

## Start the new year with a wellness checkup

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 routine care.

### Team up at your checkup

Together, you and your PCP can tackle any changes that might improve your health. Since the average doctor's visit is 15 minutes, it is important to make the most out of your visit. For example, you may want to talk about:

- **Any vaccines you need.** Shots aren't just for kids. Adults need them too. They're safe—and they can help prevent serious illnesses, like the flu, pneumonia, and shingles.
- **Health screenings.** These tests can help spot diseases, like cancer, early—when they're easiest to treat.



- **Chronic health problems.** A checkup is a good time to review how you're managing your long-term health conditions such as diabetes or high blood pressure.
- **Your weight.** Your doctor can check your body mass index (BMI). BMI uses your weight and height to estimate how much body fat you have. A high BMI could mean you're overweight.

A low BMI could mean you're underweight. If you need to make a change, your doctor can give you tips on healthy foods and exercise habits.

- **Your medicines.** Your doctor can review all your medicines to make sure they're safe to take together and working well for you. This includes any herbs, vitamins,

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### 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

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# When to start key screenings

The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your doctor about what's right for you.

Age	Tests for WOMEN	Age	Tests for MEN
	<b>Chlamydia and gonorrhea.</b> Be screened through age 24 if sexually active.	<b>18</b>	<b>Blood pressure.</b> Be screened yearly.
<b>18</b>	<b>Blood pressure.</b> Be screened yearly.	<b>40</b>	<b>Blood pressure.</b> Be screened yearly.
<b>21</b>	<b>Cervical cancer.</b> Have a Pap test every 3 years.		<b>Cholesterol.</b> Start screening based on risk factors.
<b>25</b>	<b>Chlamydia and gonorrhea.</b> Continue screening if at increased risk for infection.		<b>Diabetes.</b> Start screening based on risk factors.
<b>30</b>	<b>Cervical cancer.</b> Have a Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.*	<b>50</b>	<b>Colorectal cancer.</b> Talk with your doctor about screening options.
<b>40</b>	<b>Blood pressure.</b> Be screened yearly.	<b>55</b>	<b>Prostate cancer.</b> Ask your doctor about screening.
	<b>Cholesterol.</b> Start screening based on risk factors. <b>Diabetes.</b> Start screening based on risk factors.		<b>Lung cancer.</b> Be screened yearly based on your history of smoking.
<b>50</b>	<b>Breast cancer.</b> Be screened every 2 years (or start earlier based on risk factors).	<b>65</b>	<b>Abdominal aortic aneurysm.</b> Be screened once between ages 65 and 75 if you've ever smoked.
	<b>Colorectal cancer.</b> Talk with your doctor about screening options.		
<b>55</b>	<b>Lung cancer.</b> Be screened yearly based on your history of smoking.		
<b>65</b>	<b>Osteoporosis.</b> Start screening (or start earlier based on risk factors).		
	*Women older than 65 may safely stop testing if they meet certain criteria.		

 **NEED A NETWORK DOCTOR?**  
Use our Find-a-Doctor tool at [www.scfhp.com](http://www.scfhp.com) or call Customer Service for help.

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and over-the-counter medicines you take.

● **Substance use.** Ask your doctor for help with smoking, alcohol, or drug problems.

● **Your mental health.** Let your doctor know if you're feeling stressed or depressed. Treatment can help.

Call your PCP today and schedule your yearly checkup. If

you need to change your PCP, SCFHP Customer Service can help.

Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention; U.S. Food and Drug Administration

# It's not too late for a flu shot

When it comes to getting your yearly flu shot, timing matters. Here's why:

- It takes about two weeks after getting the shot for your body to build immunity and start protecting against the flu. So it's a good idea to get your flu shot before the flu starts going around.
- When is the best time? As soon as the shot is available. It's good to have it done by the end of October. However, even in January or later, the flu shot is still worth getting. The flu is active well into the spring.

Yearly flu shots are a good idea for everyone in your family who is age 6 months or older.

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 [www.bitly.com/getyourflushotnow](http://www.bitly.com/getyourflushotnow).



## Urgent vs. emergency

Where do you go when you need medical care quickly? Urgent care centers can manage many minor illnesses and injuries. But some symptoms call for emergency care.



### Go to urgent care for mild or minor:

- ✓ Allergic reactions or rashes
- ✓ Cuts, burns, or wounds
- ✓ Headaches
- ✓ Illnesses, such as colds, sore throats, earaches, and low-grade fevers
- ✓ Injuries, such as back pain, sprains, and strains
- ✓ Nausea or vomiting

**PLAY IT SAFE.** This chart is not medical advice or a complete list. If you think you have an emergency, seek care right away.



**WHEN IN DOUBT,** call the nurse advice line 24/7 at **1-844-803-6962**. The advice nurse can tell you if you can wait to see your doctor, where to go for urgent care, or connect you to a telehealth doctor.



