

It's SCFHP's silver anniversary!

Thank you for making this possible



Santa Clara Family Health Plan is celebrating our 25th anniversary! For 25 years, we've worked on expanding our vision of health for all. With a strong commitment to integrity, outstanding service, and support for our community, SCFHP has grown to serve more than 300,000 people in Santa Clara County. We're grateful for the opportunity to expand health care access to our neighbors and communities, and we look forward to serving you in the future.

Find us at

 Instagram
(@scfhp) and

 Facebook
(www.facebook.com/scfhp)

for news and events to celebrate this milestone over the coming months.



Sign up for a health education class!

Santa Clara Family Health Plan 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. We cover the following topics:

- ▶ Parenting
- ▶ Self-management on health

(Register online! www.bit.ly/High-Blood-Pressure-Class)

- ▶ Weight management
- ▶ Prenatal education (Register online! www.bit.ly/SCFHP-BabyShower)
- ▶ Smoking cessation and more!

Visit www.scfhp.com/for-members/health-education to see the full list of

classes. To enroll, call our Health Education partners directly 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

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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Don't lose your health benefits

Complete your Medi-Cal renewals

As a Medi-Cal member, you must renew your Medi-Cal each year to keep your health care benefits. A renewal packet may be mailed to your home address if you need to re-determine your eligibility. All forms inside this packet must be filled out and returned.

Why is it important to complete a renewal packet?

If you've changed jobs, lost your job, or the number of people living in your house has changed, you may need to re-determine your eligibility for Medi-Cal.

If you do not complete this renewal process, your Medi-Cal benefits can be canceled.

How can I return my completed renewal packet?

Return this information over the phone, mail, or fax.

Can I get help filling out my renewal packet? Yes! The SCFHP Blanca Alvarado Community Resource Center's Community Health Workers are here to help. Our CHWs are certified enrollment counselors available to assist you in completing your renewal for Medi-Cal health coverage or sign up for other health coverage. Call us at **1-408-874-1750** (TTY: **711**), Monday through Friday, 10 a.m. to noon and 1 to 5 p.m., to schedule an appointment.

Has your contact information changed in the past two years?

Give the Santa Clara County Social Services Agency office your updated contact information so you can stay enrolled. You can call them at **1-877-962-3633** (TTY: **711**). If you get SSI, report your change in address by calling the Social Security office at **1-800-772-1213**.



Make a plan to prevent flu and pneumonia

Pneumonia is an infection in one or both lungs, causing inflammation and fluid buildup. It may cause problems with oxygen exchange. The influenza (flu) is a common cause of pneumonia. That's why preventing the flu is a good way to reduce your risk of pneumonia.

STEP UP FOR YOUR PROTECTION

The Centers for Disease Control and Prevention recommends flu shots for everyone 6 months old and older. Flu shots are especially important for people at high risk of getting very sick, including:

- ▶ People 65 and older
- ▶ People with certain chronic conditions, such as asthma, diabetes, or heart disease
- ▶ Pregnant women
- ▶ People with disabilities, especially those that affect muscle or lung function or that make it difficult to cough or swallow

If you have children, don't forget about their flu shot too. Doctors recommend that children get a flu shot every year in the fall, starting when they are 6 months old. Some children 6 months through 8 years of age may need two doses for best protection. Call your doctor to get a flu shot.

New for members with Medi-Cal and Medicare!

Introducing SCFHP DualConnect (HMO D-SNP), coming in 2023

We are pleased to announce a new dual-eligible special needs plan called **Santa Clara Family Health Plan DualConnect (HMO D-SNP)**.

SCFHP DualConnect—for people with Medicare and Medi-Cal—will replace the SCFHP Cal MediConnect Plan, effective **Jan. 1, 2023**.

SCFHP DualConnect coordinates Medicare and Medi-Cal services under one plan—with one membership card, one primary care doctor, and one phone number to call for help. You will

have a personal care manager to help you make appointments, get care, and develop an Individualized Care Plan to help you reach your health care goals.

How can you join SCFHP DualConnect?

1. If you have Medi-Cal and are eligible for Medicare, you can join now and get coverage starting **Jan. 1, 2023**.
2. If you'll be eligible for Medicare soon, plan to sign up about three months prior to your 65th birthday

and choose SCFHP DualConnect as your Dual Eligible Special Needs Plan (D-SNP) health plan.

You'll still get all your Medi-Cal benefits, services, and advantages. Plus, with SCFHP DualConnect, you'll get more benefits and services than offered by Original Medicare. You will enjoy:

- \$0 copay for prescription drugs
- Up to \$135 for over-the-counter (OTC) items every three months
- \$0 copay fitness benefit
- And more!

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LEARN MORE at
[www.scfhp.com/
dualconnect](http://www.scfhp.com/dualconnect).

