

SCFHP BLANCA ALVARADO COMMUNITY RESOURCE CENTER

Join us for our community open house!


The Santa Clara Family Health Plan (SCFHP) Blanca Alvarado Community Resource Center is a convenient, welcoming, and safe space committed to advancing the health of SCFHP members and East San Jose residents. When you join our monthly community open house, you can:

- Learn about our FREE programs, events, and health education workshops
- Meet our bicultural and bilingual staff who can help you get the services you need
- Connect with local organizations that offer community resources
- Sign up for member orientation to learn more about benefits provided by SCFHP
- Sign up for FREE fitness classes to stay healthy

All are welcome! Open house sessions are offered in English, Spanish, and Vietnamese. No registration is required. For more information, call us at **1-408-874-1750** (TTY: 711) Monday through Friday, 10 a.m. to 5 p.m., or visit **crc.scfhp.com**.



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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A mammogram for Mother's Day



This Mother's Day, encourage all of the important women in your life to schedule a lifesaving mammogram.



A mammogram is an x-ray picture of the breast. Currently, it is the best way to detect breast cancer early, when it's easier to treat and before any signs or symptoms appear. Depending on your personal risk factors, the U.S. Preventive Services Task Force recommends that women ages 50 to 74 should complete a screening mammography once every two years.

Don't forget to schedule a mammogram for yourself!

Call your primary care providers' office using the phone number listed on the front of your SCFHP ID card. They can help you make an appointment.

Some tips for the day of your appointment:

- ▶ **DO** arrive early for check-in
- ▶ **DO** wear loose-fitting clothing
- ▶ **DON'T** wear jewelry, such as necklaces or earrings
- ▶ **DON'T** wear deodorant or perfume

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 MedWiseRx to review your drugs and health conditions to find ways to improve your health.

MedWiseRx has pharmacists ready to talk to you about your drugs. Members who qualify for the MTM program will receive a letter from MedWiseRx 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 \$4,696 on covered Part D drugs in 2022

 **TO LEARN MORE**, visit www.scfhp.com/mtm.

Keep an eye out for diabetes-related problems

When you have diabetes, seeing an eye doctor at least once a year for a thorough 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.

Diabetes can steal your sight

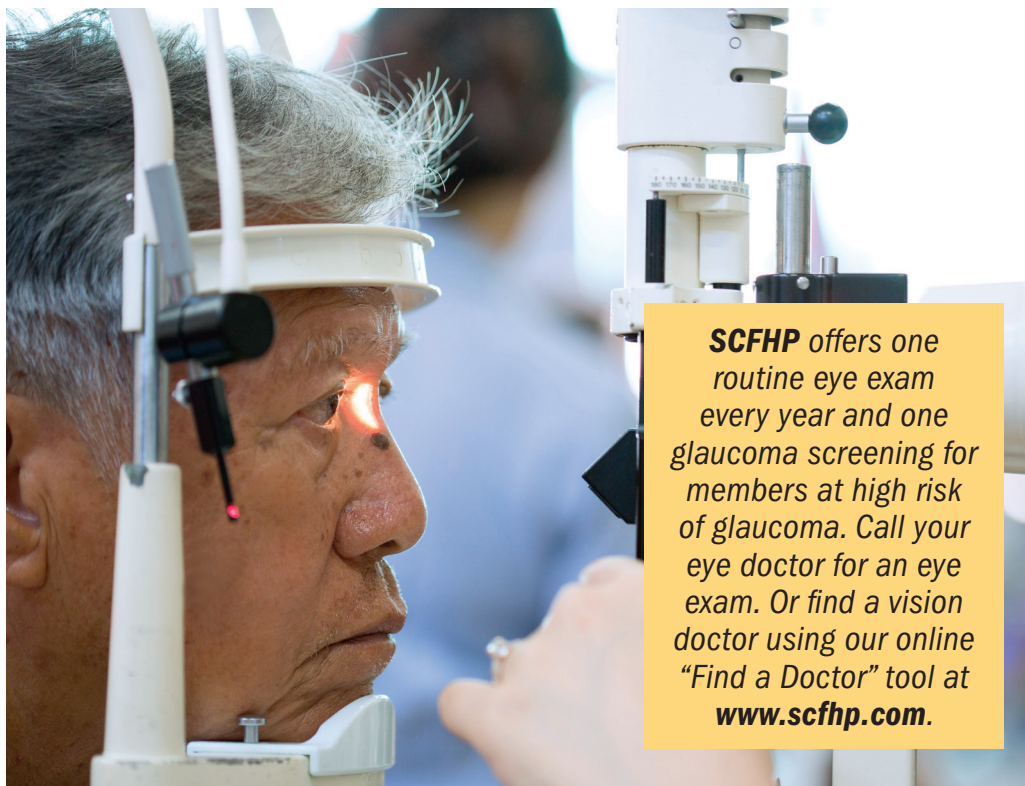
It's important to understand the eye diseases commonly related to diabetes. Here are four:

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.



SCFHP offers one routine eye exam every year and one glaucoma screening for members at high risk of glaucoma. Call your eye doctor for an eye exam. Or find a vision doctor using our online "Find a Doctor" tool at www.scfhp.com.



The mind-body connection

You may sometimes feel discouraged, worried, or tired of dealing with daily diabetes care. People with diabetes are two to three times more likely to have depression than people without diabetes. Feeling depressed, anxious, or overwhelmed can get in the way of managing diabetes. If you are feeling sad or empty and losing interest in favorite activities, talk with your doctor. Behavioral health screening and treatment, such as medication and talk therapy, are covered by Santa Clara Family Health Plan.

To find behavioral health providers near you, use "Find a Doctor" at www.scfhp.com or call Customer Service at **1-877-723-4795** (TTY: 711).

The Santa Clara County Behavioral Health Department provides services for those with severe needs that require a higher level of care and treatment. For more information, please call **1-800-704-0900** or visit their website at bhsc.sccgov.org/home. The county call center is able to help you in the following languages: English, Spanish, Chinese, Vietnamese, Farsi, and Tagalog.



Know your asthma meds

Most people don't have to think about breathing at all. It's just automatic. But if you have asthma, it might be on your mind a lot. When you can't breathe well, it's harder to do the things you enjoy.

Luckily, there are medicines that can help you breathe better.

Did you know?

Most people who have asthma take two kinds of medicines to help them breathe. One helps

control your asthma every day. The other gives you quick relief when you're having an attack.

Here are three things to know about these important medicines:

1. Control meds help prevent flare-ups. That's why you should take them every day—even when you feel fine. They help keep down swelling in your airways and let you breathe better.

2. Using quick-relief meds too often is a red flag. If you need them more than two days a

week, your asthma might not be under control. Let your doctor know. You may need to change your treatment plan.

3. Using your asthma meds could save you time. Keeping asthma under control may help you avoid hospital stays and prevent missed days at work or school.

If you have questions about how to use your medicines, your pharmacy and your doctor can help. Don't hesitate to call.

Sources: Centers for Disease Control and Prevention; National Heart, Lung, and Blood Institute

You can help prevent fraud, waste, and abuse!

Health care fraud is a serious issue. Fraud makes health care cost more for everyone. Here are five ways you can help prevent fraud, waste, and abuse:

- ✓ Never lend your member ID card to another person.
- ✓ Notify us immediately if your member ID card is lost or stolen.
- ✓ Be aware of who has access to your information.
- ✓ Ask your doctors exactly what tests or procedures they want you to have and why.
- ✓ Track all doctor visits and appointments you attend, miss, or cancel.

If you suspect fraud or a privacy violation, write down the name, address, and ID number of the person who committed the fraud, waste, or abuse. Give as much information as you can about the person, the dates of the events, and what happened.