### Call 911 or go to the ER for:

- ✓ Allergic reactions with trouble breathing, hives, or swelling
- ✓ Chest pain that lasts for more than a few minutes
- ✓ Difficulty breathing
- ✓ Heavy bleeding, severe burns, or deep wounds
- ✓ High fever with a headache or stiff neck
- ✓ Injury to the neck, spine, or head, especially with other symptoms
- ✓ Passing out, fainting, or seizures
- ✓ Poisoning or overdose.
- ✓ Serious injuries, such as broken bones
- ✓ Severe and persistent vomiting or diarrhea
- ✓ Sudden severe headache or pain, such as in the jaw or arm
- ✓ Sudden confusion, weakness, loss of balance, face drooping, blurred vision, or slurred speech

Sources: American College of Emergency Physicians; National Institutes of Health

## 3 ways to make antidepressants work for you

Depression is an illness that can make you feel very sad. However, there are ways your doctor can help.

One is to give you a medicine called an antidepressant. These pills change chemicals in the brain that affect your mood. They can also help you feel like yourself again.

To get the most out of these pills, there are three important things you can do:

**1. Take them every day.** Don't skip a dose or stop taking them without talking to your doctor first. If you stop your medicine too soon, depression can come back. You may also have side effects.

**2. Speak up.** If you have problems taking your meds or they cause side effects, talk with your doctor. If your depression gets worse, say something right away. A different medicine or dose could help you feel better.

**3. Consider talk therapy.** Medicine and talk therapy may work better together. Therapy can help you learn better ways to cope with your feelings.

Source: HelpGuide



## Sleep is good for your body and mind



We spend one-third of our lives asleep. Much like eating and breathing, proper sleep is essential to good health. That includes both physical and mental health.

It's no secret that ongoing sleep problems can lead to health issues such as heart disease and type 2 diabetes. They can also lead to mental health problems. Trouble sleeping is a well-known sign of mental health problems, such as depression, anxiety, and bipolar disorder.

The good news is that sleep problems are treatable. 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 sleep around the

- same time each night and wake up around the same time each morning, even on weekends. For children and young adults especially, this means not sleeping in or staying up late on weekends, but instead maintaining the same sleep schedule as on weekdays.
- Avoid alternating schedules or other things that may disrupt your sleep schedule.
- 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.
- Exercise earlier in the day—at least five to six hours before going to bed.
- 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/en/healthy-living/healthy-lifestyle/sleep](http://www.heart.org/en/healthy-living/healthy-lifestyle/sleep).

# 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. Take your heart for a walk.

Staying active is one of the easiest ways to help protect your heart. Walking is free, simple to do, and there's a low risk of injury.

Most adults should aim for 30 minutes of moderate to intense activity at least five days a week. Try brisk walking! If you're pressed for time, you can break that time up into three 10-minute walks. Talk to your doctor before you start a walking program if:

- You have a chronic health problem like diabetes or high blood pressure
- You're over 40 and haven't been active in a while

## 2. Feed your heart smart

**snacks.** Instead of snacks packed with unhealthy fats, sugar, or salt, try heart-friendly options like:

- Whole-grain toast with peanut or almond butter
- Cherry tomatoes or carrots dipped in hummus
- Whole-grain crackers with canned tuna or salmon
- A fruit or veggie smoothie
- Fat-free or low-fat popcorn
- Fat-free or low-fat yogurt topped with berries



**SIGN UP** for the American Heart Association's Healthy Hearts Program. Call Padmaja Vasireddy at **1-408-606-5950** or email **Padmaja.Vasireddy@heart.org** to register. Remember to say you are a Santa Clara Family Health Plan member.

**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 20 and older need their cholesterol tested on a regular basis. Ask your doctor how often to 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



- Taking longer to complete normal daily tasks
- Losing track of the day or year
- Having trouble following a conversation or recognizing familiar people
- Having difficulties carrying out multistep tasks, such as getting dressed
- Engaging in impulsive behavior, such as undressing at inappropriate times or places or using vulgar language

### Get help

If you or a loved one has memory problems, or you're concerned about changes in memory and behavior, your first step is to talk to a doctor. It's important to know that these signs and symptoms may be caused by problems other than Alzheimer's, and the right care could improve or reverse them.

Visit the Alzheimer's Association at [www.alz.org/norcal](http://www.alz.org/norcal) for education classes, support groups for caregivers and early stage Alzheimer's disease, and many other resources. You can also call its toll-free 24/7 Helpline at **1-800-272-3900**. For additional caregiver education and support, visit Family Caregiver Alliance at [www.caregiver.org](http://www.caregiver.org), or call **1-800-445-8106**, toll-free, 9 a.m. to 5 p.m., Monday through Friday.

There is no cure for Alzheimer's. However, there are medications that may delay progression of the disease. Acting quickly is to your advantage.

Sources: Alzheimer's Association; National Institute on Aging

## Is it simply aging or is it Alzheimer's?

You've misplaced your car keys—again. Or you can't remember a word you've used many times, yet it's right there on the tip of your tongue. The older you get, the more likely you may wonder: are memory slips like this early signs of Alzheimer's disease?

The first thing to know is that mild forgetfulness can be a normal part of aging. The concern is when memory problems become serious—you can't retrace your steps and find those car keys, for instance. Or you don't come up with the right word.

