

Important health services for your child

Your child may be due for a well-visit. If this is true, we urge you to make an appointment with your child's doctor. Well-visits are vital. They help make sure your child has needed shots and screenings, such as developmental and blood lead screenings. A blood lead screening is routine at ages 12 and 24 months. If your child has not completed one by age six (6), ask the doctor for a catch-up screening.

Well-visits help make sure your child is growing and developing as expected. If your child is between 7 and 17 years old, your doctor may discuss nutrition, flu shots, mental health, and tobacco and alcohol use during the well-visit. Well-visits are covered by Santa Clara Family Health Plan (SCFHP) at no cost to you.



Are you between 18 and 21 years old? Well-visits are important for you too!

Due to the coronavirus pandemic, your doctor or doctor's office can tell you if your visit needs to be completed at the office or via telehealth. When you call to make an appointment, ask about your options to safely complete the appointment.

We are committed to your health and safety. If you need help reaching your doctor or primary care physician, call SCFHP Customer Service toll-free.

The COVID-19 vaccine is now available for those 12 years of age and older. Avoid scheduling any other vaccines 14 days before or after a COVID-19 vaccine. For more information on what to expect when getting the COVID-19 vaccine, visit the Centers for Disease Control and Prevention's website: www.cdc.gov/coronavirus/2019-ncov/vaccines/expect.html. And visit our website to learn more about important health services recommended at each age: www.scfhp.com/child-well-visit.

Call Us

Customer Service

8:30 a.m. to 5 p.m., Monday
through Friday (except holidays)

1-800-260-2055

TTY: 711



E

Standard
U.S. Postage
PAID
Walla Walla, WA
Permit No. 44

Using your ID card

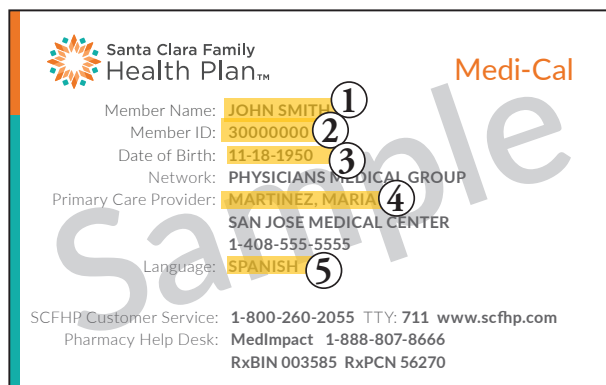


Your Santa Clara Family Health Plan (SCFHP) member ID card is your key to getting health care. Be sure to bring it with you every time you see your provider, visit the pharmacy, or get any other health services.

What's on your ID card

Information includes your:

1. Full name
2. Member ID number
3. Date of birth
4. Primary care provider's (PCP) information
5. Spoken language



If you have a PCP, the provider listed on your ID card is the doctor or clinic that will coordinate your care. Your PCP will provide most of your health care. And your PCP's network will tell you what specialists and hospitals work with your PCP.

If your ID card says, "No PCP Selected," our records show that you have not selected a PCP. Please help us serve you better by choosing your own personal doctor or clinic. You can find a PCP using the SCFHP "Find a Doctor" tool or the SCFHP Provider and Pharmacy Directory online at www.scfhp.com. Or call SCFHP Customer Service for help.

Important phone numbers on your ID card

- Customer Service: Call SCFHP if you have questions about your benefits or coverage.

- Nurse advice line: Call 24/7, if you need help:

- ▶ Answering your medical questions

- ▶ Getting care for an injury or illness

- ▶ Deciding to go to the doctor, urgent care, or emergency room.

- Santa Clara County Mental Health Services: Call if you need mental health services.

- VSP (vision services): Call if you have questions about your vision benefits or you need help finding a vision care provider.

- Medi-Cal Dental: Call for

information about your covered dental services and providers in Santa Clara County.

Other important information

Your ID card includes important web links for your providers about how to bill SCFHP for your care.

To protect your SCFHP member ID card, don't let anyone else use it. Call Customer Service if your card is lost or stolen.

Please make sure your information on your SCFHP ID card is correct. If it is not, call SCFHP Customer Service and ask us to make the changes.

