

Start the year with an Annual Wellness Visit

Seeing your doctor regularly is essential to your health, even when you're not sick. The primary care provider (PCP) listed on your member ID card is the doctor or clinic that will provide you this routine care. At your Annual Wellness Visit, you and your PCP can tackle any changes that might affect your health. Your Annual Wellness Visit includes:

- ✓ A health risk assessment
- ✓ Height, weight, blood pressure, and other routine measurements
- ✓ A review of your current providers and medications
- ✓ A review of medical and family history
- ✓ Personalized health advice
- ✓ A list of risk factors and treatment options for you



- ✓ A checklist for preventive services

- ✓ Advance care planning

Call your PCP today and schedule your annual wellness

visit. If you need to change your provider, Santa Clara Family Health Plan Customer Service can help.

Source: Centers for Medicare & Medicaid Services

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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Walla Walla, WA
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MEDICARE

Stay well with preventive care

Medicare covers the following preventive and screening services. Talk with your doctor about what's right for you.

Key services and screenings

Alcohol misuse screenings and counseling.

Bone mass measurements. Be screened every 2 years.

Cardiovascular disease. Be screened every 5 years.

Colorectal cancer. Talk with your doctor about your screening options.

Depression. Be screened once a year.

Diabetes screenings.

Lung cancer. Be screened yearly based on your history of smoking.

Obesity screening and counseling.

Shots. COVID-19, flu, hepatitis B, and pneumococcal vaccines.



Tests for WOMEN

Breast cancer. Be screened every 2 years.

Cervical cancer. Have a Pap test plus a high-risk HPV test every 5 years. (Women older than 65 may safely stop testing if they meet certain criteria.)

Osteoporosis. Be screened every 2 years.

Tests for MEN

Prostate cancer. Ask your doctor about screening.

Abdominal aortic aneurysm. Be screened once between ages 65 and 75 if you've ever smoked.



NEED A NETWORK DOCTOR? Use our Find-a-Doctor tool at www.scfhp.com or call Customer Service for help.

It's not too late for a flu shot

Yearly flu shots are a good idea for everyone in your family who is age 6 months or older. Here's why you should get your shot now if you haven't already:

- It takes about two weeks after getting the shot for your body to start protecting against the flu. The flu is active well into the spring, so the flu shots are still worth getting even in January or later.
- By getting a flu vaccine, you may also be protecting people around you who cannot get vaccinated.

Did you know that you don't have to wait to get your flu shot if you recently got a COVID-19 shot?

According to the Centers for Disease Control and Prevention, it is safe to get your flu shot and your COVID-19 vaccine at the same time.

Wearing a mask and practicing physical distancing can help protect you and others from respiratory viruses, like flu and the virus that causes COVID-19. However, the best way to lower your risk of flu illness is for everyone 6 months and older to get a flu vaccine each year.

Source: Centers for Disease Control and Prevention



CALL YOUR DOCTOR to get a flu shot, or call SCFHP Customer Service to find a participating pharmacy near you. For more information, visit bitly.com/getyourflushotnow.

You can make a difference

JOIN OUR CONSUMER ADVISORY BOARD!

Do you want to make Santa Clara Family Health Plan (SCFHP) Cal MediConnect a better health plan for you, your fellow members, and your community? Join the Cal MediConnect Consumer Advisory Board (CAB)! Our CAB is made up of SCFHP members, members' families or caregivers, advocates, and providers.

The CAB meets with SCFHP staff to share feedback

on services and benefits provided in SCFHP Cal MediConnect. We offer our CAB members \$75 for regular participation in the CAB.

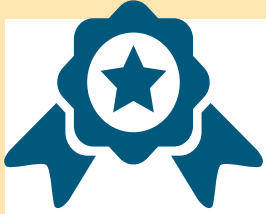
As a member of the CAB, you'll get to:

- ▶ Be the voice for Cal MediConnect plan members like you
- ▶ Work with our plan representatives and members of your community

CAB meetings are temporarily hosted virtually. Visit www.scfhp.com to see upcoming meeting agendas and materials.