### Know the signs

Alzheimer's is a disorder of the brain that affects memory, thinking, and reasoning. It gets worse over time. Most people display their first signs and symptoms when they're in their mid-60s. Those signs and symptoms can include:

- Getting lost in familiar places
- Having trouble paying bills or managing money
- Misplacing things in odd places (for example, putting mail in the freezer)
- Repeating questions



## 5 ways to prevent falls

A fall can do more than hurt your pride. You might break a bone—or even wind up with a head injury. Falls are more common among older adults. However, that doesn't mean they're a normal part of aging.

There are many reasons you might fall, but there are also many ways to prevent it from happening. Try these tips:

- 1. Reach out to your doctor.** Your balance might not be as good as it once was. Medicines you take might also make you dizzy. Your doctor can help find solutions to these problems. Be open about any trouble you have getting around. And let your doctor know if you've had a fall in the past year, even if you weren't hurt.
- 2. Get regular vision and hearing checks.** Small changes in these senses might cause a fall.
- 3. Stay active.** Ask your doctor about strength and balance exercises that can help you stay fit and on your feet.
- 4. Get rid of tripping hazards.** Take a look around your home. Clear away clutter on floors. Remove throw rugs or tape them down. And think about installing railings or grab bars in places you're likely to slip.
- 5. Don't skimp on a good night's rest.** You're more likely to fall when you're drowsy. Make getting a good night's sleep a priority.

Farewell to Falls, a program of the Trauma Center at Stanford, is working with older adults to help reduce falls. Call **1-650-724-9369** or visit **[www.stanfordhealthcare.org/for-patients-visitors/farewell-to-falls.html](http://www.stanfordhealthcare.org/for-patients-visitors/farewell-to-falls.html)**.

Sources: Centers for Disease Control and Prevention; National Institute on Aging

## Get help making health decisions

### APPOINT A REPRESENTATIVE

If you want to let someone represent you for your health care matters, you need to appoint a representative. The person will be able to work with us on your behalf. The person you name may also use, receive, and release your protected health information (PHI).

To appoint a representative, call Customer Service and ask for the Appointment of Representative (AOR) form. You can also get the form on our website in “Member Materials” at **[www.scfhp.com](http://www.scfhp.com)**. The AOR form gives the person permission to act for you. You must give SCFHP a copy of the signed form.

### ADVANCE HEALTH CARE DIRECTIVE

You can also use an advance directive form to choose someone to make decisions about your health if you are unable to. This form lets you have a say about how you want to be treated if you get very sick. You can get the form on our website in “Member Materials” at **[www.scfhp.com](http://www.scfhp.com)**.

Call Customer Service for help! Call us if you need help appointing a representative, setting up an advance directive, or for more information: **1-877-723-4795 (TTY: 711)**.

# Know your asthma medicines

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.

Santa Clara Family Health Plan (SCFHP) partners with Breathe California of the Bay Area to provide our members with asthma education. Breathe California offers in-home assessments, where staff can come to your home to provide asthma education and help you identify things in

your home that may be triggering your asthma. Call Breathe California today to schedule an appointment at **1-408-998-5865** and let them know you are an SCFHP member. If you're a Kaiser Permanente member, visit **www.kp.org** for more information.

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



**HEALTHY  
LIVING**

Cal MediConnect Plan  
(Medicare-Medicaid Plan)

WINTER 2021

Information in HEALTHY LIVING comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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Santa Clara Family Health Plan Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

**SANTA CLARA FAMILY HEALTH PLAN**

PO Box 18880, San Jose, CA 95158

**1-877-723-4795 • www.scfhp.com**

TTY: 711





## **Discrimination is Against the Law**

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

SCFHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Service at 1-877-723-4795 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m.

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

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

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).



## Language Assistance Services

**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).** ՈւՆՇԱՂԴՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ապա 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.

### 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 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 จะมีการบริการความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่าย ติดต่อศูนย์บริการลูกค้าได้ที่ 1-877-723-4795 (TTY: 711) ได้ในวันจันทร์ถึงศุกร์ เวลา 08.00 น. ถึง 20.00 น. ไม่มีค่าใช้จ่ายในการโทร

ខ្មែរ (Khmer): ជូនចំពោះ: ប្រសិនបើលោកអ្នកនិយាយភាសា សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ទូរស័ព្ទមកផ្នែកសេវាកម្មអតិថិជនតាមលេខ 1-877-723-4795 (TTY: 711) ពីថ្ងៃច័ន្ទដល់ថ្ងៃសុក្រម៉ោង 8 ព្រឹក។ ដល់ម៉ោង 8 យប់ ការហៅទូរស័ព្ទគឺឥតគិតថ្លៃ។

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ຄິດຄ່າໃຊ້ຈ່າຍ ສໍາລັບທ່ານ. ໂທຫາສູນບໍລິການລູກຄ້າໄດ້ທໍາເບີ 1-877-723-4795 (TTY: 711), ວັນຈັນ ຫາ ວັນສຸກ ເວລາ 8 ໂມງເຊົ້າ ຫາ 8 ໂມງແລງ. ໂທຟຣີ.