Need help in 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 Sign Language.
- When you go to the doctor, interpreters are available 24 hours a day.
- You can ask for SCFHP plan materials in English, Spanish, simplified Chinese, Tagalog, and Vietnamese. If you need materials in another language, call Customer Service.
- You can also get written materials in large print, braille, or other formats, depending on your needs.

How can you get an interpreter?

Tell your doctor's office you'd like one. You can do this when you call to set up your next visit.

You can also ask us for an in-person interpreter or an interpreter by phone.



CALL CUSTOMER SERVICE

toll-free at
1-800-260-2055.
TTY users should
call **711.**



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.

Timely access to care

Santa Clara Family Health Plan (SCFHP) 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, please call SCFHP Customer Service. You also have the right to get interpreter services in a timely manner for your scheduled appointments.



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
Initial prenatal care	10 business days
URGENT APPOINTMENTS	WAIT TIME
Urgent care appointment that does not need prior approval	48 hours
Urgent care appointment that needs prior approval	96 hours



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**.



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

How to file a complaint

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.bit.ly/MC-GA-form-en**.
- Print and mail the completed form to us. You can find "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**.

The formal name for making a complaint is "filing a grievance." You can learn more about the grievance process in Chapter 6 of your Member Handbook or on our website at **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. You must give us a copy of the signed form.



Childhood trauma can be treated

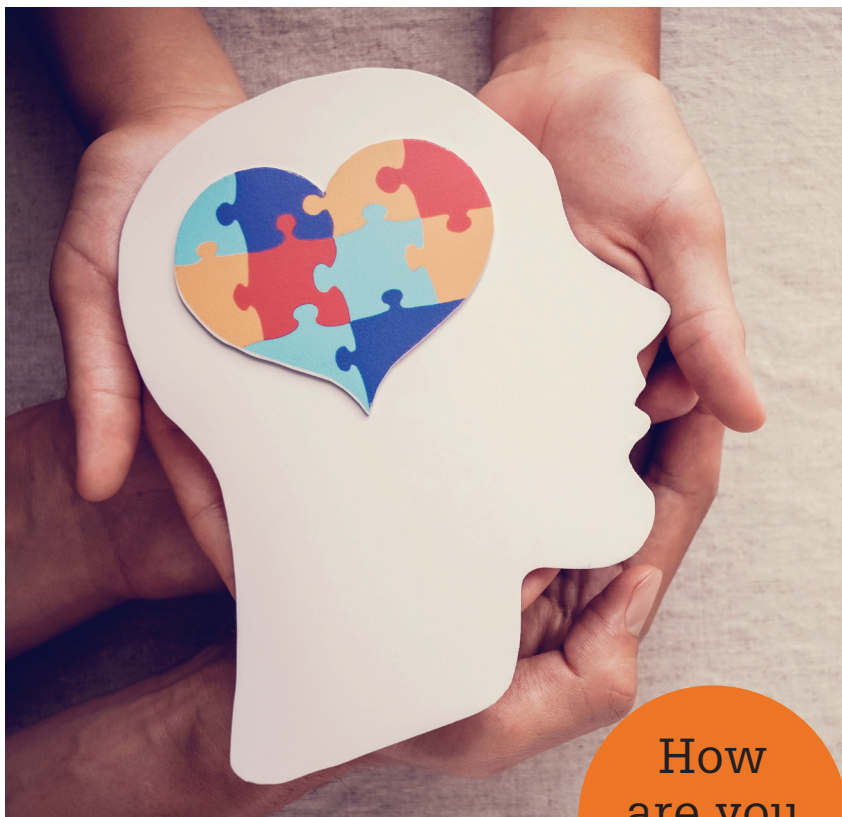
Adverse childhood experiences, or ACEs, are potentially traumatic events that occur in childhood (0 to 17 years) such as experiencing violence, abuse, and growing up in a family with mental health or substance use problems. Toxic stress from ACEs can change brain development and affect how the body responds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



IF YOUR CHILD NEEDS HELP,

*you can talk to his or her doctor or access a screening for an evaluation through the Santa Clara County Behavioral Health Department by calling **1-800-704-0900**.*



How
are you
feeling?

