

Talk with your doctor about your blood pressure. Ask how often you should have it checked.

Sources: American Heart Association; National Institutes of Health

**NEED A DOCTOR?** Search online at [www.scfhp.com/for-members/find-a-doctor](http://www.scfhp.com/for-members/find-a-doctor) or call SCFHP Customer Service.

## CASE MANAGEMENT

# Understand your benefits

### Have you ever:

- Been unclear about your benefits?
- Been unable to get health care or medical equipment because the paperwork or process is too complicated?
- Had trouble getting your prescriptions filled and taking your medications on time?
- Had trouble getting a ride or taking the bus to doctors' appointments?
- Had your health problems get bad enough that you frequently visit the emergency room?
- Been confused about what community resources are available and how to find them?

If you answered yes to any of the above, a Santa Clara Family Health Plan (SCFHP) case manager can help you. Members are assigned a case manager who is a:

- Registered nurse
- Social worker, or
- Personal care coordinator

### Your case manager can help you:

- Coordinate your health services
- Coordinate your community resources
- Make the most of your health plan benefits



## Catch up on preventive care

While the COVID-19 pandemic was at its peak, it was important to stay home. For you and your family, that may have meant avoiding some routine doctor's visits. But now that restrictions are easing up, it's time to catch up on any preventive health services you missed.

### A GOOD WAY TO STAY HEALTHY

Preventive care includes screening tests, vaccines, and wellness checkups that help you stay healthy.

It includes things like:

- ▶ Mammograms and Pap tests for women
- ▶ Screenings for heart disease and cancer
- ▶ Flu and pneumonia shots
- ▶ Routine checkups where you can get advice about diet, exercise, and safety

Santa Clara Family Health Plan covers preventive health services like these from your doctor. So don't put them off. It's safe to visit your doctor again—and doing so helps keep you and your family healthy.

Sources: American Academy of Family Physicians; HealthCare.gov

**TO ASK FOR MORE CASE MANAGEMENT SUPPORT**, call SCFHP Case Management toll-free at **1-877-590-8999**, Monday through Friday, 8:30 a.m. to 5 p.m. Or complete a Case Management Referral Form at [bit.ly/CM\\_ReferralForm](https://bit.ly/CM_ReferralForm). You will hear back from us within five business days.

## DIABETES

### All about the HbA1C test

If you have diabetes, your doctor may ask you to get an A1C blood test. An A1C test helps you and your doctor see how well your treatment is working.

Daily blood sugar checks give you a glimpse of your blood sugar level at that moment in time. That's important. But an A1C test shows your average blood sugar levels for the past two to three months. It gives you an even bigger picture of your health.



Ask your doctor what your A1C goal should be and when you need to be tested. A goal of less than 7% is usually recommended. Keeping your average levels on target can reduce the risk of diabetes complications.

Sources: American Diabetes Association; National Institute of Diabetes and Digestive and Kidney Diseases

# Keep an eye out for diabetes-related vision problems

When you have diabetes, seeing an eye doctor at least once a year for a comprehensive dilated eye exam is important. Diabetes raises the risk for several eye diseases that can steal your sight. Most of them start with few, if any, symptoms. But an eye doctor can spot the diseases early, when they are often easier to treat.

## Four to know

It's important to understand the eye diseases commonly associated with diabetes. Here are four:

- 1. Glaucoma.** This happens when fluid in the eye can't drain properly. As the fluid builds, it can damage the optic nerve, which connects the eye to the brain.
- 2. Diabetic retinopathy.** The retina is the inner lining at the back of each eye. High blood sugar can harm the blood vessels around the retina and cause them to form pouches that affect vision.
- 3. Diabetic macular edema.** Diabetes can cause swelling in the macula, which is part of the retina.



This can lead to partial or complete vision loss.

**4. Cataracts.** A cataract is a clouding of the lenses in the eye. It diminishes vision. And if you have diabetes, you have a higher risk of developing cataracts at an earlier age.

## Prevent eye disease

Anyone with diabetes can get one of these eye diseases. But your risk is higher if your blood glucose, cholesterol levels, or blood pressure are not under control. Smoking makes you more at risk. Managing these risks and seeing your eye doctor regularly can help protect your eyes.

Sources: American Diabetes Association; National Institutes of Health





## Need help managing your drugs?

Santa Clara Family Health Plan (SCFHP) has a program called Medication Therapy Management (MTM) that helps you and your doctor manage your drugs. SCFHP works with SinfoníaRx to review your drugs and health conditions to find ways to improve your health. SinfoníaRx has pharmacists ready to talk to you about your drugs. Members who qualify for the MTM program will receive a letter from SinfoníaRx with more information. To qualify, you must meet all of the following:

- ▶ Have at least three of the selected chronic diseases
- ▶ Take at least eight different maintenance drugs
- ▶ Be likely to spend at least \$4,255 on covered Part D drugs in 2020

**TO LEARN MORE, visit [www.scfhp.com/mtm](http://www.scfhp.com/mtm).**



# The physical side of anxiety

It's normal to feel anxious when you're facing something stressful, like a new job or a first date. But if you're often on edge for no reason, or if you worry to the point that it's hard to function, you should talk to your doctor about anxiety.

