

## 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](http://crc.scfhp.com).



## Follow us on

 Instagram (@scfhp.crc) and  Facebook ([www.facebook.com/scfhp.crc](http://www.facebook.com/scfhp.crc)) to stay up-to-date on the latest programs, services, and events!

## 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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## Make an appointment

Kids need well-child visits:



# Taking care of your child with well-child checkups

There are many ways to show your children how much you love them. One of the best ways is to make sure they get regular checkups—also called well-child visits.

Checkups help you keep your child healthy. At a well-child visit, your child can get shots and preventive screenings, such as:

### Lead screening

Did you know the home environment can expose children to lead? Paint and imported candy from other countries are some common sources.

Lead poisoning can be hard to detect—even children who seem healthy can have high levels of lead. During the test, a small amount of blood is taken from the finger or

arm and tested for lead. Children should be tested at the age of 1 and 2 and if never tested, at least once before 6 years old.

The sooner you test, the sooner you can help get them treatment if they have been exposed. Talk with your doctor to order the screening today.

### Trauma screening (ACEs)

Adverse childhood experiences, or ACEs, are potentially traumatic events that occur in childhood (0 to 17 years) such as experiencing violence or abuse and growing up in a family with mental health or substance use problems. Toxic stress from ACEs can change brain development and affect how the body responds to stress. ACEs are

# 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 women ages 50 to 74 complete a screening mammogram once every two years.

## **Don't forget to schedule one for yourself!**

Call your primary care provider's 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

linked to serious health problems, mental illness, and substance misuse in adulthood.

The good news is that ACEs can be prevented and parents can protect children from this stress before it becomes toxic. Providing safe, secure, and nurturing relationships can help reset the body's stress system.

If your child needs help, talk to their doctor or access an assessment through the Santa Clara County

Behavioral Health Department by calling **1-800-704-0900** (TTY: **1-800-855-7100** or 711).

## **Developmental screening**

Developmental screenings take a closer look at how your child is growing and developing. It's a regular tool that is part of some well-visits for children, even if there is no known concern. While it's common for a child to be ahead in one area but a little behind in

another, developmental screenings help check that your child is growing and developing as expected.

Developmental and behavioral screenings are typically done during the well-visits at the 9-, 18-, and 30-month age. Other screenings, such as autism spectrum disorder screening, are done during the 18- and 24-month age. Be sure to check with your doctor during your child's next appointment to ensure your child is on track.

# 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



## '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](http://www.bitly.com/High-Blood-Pressure-Class).

# Medi-Cal Member Handbook

## Combined Evidence of Coverage (EOC) and Disclosure Form errata for the 2022 benefit year

Medi-Cal has made changes to the program that may affect you. The section below has been added to your 2022 Medi-Cal Member Handbook, also called the Combined Evidence of Coverage (EOC) and Disclosure Form. The Medi-Cal Member Handbook is available online at [www.scfhp.com/medi-cal/forms-documents](http://www.scfhp.com/medi-cal/forms-documents). You can call Customer Service at **1-800-260-2055** (TTY: 711) and ask for a printed copy to be mailed to you.

### Section 4—Benefits and services

## Medi-Cal benefits covered by SCFHP Outpatient (ambulatory) services

*The Provisional Postpartum Care Extension Program has been replaced with the new Postpartum Care Extension Program.*

### The Postpartum Care Extension Program

The Postpartum Care Extension Program provides extended coverage for Medi-Cal members both during the pregnancy and after pregnancy.

The Postpartum Care Extension Program extends coverage by SCFHP for up to 12 months after the end of the pregnancy, regardless of income, citizenship, or immigration status, and no additional action is needed.

### Rapid Whole Genome Sequencing

Rapid Whole Genome Sequencing (rWGS), including individual sequencing, trio sequencing for a parent or for parents and their baby, and ultra-rapid sequencing, is a covered benefit for any Medi-Cal member who is one year of age or younger and is receiving inpatient hospital services in an intensive care unit. rWGS is an emerging method of diagnosing conditions in time to affect ICU care of children one year of age or younger. If your child is eligible for California Children's Services (CCS), CCS may be responsible for covering the hospital stay and the rWGS.

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 **CALL** Customer Service at **1-800-260-2055** (TTY: 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5 p.m. The call is toll-free. Or call the California Relay Line at **711**. Visit online at [www.scfhp.com](http://www.scfhp.com).