Mental health

Key to your well-being

Mental health is how your thoughts and feelings affect your life. How's your mental health?

Some signs can point to a problem that could get better with medical help. Examples of these signs are:

- Finding little joy in life or feeling worthless or guilty
- Crying without knowing why
- Low energy or anger flare-ups
- Mood swings—feeling very high, then very low
- Intense worries or fears
- Seeing or hearing things that aren't there

If you have symptoms like these, tell your doctor. He or she will help you get care that can help you feel better. That might include talking with a mental health expert and taking medicine.

You can call Santa Clara County Behavioral Health Services for more help:

- For the 24/7 Suicide and Crisis Hotline, call **1-800-273-8255**.
- For mental health services, 24/7, call **1-800-704-0900**.
- For substance use services, call **1-800-488-9919**, Monday through Friday, 8 a.m. to 5 p.m.

For emergency help, please call 911.

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:

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

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

Send your report through the following ways:

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

You may also contact the state and federal agencies below:

- ▶ California Department of Health Care Services (DHCS)
Phone: **1-800-822-6222**
Email: **stopmedicalfraud@dhcs.ca.gov**
- ▶ U.S. Department of Health and Human Services Office of Inspector General
Phone: **1-800-447-8477**
TTY: **1-800-377-4950**
- ▶ Centers for Medicare & Medicaid Services
Phone: **1-800-633-4227**
TTY: **1-877-486-2048**

Thank you for doing your part in preventing fraud, waste, and abuse!





Need a new doctor?

If you need a new doctor, you can:

- Log in to the mySCFHP member portal at **member.scfhp.com** to submit a request to change doctors.
- Or call SCFHP Customer Service at **1-800-260-2055**.

To find doctors near you, use the “Find a Doctor” provider search tool on our website at **www.scfhp.com**.

SCFHP Wellness Rewards*

As a Medi-Cal member, Santa Clara Family Health Plan (SCFHP) will reward you for completing select routine health exams!

How does SCFHP reward my health care?

Your health is important to us. Below is a list of rewards we offer for completing routine health exams.

SCFHP will send information to eligible members to remind them to schedule their routine health exam(s). Transportation is available to medical appointments. Review the list below to learn if you’re eligible.

HEALTH EXAM/TEST	HOW TO QUALIFY	REWARDS
Well-care visits, ages 0 to 15 months	Complete six well-care visits with a doctor before your child turns 15 months old in 2021.	\$30 gift card
Well-care visits, ages 16 to 30 months	Complete a blood lead screening before the second birthday AND two or more well-child visits before age 30 months in 2021.	\$30 gift card
Well-care visits, ages 18 to 21	Complete one well-care visit with a doctor in 2021.	\$50 gift card
Prenatal visit	Complete one prenatal visit in the first trimester (between weeks 1 and 12 of pregnancy) AND attend SCFHP’s virtual baby shower in 2021.**	Co-sleeper (sleep pod)
Postpartum visit	Complete one postpartum visit between 7 and 84 days after delivery in 2021.	\$40 gift card

*Kaiser Permanente members do not qualify. If you’re a KP member, visit **www.kp.org** for rewards opportunities.

Register for SCFHP’s virtual baby shower online at **www.scfhp.com/healthy-moms-babies or by calling SCFHP Customer Service.

Terms and conditions may apply. Must be enrolled in SCFHP Medi-Cal Plan at the time of your visit. Your doctor must code and bill correctly in order for you to be eligible for the reward.

AlertSCC: Your information lifeline in an emergency

AlertSCC is a free and easy way to get emergency alerts sent directly to your mobile phone, landline, or email.

Alerts can include:

- ▶ Information and instructions during emergency situations, including fire, earthquake, and severe weather
- ▶ Crime incidents that affect your neighborhood
- ▶ Post-disaster information about shelters, transportation, or supplies

Sign up for AlertSCC at www.alertscc.com.