### Red flags to watch for

Anxiety is more than just a feeling. It can cause changes in your body. You might:

- Feel your heart beat fast
- Sweat too much
- Get headaches
- Have an upset stomach
- Feel dizzy
- Go to the bathroom too often or have diarrhea
- Feel short of breath
- Have tense muscles
- Shake or tremble
- Not sleep well

Because of these symptoms, it's easy to mistake anxiety for another

illness. Panic attacks, for instance, can cause chest pain. Some people think they are having a heart attack.

If feeling anxious or worried affects your daily life, tell your doctor about all your symptoms—in mind and body. These symptoms may lead to other conditions like depression and substance problems—which, if not addressed, can increase the risk of suicide.

For more help, call Santa Clara County Behavioral Health Services.

Call these toll-free numbers:

- For the 24/7 Suicide and Crisis Hotline, call **1-855-278-4204**.
- For mental health services, 24/7, call **1-800-704-0900**.
- For substance abuse services, call **1-800-488-9919**, Monday through Friday, 8 a.m. to 5 p.m.
- For emergency help, please call **911**.

Sources: HelpGuide.org; Mental Health America

# Get the info you need from home

Here are some self-service health resources available to you on the Santa Clara Family Health Plan (SCFHP) website at [www.scfhp.com](http://www.scfhp.com).

## mySCFHP member portal

You can see your plan information, request transportation to and from medical appointments, view and request to change your primary care physician, and more. Visit [www.member.scfhp.com](http://www.member.scfhp.com) to get started.

You will need the information on your SCFHP member ID card to create an account.

## Find-a-doctor tool

Start here to find a doctor, hospital, or pharmacy near you. You can even find a doctor who speaks your language. Our network of providers and hospitals can provide you and



your family with the quality health care you expect. Visit [www.scfhp.com](http://www.scfhp.com) to use the tool. Call Customer Service toll-free at **1-877-723-4795** (TTY: 711) if you need any help.

## Member materials

Easily access your Member Handbook, Provider Directory, Appointment of Representative Form, and more. These documents describe other parts of your coverage, such as procedures for complaints and an explanation

of your rights. To find your forms and documents, visit “Cal MediConnect Member Materials” at [www.scfhp.com/healthcare-plans/cal-medicconnect/member-materials](http://www.scfhp.com/healthcare-plans/cal-medicconnect/member-materials).

## Health information

Use the online Health Library for more information about your health. You can find health tools, recipes, and articles to help you take better care of your health. Visit our Health Library at [www.scfhp.com/health-library](http://www.scfhp.com/health-library).

## HEALTHY LIVING

Cal MediConnect Plan  
(Medicare-Medicaid Plan)

SUMMER 2020

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.

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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.

### SANTA CLARA FAMILY HEALTH PLAN

PO Box 18880, San Jose, CA 95158

**1-877-723-4795** • [www.scfhp.com](http://www.scfhp.com)

TTY: 711



## **Discrimination is Against the Law**

Santa Clara Family Health Plan (SCFHP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCFHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCFHP:

- 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)
- 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 Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users call 1-800-735-2929 or 711.

If you believe that SCFHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Attn: Appeals and Grievances Department  
Santa Clara Family Health Plan  
6201 San Ignacio Ave  
San Jose, CA 95119  
Phone: 1-877-723-4795  
TTY/TDD: 1-800-735-2929 or 711  
Fax: 1-408-874-1962  
Email: [CalMediConnectGrievances@scfhp.com](mailto:CalMediConnectGrievances@scfhp.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is 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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
Phone: 1-800-368-1019  
TDD: 1-800-537-7697

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



## Language Assistance Services

**English:** ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. The call is free.

**Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio al Cliente al 1-877-723-4795, de lunes a viernes, de 8 a.m. a 8 p.m. Los usuarios de TTY/TDD deben llamar al 1-800-735-2929 o al 711. La llamada es gratuita.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Dịch Vụ Khách Hàng theo số 1-877-723-4795, từ thứ Hai đến thứ Sáu, 8 giờ sáng đến 8 giờ tối. Những người sử dụng TTY/TDD gọi đến số 1-800-735-2929 hoặc 711. Cuộc gọi được miễn phí.

**中文 (Chinese):** 注意：如果您说中文，将为您提供免费的语言服务。请致电 1-877-723-4795 联系客户服务部，工作时间是周一至周五早上 8:00 至晚上 8:00。TTY/TDD 用户请致电 1-800-735-2929 或 711。这是免费电话。

**Tagalog – Filipino (Tagalog):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo para sa Customer sa 1-877-723-4795, Lunes hanggang Biyernes, mula 8 a.m. hanggang 8 p.m. Dapat tumawag ang mga TTY/TDD user sa 1-800-735-2929 o 711. Libre ang tawag.

**한국어 (Korean):** 주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 1-877-723-4795 번으로 고객 서비스 부서에 전화해 주십시오. TTY/TDD 사용자는 1-800-735-2929 번 또는 711 번으로 전화해 주시면 됩니다.통화료는 무료입니다.