ARE YOU INTERESTED in serving on the CAB? Call SCFHP Customer Service at **1-877-723-4795**.




Get vaccinated, get rewarded

Not yet vaccinated against COVID-19? Listen up! Get vaccinated as soon as possible and receive a \$50 gift card from SCFHP Cal MediConnect Plan.

You're eligible to receive a free \$50 card if you:

- Are an SCFHP member when you get your shot
- Are 12 years and up
- And get your first dose or single dose of a COVID-19 vaccine from a California provider between **Sept. 1, 2021, and March 6, 2022**

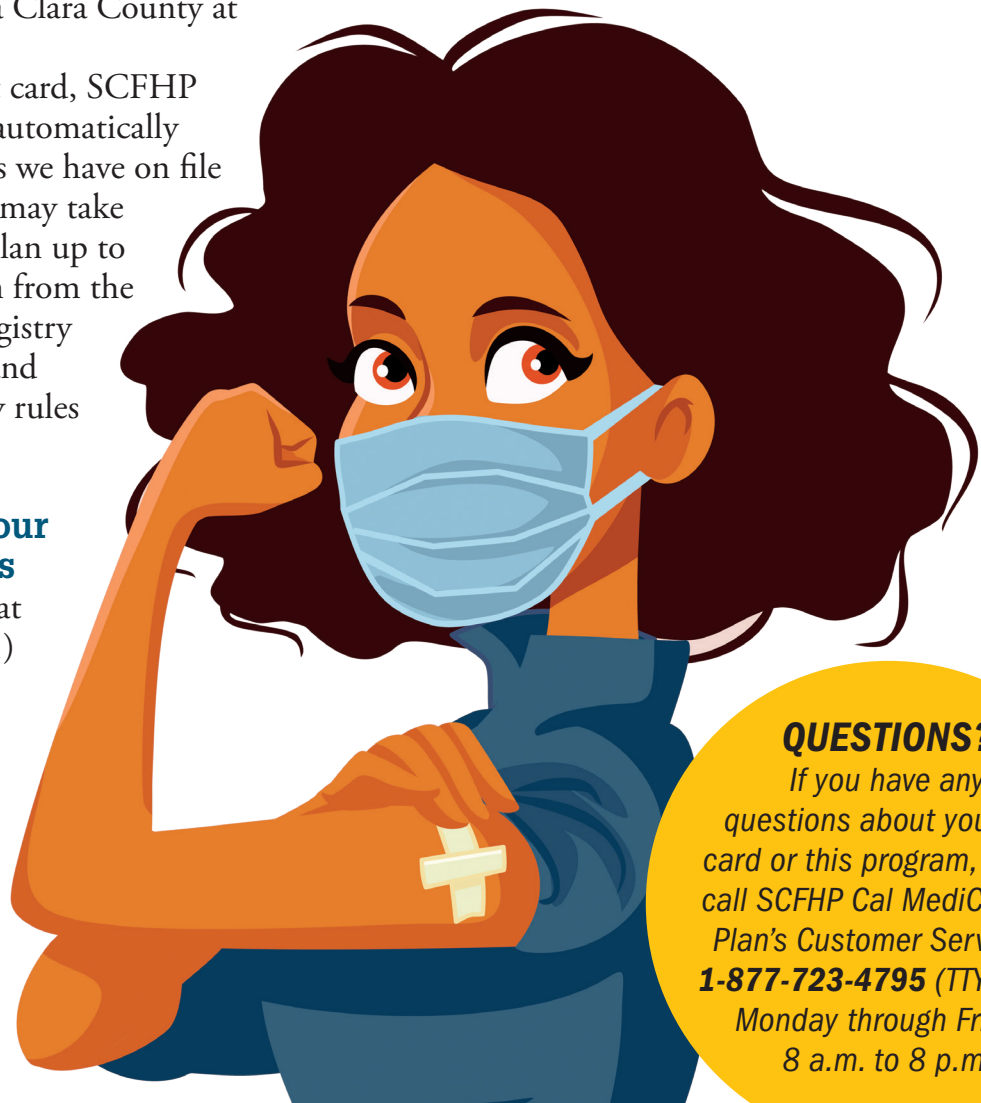
 **Book your appointment or find a drop-in location** in Santa Clara County at www.sccfreevax.org.