Send your report the following ways:

- Mail to: Compliance Officer, Santa Clara Family Health Plan, PO Box 18880, San Jose, CA 95158
- Phone: **1-408-874-1450**, 24 hours a day, 7 days a week; TTY: 711



● Email:
reportfraud@scfhp.com

You may also contact the state and federal agencies below:

● California Department of Health Care Services (DHCS)

Phone: **1-800-822-6222**

Email: **stopmedicalfraud@dhcs.ca.gov**

● U.S. Department of Health and Human Services Office of Inspector General

Phone: **1-800-447-8477**

TTY: **1-800-377-4950**

● Centers for Medicare & Medicaid Services

Phone: **1-800-633-4227**

TTY: **1-877-486-2048**

THANK YOU for doing your part in preventing fraud, waste, and abuse!



Need a new doctor?

If you need a new doctor, you can:

- › Log in to the mySCFHP member portal at **member.scfhp.com** to submit a request to change doctors.
- › Or call SCFHP Customer Service at **1-877-723-4795**

(TTY: 711), Monday through Friday, 8 a.m. to 8 p.m.

To find doctors near you, use the “Find a Doctor” provider search tool on our website at **www.scfhp.com**. The change will take effect on the first day of the following month.

Hello

Kamusta

Xin chào

你好

Hola

We speak 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 American Sign Language.
- When you go to the doctor, interpreters are available 24 hours a day.
- SCFHP plan materials are available in English, Spanish, simplified Chinese, Tagalog, and Vietnamese. If you need materials in another language, including a language not listed above, call Customer Service.
- 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**. Monday through Friday, 8 a.m. to 8 p.m.



HOW DO WE RATE?



Your feedback is important. You may get a phone call on behalf of Santa Clara Family Health Plan and the Centers for Medicare & Medicaid Services (CMS) inviting you to participate in a survey about

our health plan. Your input will help us find areas where we can improve and be the best plan possible. Thank you for your help! For more information, visit www.scfhp.com/hereforyou.

How to file a complaint

Do you have a problem with the care you receive from your provider? Have you ever had trouble with the service you've gotten from Santa Clara Family Health Plan? If the answer is yes, we want to know!

To tell us about your complaint, you can do one of the following:

- Call Customer Service at **1-877-723-4795** (TTY: **711**), 8 a.m. to 8 p.m., Monday through Friday. Our representatives are trained to help you.
- Fill out and submit a Grievance and Appeal Form online at www.bitly.com/GA-form-en.
- Print and mail the completed form to us. You can find Member Grievance forms on our website in "Member Materials." Mail completed forms to:

Attn: Grievance and Appeals Department
Santa Clara Family Health Plan
PO Box 18880
San Jose, CA 95158

Or fax the completed form to **1-408-874-1962**.

The formal name for making a complaint is "filing a grievance." You can learn more about the grievance process in Chapter 9 of your Member Handbook or on our website at www.bitly.com/CMC_complaints.

Can someone file a complaint for me?

Yes—a family member, friend, trusted person, or doctor or other provider can file the complaint for you. But first, you must give them legal permission to act for you. This is called appointing a representative.

To appoint a representative, call Customer Service and ask for the Appointment of Representative Form. You can also get the form at www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS1696.pdf or



on our website in "Member Materials." The form gives the person permission to act for you. You must give us a copy of the signed form. You can find instructions on how to complete and send the form to SCFHP on our website at www.bitly.com/AOR-instruction.

NOTE: The appointment of a representative (or AOR) is valid for one year from the date you and the representative sign the form. You can cancel the appointment of your representative at any time.



'Controlling High Blood Pressure' class

Do you have hypertension, also known as high blood pressure? Join us for an interactive class to learn more about what it means to have high blood pressure, tips on managing high blood pressure, and how to use an at-home blood pressure monitor. There is no cost to join. Classes are offered monthly and led by a registered nurse or a certified health educator. We also welcome family members or those who care for someone with high blood pressure! Register online at www.bitly.com/High-Blood-Pressure-Class.