**Հայերեն (Armenian):** Ուշադրութեամբ: Եթե խոսում եք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարեք Հաճախորդների սպասարկման կենտրոն 1-877-723-4795 հեռախոսահամարով՝ երկուշաբթիից ուրբաթ՝ 8 a.m.-ից 8 p.m.-ը: TTY/TDD օգտվողները պետք է զանգահարեն 1-800-735-2929 կամ 711: Չանգն անվճար է:

**Русский (Russian):** ВНИМАНИЕ: Если Вы говорите по-русски, Вы можете бесплатно воспользоваться услугами переводчика. Звоните в службу поддержки клиентов по номеру 1-877-723-4795 с понедельника по пятницу с 8:00 до 20:00. Лица, пользующиеся телетайпом / телекоммуникационными устройствами для глухих (TTY/TDD), могут связаться по номерам 1-800-735-2929 или 711. Звонки бесплатные.

**فارسی (Persian, Farsi):**

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس هستند. از طریق شماره 4795-723-877-1 روزهای دوشنبه تا جمعه از ساعت 8 صبح تا 8 عصر با سرویس مشتری تماس بگیرید. کاربران TTY/TDD می توانند از طریق شماره 2929-735-800-1 یا 711 تماس بگیرند. این تماس رایگان است.



**日本語 (Japanese):** 注意事項: 日本語を話される場合、無料の言語サービスをご利用いただけます。月曜日から金曜日、午前 8 時～午後 8 時に対応のカスタマーサービス(1-877-723-4795)までご連絡ください。TTY/TDD ご利用の方は、1-800-735-2929 または 711 に電話してください。通話料金は無料です。

**Hmoob (Hmong):** LUS CEEV:Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu Rau Lub Chaw Pab Cuam Neeg Qhua rau ntawm 1-877-723-4795, hnuv Monday txog Friday, 8 teev sawv ntxov txog 8 teev tsaus ntuj. Tus xov tooj rau cov neeg TTY/TDD hu rau 1-800-735-2929 lossis 711. Yog tus xov tooj hu dawb.

**ਪੰਜਾਬੀ (Punjabi):** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਗਾਹਕ ਸੇਵਾ ਨੂੰ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8 ਤੋਂ ਰਾਤ 8 ਵਜੇ ਤੱਕ ਤੇ, 1-877-723-4795 'ਤੇ ਕਾਲ ਕਰੋ। TTY/TDD ਵਰਤਣ ਵਾਲਿਆਂ ਨੂੰ 1-800-735-2929 ਜਾਂ 711 'ਤੇ ਕਾਲ ਕਰਨੀ ਚਾਹੀਦੀ ਹੈ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੁੰਦੀ ਹੈ।

**العربية (Arabic):**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بخدمة العملاء على الرقم 1-877-723-4795، من الإثنين إلى الجمعة، 8 ص إلى 8 م. مستخدم الهاتف النصي/جهاز الاتصال لضعاف السمع يمكنهم الاتصال على الرقم 1-800-735-2929 أو 711. اتصل مجانًا.

**हिंदी (Hindi):** ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ निःशुल्क उपलब्ध हैं। आप सोमवार से शुक्रवार, सुबह 8 बजे से रात के 8 बजे तक ग्राहक सेवा को 1-877-723-4795 पर कॉल कर सकते हैं। TTY/TDD उपयोगकर्ताओं को 1-800-735-2929 या 711 पर कॉल करना चाहिए। कॉल निःशुल्क है।

**ภาษาไทย (Thai):** เรียง: หากท่านพูดภาษาไทย เรามีบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย โทรติดต่อฝ่ายบริการลูกค้าที่ 1-877-723-4795 ได้ตั้งแต่วันจันทร์ถึงวันศุกร์ เวลา 08.00 น. ถึง 20.00 น. ผู้ใช้ TTY/TDD สามารถโทรติดต่อได้ที่ 1-800-735-2929 หรือ 711 โดยไม่มีค่าใช้จ่าย

**ខ្មែរ (Mon-Khmer, Cambodian):** ប្រមូលកិច្ចទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សេវាផ្នែកទំនាក់ទំនងអតិថិជនតាមលេខ 1 877 723 4795 អាចរកបាន ពីថ្ងៃច័ន្ទ ដល់សុក្រ ម៉ោង 8 ព្រឹក ដល់ 8 ល្ងាច។ អ្នកប្រើ TTY/TDD គួរតែទូរស័ព្ទមកលេខ 1 800 735 2929 ឬ 711 ។ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

**ພາສາລາວ (Lao):** ເຊິນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາຝ່າຍບໍລິການລູກຄ້າທີ່ເບີ 1-877-723-4795, ເຊິ່ງເປີດໃຫ້ບໍລິການ 7 ວັນຕໍ່ອາທິດ, ຕັ້ງແຕ່ 8 ໂມງເຊົ້າຫາ 8 ໂມງແລງ. ຜູ້ທີ່ໃຊ້ TTY/TDD ແມ່ນໃຫ້ໂທຫາເບີ 1-800-735-2929 ຫຼື 711. ການໂທແມ່ນໂທຟຣີ.