If you are eligible for a gift card, SCFHP Cal MediConnect Plan will automatically send it to the mailing address we have on file for you. Please be patient. It may take SCFHP Cal MediConnect Plan up to 10 weeks to get confirmation from the California Immunization Registry that you received your shot and send you a reward. Eligibility rules are subject to change.

 **Be sure we have your correct mailing address** by calling Customer Service at **1-877-723-4795** (TTY: 711) or by checking your address on the mySCFHP member portal at www.member.scfhp.com.

SCFHP Cal MediConnect Plan will not resend a card if it is sent to the wrong address or if it's lost or stolen.

Already vaccinated? Share the news with other SCFHP Cal MediConnect Plan members. In addition to getting your shot, you can make an impact by encouraging friends, family members, coworkers, and others to get vaccinated. Use the hashtag **#SCFHPFightsCOVID** to spread the word that you did your part to help stop the spread! The COVID-19 vaccine is safe, effective, free, and easy—and it's the right way forward for our community. For information on the COVID-19 vaccine, visit www.scfhp.com/covidvax.



QUESTIONS?

If you have any questions about your gift card or this program, please call SCFHP Cal MediConnect Plan's Customer Service at **1-877-723-4795** (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m.



Give your heart some extra love

Is your heart getting all the care it needs? February, American Heart Month, is a great time to commit to giving your heart more love and attention. Here are five ways to care for your body's most important muscle—and keep it pumping strong.

1 Keep your blood pressure in a normal range (less than 120/80 mm Hg). As blood travels through your body, it pushes against your blood vessel walls. Some pressure is normal and necessary. But too much can hurt your heart and blood vessels. It can lead to problems such as heart attacks and strokes. Maintaining a healthy weight and getting regular exercise can help lower high blood pressure.

2 Feed your heart healthy food.

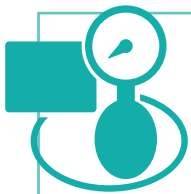
- Eat more fruits, vegetables, and whole grains.
- Choose fish or skinless chicken more often than red meat.
- Switch to low-fat or nonfat milk.

3 Test your heart. High blood cholesterol can increase your risk of heart disease, a heart attack, or a stroke. These heart conditions usually don't have symptoms, which is why all adults 40 and older need their cholesterol tested on a regular basis. Ask your doctor how often you should get yours checked.

4 Stress your heart less. When tension mounts, talk out problems with a trusted friend, family member, or counselor. Try to replace negative thoughts with positive ones—for example, replace “I’ve really messed up” with “Everybody makes mistakes” or “I can’t do this” with “I’ll give it my best shot.”

5 Tend to your heart with thanks. Research shows that practicing gratitude is good medicine for your heart and health. It can lower blood pressure and boost your immune system, and it can help you engage in healthy behaviors. To feel more thankful, try keeping a gratitude journal. Look for your blessings—large and small—and write them down.

Sources: American Heart Association; National Institutes of Health; U.S. Department of Health and Human Services; U.S. Preventive Services Task Force



‘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 high blood pressure is, 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! To register, email healthed@scfhp.com.

Sleep your way to a smarter brain

Proper sleep is essential to your overall health. Did you know that it's especially important for your brain and mental health?

During sleep, your brain deals with information received during the day. Sleep problems may increase the risk of developing certain mental health conditions, such as depression and anxiety. The good news is that high-quality sleep can enhance learning, memory, and emotional well-being.

Take action to improve your sleep

Having good sleep habits, or sleep hygiene, can often lessen symptoms of mental illness caused by sleep deprivation. Here are some tips for getting better sleep:

- Avoid caffeine, tobacco, and alcohol.
- Check with your doctor to make sure your medications aren't affecting your sleep.
- Start a sleep schedule and stick to it.