Your privacy matters

Santa Clara Family Health Plan (SCFHP) is required by state and federal law to protect your health information. We get information about you from federal, state, and local agencies after you are eligible to enroll in our health plan. We also get medical information from your health care providers, clinics, labs, and hospitals. This is so we can approve and pay for your health care.

What is PHI?

Your protected health information (PHI) is health information that reveals who you are; for example, your name, Social Security number, or other information. Your medical record is PHI because it includes your name and other personal information.

We guard your PHI

Our staff follows policies and procedures that protect your health information given to us in oral, written, or electronic

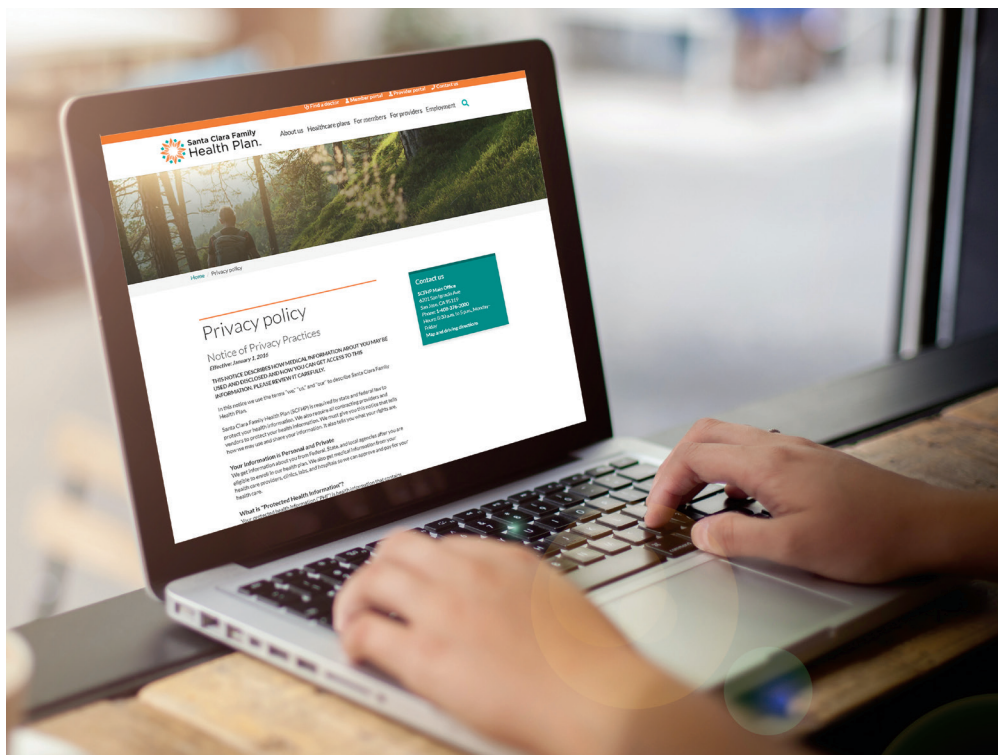
ways. Our staff goes through training that covers the ways members' oral, written, and electronic PHI may be used or shared across the organization. For example, when we call you and we are not able to reach you, we do not leave any PHI in voicemail messages. This is to protect your privacy.

Questions?

To see the full Notice of Privacy Practices, visit www.scfhp.com.

To ask for a copy of the Notice or for more information, contact the SCFHP Privacy Officer by:

- Mail to ATTN: Compliance and Privacy Officer, Santa Clara Family Health Plan, PO Box 18880, San Jose, CA 95158
- Phone, toll-free: **1-877-723-4795 (TTY: 711)**
- Fax: **1-408-874-1970**



HEALTHY LIVING
Cal MediConnect Plan
(Medicare-Medicaid Plan)

SPRING 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.
-

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.