New members should complete an IHA

Are you a new member? It's important to see your doctor within the first 120 days of enrolling with Santa Clara Family Health Plan. If your doctor is new to you, this will help you get to know each other. SCFHP covers this visit, so you don't have to pay anything.

When you see your doctor, he or she will perform a physical exam. Your doctor may also ask you to fill out a survey about your current health and lifestyle and your family's medical history. This is called an Initial Health

Assessment (IHA). You may get a flu shot (depending on the time of year) and other immunizations and screenings to protect you.

As part of the IHA, you will be asked to complete the Staying Healthy Assessment (SHA) questionnaire. The SHA helps your primary care provider know if you need health education, counseling, interventions, referrals, and/or follow-up. This will help you to reduce chronic disease and make healthy behavioral changes.

TO FIND A PROVIDER, visit www.smilecalifornia.org or call **1-800-322-6384** (TTY: **1-800-735-2922**). The call is free. Medi-Cal dental program representatives are available 8 a.m. to 5 p.m. Monday through Friday to assist you.

Get and keep a healthy smile

The Medi-Cal Dental Program provides free or low-cost dental services to children and adults who receive Medi-Cal, California's Medicaid program.

Regular dental exams are important for many reasons. Here are just a few:

- They can help spot problems early, when they're easier to treat.
- They can help prevent problems.
- Some diseases have symptoms that can show up in the mouth.
- Even if you don't have any symptoms, you might still have problems only a dentist can diagnose.

It's a good idea to see a dentist at least once or twice a year. Be sure any dentist you see knows your medical history—and all the medicines you take.

Sources: Academy of General Dentistry; American Dental Association

Lower your cholesterol with statin therapy

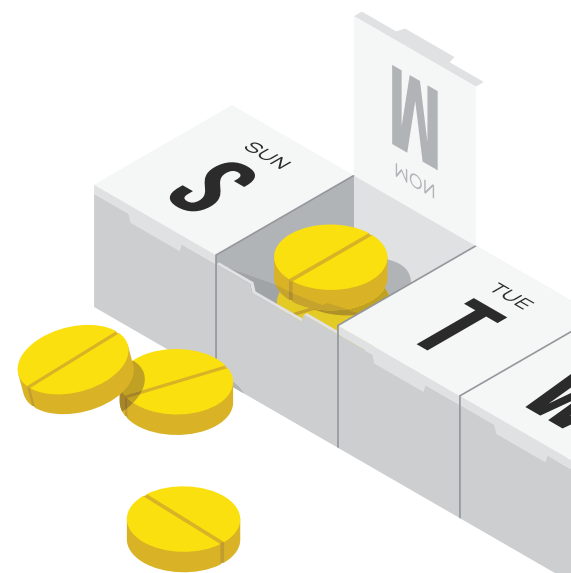
High cholesterol doesn't have to take over your life. Thanks to new advances in cholesterol research, statin therapy can help you lower your cholesterol and prevent heart disease.

A prescribed drug that can lower the production of bad cholesterol in the liver is statins. Since your liver will have less cholesterol, your body will take some from your blood. As a result, your overall cholesterol will be lowered.

MYTH: I don't need statins or other medicines for my cholesterol. I can manage my cholesterol with diet and exercise.

FACT: Many people can make healthy food choices and get enough exercise to achieve good cholesterol levels. But people with diabetes and high blood pressure may need statins to lower their cholesterol levels.

Talk to your health care provider about the best ways to manage your cholesterol. Find out if statin therapy is right for you. For more information, visit the Centers for Disease Control and Prevention's information page on cholesterol facts and myths at www.cdc.gov/cholesterol/myths_facts.htm.





Get screened for colorectal cancer

Having a colorectal cancer screening is a smart move. Colorectal cancer is a disease that leads to increased cell growth in the colon or rectum. This cell growth is more than usual, making it abnormal and alarming. Finding cancer early can make it easier to treat. The U.S. Preventive Services Task Force recommends that adults age 45 to 75 be screened for colorectal cancer. There are several screening options, including:

- ▶ Stool tests (FOBT or FIT)
- ▶ Flexible sigmoidoscopy
- ▶ Colonoscopy
- ▶ CT colonography (virtual colonoscopy)

The screening is covered at no cost to Santa Clara Family Health Plan members. Talk to your doctor about which test is best for you and how often you should be tested.

Check your A1C, an important risk factor for diabetes

Your A1C isn't just a bunch of numbers and letters: It's an important number if you're at risk for diabetes.

What is the A1C test?

The A1C test is also called a hemoglobin A1C or HbA1C test. The A1C test measures the percentage of your red blood cells that have sugar attached to your hemoglobin. Everybody has some sugar attached, but people with high blood sugar levels have more.