## 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.

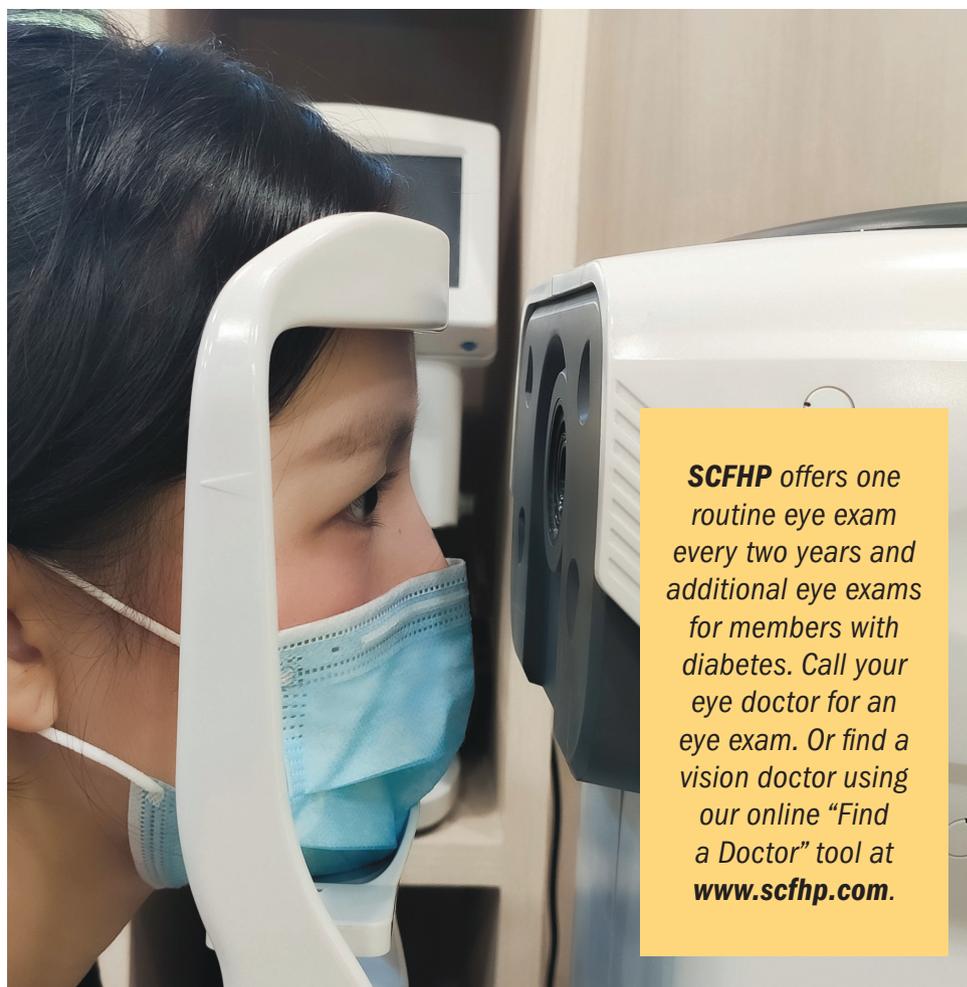
# Keep an eye out for diabetes-related problems

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 two years and additional eye exams for members with diabetes. Call your eye doctor for an eye exam. Or find a vision doctor using our online "Find a Doctor" tool at [www.scfhp.com](http://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 a behavioral health provider near you, use the "Find a Doctor" tool at [www.scfhp.com](http://www.scfhp.com) or call Customer Service at **1-800-260-2055** (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](http://bhsc.sccgov.org/home). The county call center is able to help you in the following languages: English, Spanish, Chinese, Vietnamese, Farsi, and Tagalog.

# How to file a complaint (or grievance)

Do you have a problem with the care you get 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 **1-800-260-2055** (TTY: 711), 8:30 a.m. to 5 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/MC-GA-form-en](http://www.bitly.com/MC-GA-form-en).
  - Print and mail the completed form to us. You can find the Grievance Form on our website in “Forms & Documents.” 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**.

You can learn more about the complaint (or grievance) process in Chapter 6 of your Member Handbook or on our website at [www.bitly.com/MC\\_complaints](http://www.bitly.com/MC_complaints).

## Can someone file a complaint for me?

If you want a friend, relative, or other person to be your representative, call Customer Service and ask for the Authorized Representative Form. You can also get the form on our website in “Forms & Documents.” The form gives the person permission to act for you.

Please return the completed form to Attn: Customer Service, Santa Clara Family Health Plan, PO Box 18880, San Jose, CA 95158, or fax it to **1-408-874-1965**.



## Billed by mistake?

If you get a bill for a covered service, do not pay it. Call us right away. Make sure to have the bill with you. We will need:

- › The member's name and address
- › The member identification number on the member ID card
- › The date and reason for the bill
- › The name of the doctor or hospital
- › The amount of the bill

Please send us a copy of the itemized bill to review. If you were eligible for the service, we will send the payment to the provider. Remember, always carry your SCFHP member ID card with you to every doctor's visit to avoid getting billed by mistake. If you have questions, call Customer Service.

If you get a bill for prescriptions, call Medi-Cal Rx at **1-800-977-2273** (TTY: **1-800-977-2273** and **press 7**, or call **711**). Or visit the Medi-Cal Rx website at [medi-calrx.dhcs.ca.gov/home](http://medi-calrx.dhcs.ca.gov/home).

# 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.

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

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**



## Virtual baby shower for expecting mothers

Medi-Cal members who are currently pregnant are invited to attend Santa Clara Family Health Plan's virtual baby shower! Our baby showers are fun events to help you learn how you can keep yourself and your baby healthy.

Topics cover an overview of SCFHP plan benefits—like prenatal classes, breast pumps, and transportation—along with newborn care and safety, community resources, and more! Baby showers are held monthly.

Register online at [www.bitly.com/SCFHP-BabyShower](http://www.bitly.com/SCFHP-BabyShower).



**WINNING HEALTH**  
Medi-Cal Plan

SPRING 2022

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)**

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### 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](http://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](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).
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## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
- In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

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

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

**English 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 serbisyonang 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 بريل 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 ដូចជា ឯកសារសរសេរជាអក្សរធំ 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 ntwav su thiab luam tawm ua tus ntwav 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 waaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih 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). ਆਪਣੇ ਲੋਕਾਂ 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 TTY: 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 TTY: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.