Aim to go to sleep around the same time each night and wake up around the same time each morning, even on weekends.

Source: National Sleep Foundation



- Follow a routine that helps you wind down and relax before bed. For example, read a book, listen to soothing music, or take a hot bath.
- Avoid eating heavy meals or drinking a lot before bedtime.



THE RELATIONSHIP between sleep and mental health is complex. Talk with your doctor if you or a family member is not sleeping well. Get more sleep tips by visiting the American Heart Association at www.heart.org.

Stay active and live your best life

Get active with your fitness benefit, at home or at the gym

A fitness benefit is offered to Santa Clara Family Health Plan (SCFHP) Cal MediConnect Plan members to encourage an active lifestyle and improve their quality of life. Members have choices available at no cost, including the Silver&Fit® Healthy Aging and Exercise Program, which offers access to:

- **Get Started Program.** After answering a few online questions about your areas of interest, you will receive a customized program for your exercise of choice.
- **8,000+ on-demand videos** through the website and mobile app digital library.
- **Fitness center membership.**

Visit fitness centers that take part in the program.

- **Home fitness kit.** You are eligible to receive one home fitness kit per benefit year from a variety of fitness categories.
- **Healthy Aging Coaching sessions.** You can discuss health and fitness topics by telephone with a trained coach.



THE SILVER&FIT PROGRAM is open to all SCFHP Cal MediConnect Plan members. For more information or to enroll, call Silver&Fit Customer Service at **1-877-427-4788** (TTY: **711**), Monday through Friday, 5 a.m. to 6 p.m.

INTERESTED IN LEARNING about all your benefits with SCFHP Cal MediConnect? Join us for an in-person orientation at the SCFHP Blanca Alvarado Community Resource Center. To register for a session today, call Customer Service or visit www.scfhp.com/welcome.

Save time and money on your prescription drugs

Did you know that you can get a 90-day supply of most prescription maintenance medications for the same co-pay as a 30-day supply? Talk to your doctor about getting a 90-day supply and avoid an extra trip to the pharmacy. You can pick it up at an in-network pharmacy. We may also be able to receive your 90-day supply by mail through MedImpact Direct. To learn more about our mail order services, visit www.medimpactdirect.com.

For other questions, call Santa Clara Family Health Plan Customer Service at **1-877-723-4795**.



Learn what the CRC can do for you!

Check out the SCFHP Blanca Alvarado Community Resource Center website

Our community's health and social needs are important. At the Santa Clara Family Health Plan (SCFHP) Blanca Alvarado Community Resource Center (CRC), we aim to deliver a diverse set of services, activities,

and events to meet these needs.

Visit our website to:

- Download the CRC Activity Calendar and see activities offered at the center
- Learn more about our friendly, dedicated, and qualified staff

- Get connected to programs and services, such as member orientation, Customer Service, and case management for SCFHP members

● And so much more!
You can visit our website at crc.scfhp.com.



Meet our SCFHP Blanca Alvarado CRC community health workers

The SCFHP Blanca Alvarado CRC community health workers (CHWs) connect people with a range of community programs and services. They can help you fill out health care applications, so you can enroll and stay enrolled in your health plan, and they can help you and your family find resources that will keep you healthy.



NEED HELP? Meet our CHWs in person at the center or call us at **1-408-874-1750** today!

**HEALTHY
LIVING**
Cal MediConnect Plan
(Medicare-Medicaid Plan)

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

Հայերեն (Armenian): ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, սպա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարեք հաճախորդների սպասարկման կենտրոն 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.

:(Farsi) فارسی

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 नि:शुल्क 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 नि:शुल्क 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: ប្រសិនបើលោកអ្នកនិយាយភាសាស្កាន លោកអ្នកអាចទទួលបានជំនួយភាសាដោយឥតគិតថ្លៃ។ 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 Tagline (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.

Примітка українською (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.