Be prepared for a power shutoff

During hot, dry summers, your power company may need to shut off your electricity to help prevent wildfires. These safety shutoffs can last for days. So it's important for every family to be prepared. Here are eight steps to prepare for a power shutoff:

- ✓ **Sign up for alerts.** Make sure your power company has your current contact information. That way they can warn you about planned power shutoffs.
- ✓ **Create a supply kit.** Stock it with enough water and nonperishable food to last for a week. Plan on 1 gallon of water per person per day. Be sure to refresh your kit at least once a year.
- ✓ **Keep cash at home or with you.** ATMs may not work during a shutoff.
- ✓ **Gas up.** If you have a car, make sure the tank is full before the power goes off.
- ✓ **Stock up on batteries.** You'll need these for things like flashlights and radios. It's a good idea to always have two extra sets in various sizes.
- ✓ **Keep flashlights around.** Steer clear of candles. They can be a fire hazard.
- ✓ **Prep your phones.** Find out if your landline will work without power. If you have a cell phone, keep it charged.
- ✓ **Talk with your doctor, if needed.** Do you depend on a medical device that runs on electricity? Or take a medicine that needs to stay cold? Your doctor can help you prepare for special situations like these.

**WINNING
HEALTH**
Medi-Cal Plan

SUMMER 2021

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

50440E

2021 © Coffey Communications, Inc. All rights reserved.

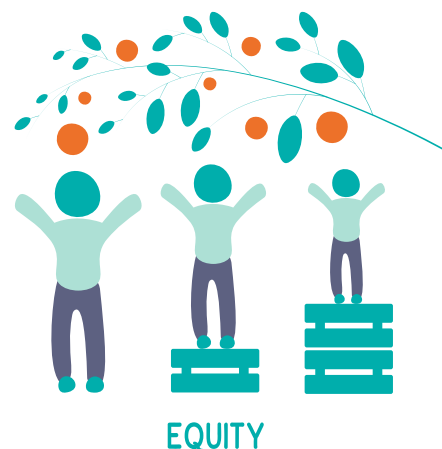
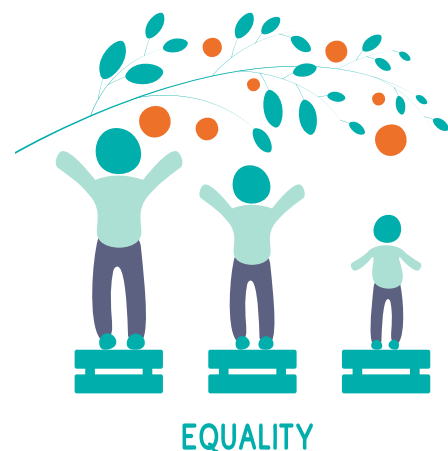
Words to know to help you understand SCFHP's new strategic goals, mission, vision, and values.

What is health equity?

When everyone has the opportunity to be as healthy as possible.

What is health disparity?

Differences in health outcomes among groups of people.



Our Plan to Achieve Health for All

Santa Clara Family Health Plan (SCFHP) recently completed a strategic planning process that involved listening to key partners and considering the current factors that are affecting our members, providers, community, and organization.

Who we talked to:

- Staff
- SCFHP Governing Board
- Community leaders, County Board of Supervisors
- Providers
- County residents and SCFHP members

What factors were considered:

- Impact of COVID-19
- Changes to Medi-Cal funding, programs and regulations
- Rising strains on the social determinants of health (housing, food, transportation, environment, etc.)
- Increased health disparities among low-income residents in our county

By listening and learning from our key partners, SCFHP identified opportunities to better serve you and work toward a healthier community.

Our Strategic Plan Goals

COMMUNITY HEALTH LEADERSHIP

Be a recognized local leader and work together with our community partners to improve the health of communities impacted by disparities

QUALITY, ACCESS AND EQUITY

Deliver exceptional quality outcomes and health equity for all Plan members

ORGANIZATIONAL EXCELLENCE

Consistently demonstrate administrative and service excellence

Taking Steps to Better Support You

- Work towards equity so that everyone has a chance to be as healthy as possible
- Reaffirm our focus on preventive care and the critical role it plays in achieving and maintaining health, especially for children
- Find more ways to engage, listen, and respond to you
- Build stronger relationships with community partners that support residents
- Improve programs and services to better address your needs
- Promote health and wellness throughout the community at the new SCFHP Blanca Alvarado Community Resource Center

Our Mission

To improve the well-being of our members by addressing their health and social needs in a culturally competent manner, and partnering with providers and organizations in our shared commitment to the health of our community.