A1C levels are usually expressed in

percentages. A normal A1C level is below 5.7%. The prediabetes range is between 5.7% and 6.4%, and diabetes is an A1C level above 6.5%.

Who should get an A1C test and when?

You should get an A1C test if you're over the age of 45, overweight, or have prediabetes or type 2 diabetes. An A1C goal for most people with diabetes is 7 or less. Work with your doctor to set your own A1C goal.

Source: Centers for Disease Control and Prevention





Postpartum visits for new moms

While your new baby needs a lot of attention and care, don't forget to take care of yourself too. Healthy eating, rest, and emotional well-being are now more important than ever. So is seeing your doctor for a checkup.

A must-have visit

You'll need a postpartum checkup between 7 and 84 days (1 and 12 weeks) after giving birth. If you had a cesarean section (also called C-section), you may need to see your doctor more frequently to check your wound and then again for a full postpartum checkup. Either way, this is a chance for your doctor to:

- Be sure you're recovering well from giving birth
- See if you can get back to normal activities

Your turn to talk

This is also your chance to bring up any concerns you might have about your recovery and how your body is feeling. You can ask your doctor about:

- Breastfeeding
- Birth control
- Weight loss
- Your diet and staying healthy
- Your feelings

Watch for the baby blues

Many new mothers experience feelings of sadness or depression, commonly known as the baby blues. You may feel discouraged, tense, or feel like crying over things that wouldn't usually bother you. These feelings should get better in a few weeks. However, if they don't get better, or if you are extremely sad or unable to care for yourself or your baby, call your doctor right away. You might have a serious condition called postpartum depression.

Help is available

Visit the Santa Clara County Maternal Mental Health Collaborative at www.bit.ly/SCC-MMHC for resources on postpartum-related mood conditions like baby blues and postpartum depression. You can also visit Supporting Mamas at www.supportingmamas.org for more information and resources. Remember, you can talk to your doctor about anything.



Expecting a baby?

JOIN US FOR A BABY SHOWER!

If you are a Medi-Cal member and currently pregnant, you are invited to join Santa Clara Family Health Plan's baby shower! Our monthly baby showers are fun events to help you get plan benefits—like prenatal classes, breast pumps, and transportation—along with newborn care and safety, community resources, and more! Register online at www.bit.ly/SCFHP-BabyShower.

10 tips for healthier eating

If you're confused about eating a healthy diet, here are some tips to get you started. Try making one or two of these changes at a time.



Find a balance of food and nutrition

Maintaining a healthy weight doesn't mean that you have to eat less food. Eating more fruits and vegetables, along with whole grains, lean meats, and nuts, is a healthy way to lose or maintain weight. Besides, diets rich in fruits and vegetables may reduce the risk of some types of cancer and other chronic diseases. A healthy eating routine can boost your health and make healthy eating easier.

 **TO LEARN MORE** about healthy eating and weight management, visit www.bit.ly/SCFHP-StayHealthy.

EAT



1 Eat plenty of fruits and vegetables.



2 Choose more whole grains.



3 Try eating plant proteins, like beans, more often.



4 Choose lean, unprocessed meats.



5 Feature fish (not fried) regularly on your menu.



SWITCH



6 Switch to low- or nonfat dairy.



7 Use healthier oils, like olive oil, for cooking.



LIMIT



8 Limit sweets and sugary drinks.



9 Cut back on salt and sodium.



10 Eat fewer processed foods.



Timely access to care

Santa Clara Family Health Plan is committed to providing timely access to care for all members. When you call us during normal business hours, we should answer the phone within 10 minutes. Also, your doctor should offer you an appointment within specific time frames. Please see the chart for wait times.

Not sure if your health problem is urgent? Call our nurse advice line 24/7 at **1-877-509-0294** to talk to a qualified health professional. If someone needs to call you back, they must call you within 30 minutes.

If you have trouble getting an appointment within these time frames, call SCFHP Customer Service at **1-800-260-2055** (TTY: 711). You can also call the California Department of Managed Health Care at **1-888-466-2219** or visit their website at www.dmhc.ca.gov to file a complaint.

 **YOU ALSO HAVE THE RIGHT** to get interpreter services in a timely manner for your scheduled appointments.

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



NON-URGENT APPOINTMENTS	WAIT TIME
Primary care appointment	10 business days
Specialist appointment	15 business days
Mental health care appointment	10 business days
Other appointment—for services to diagnose or treat a health condition	15 business days
Triage	24/7 services—no more than 30 minutes

URGENT APPOINTMENTS	WAIT TIME
Urgent care appointment that does not need prior approval	48 hours
Urgent care appointment that needs prior approval	96 hours



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

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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)**

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.
-

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 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 serbisyong 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 निः 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 ntawv su thiab luam tawm ua tus ntawv 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 wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzaih 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). ਆਰਜ 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 ТТУ: 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 ТТУ: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.