Our Vision

Health for all – a fair and just community where everyone has access to opportunities to be healthy.

Our Values

Our values provide a shared definition of what we stand for and how we show up for you, our providers, the community, and each other.



Members First: We proactively engage, listen to, and focus on what is best for you.



Equity: We are committed to eliminating the ways that institutional racism and other societal and individual barriers contribute to health disparities.



Better Together: We collaborate with and invest in our partners and each other to benefit the community.



Excellence: We strive to deliver the highest-quality experience for you.



Integrity: We do the right things for the right reasons to keep your trust.



Diversity & Inclusion: We value the richness of the diverse identities in our community and commit to actions that reflect these perspectives.



Culture of Caring: Together, we create a work culture that supports, develops, and recognizes team members.



Accountability & Stewardship: We are accountable to each other and the community.

How To Get Involved

We value your input and invite you to share your thoughts. Here are some ways you can work with us toward **health for all**!

- **Join the Consumer Advisory Committee (CAC).** As a CAC member you will support SCFHP's mission through education, advocacy, collaboration, and feedback. Call **1-800-260-2055** (TTY:711) if you are interested in joining.
- **Reply to our member surveys**
If you receive a survey from us, please reply and let us know how we're doing!
- **Email us at**
spiritofcare@scfhp.com
- **Follow us on Facebook @SCFHP**

Visit the SCFHP Blanca Alvarado Community Resource Center:

Capital Square Mall
408 North Capitol Ave.
San Jose, CA 95127

Learn more and find out about the opening at www.scfhp.com/CRC

Santa Clara Family Health Plan has updated our mission, vision, and values in alignment with our new strategic plan goals.





NONDISCRIMINATION NOTICE

Discrimination is against the law. Santa Clara Family Health Plan (SCFHP) follows Federal civil rights laws. SCFHP does not discriminate, 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 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 **1-800-735-2929** or **711**.

HOW TO FILE A GRIEVANCE

If you believe that Santa Clara Family Health Plan (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 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 **1-800-735-2929** or **711**.
 - In writing: Fill out a complaint form or write a letter and send it to:

**Attn: Appeals and Grievances Department
Santa Clara Family Health Plan
PO Box 18880
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

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>.



Language Assistance Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-260-2055. (TTY: 1-800-735-2929 or 711).

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-260-2055 (TTY: 1-800-735-2929 o 711).

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-260-2055 (TTY: 1-800-735-2929 hoặc 711).

Tagalog – Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-260-2055 (TTY: 1-800-735-2929 o 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-260-2055 (TTY: 1-800-735-2929 또는 711)번으로 전화해 주십시오.

中文 (Chinese): 注意：如果您说中文，将为您提供免费的语言服务。请致电 1-800-260-2055。（TTY：1-800-735-2929 或 711）。

Հայերեն (Armenian): ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1-800-260-2055 (TTY (հեռատիպ)՝ 1-800-735-2929 կամ 711)։

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-260-2055 (телетайп: 1-800-735-2929 или 711).

فارسی (Persian, Farsi):

توجه: اگر به زبان فارسی صحبت می کنید، کمک در زمینه زبان به صورت رایگان در اختیارتان قرار خواهد گرفت. با 1-800-260-2055 (TTY 1-800-735-2929 یا 711) تماس بگیرید.

日本語 (Japanese): 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-260-2055 (TTY: 1-800-735-2929 または 711) まで、お電話にてご連絡ください。

Hmoob (Hmong): LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-260-2055 (TTY: 1-800-735-2929 los sis 711).

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹਾਂ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। 1-800-260-2055 (TTY: 1-800-735-2929 ਜਾਂ 711) ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-260-2055 (رقم الهاتف النصي: 1-800-735-2929 أو 711).

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-260-2055 (TTY: 1-800-735-2929 या 711) पर कॉल करें।

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-260-2055 (TTY: 1-800-735-2929 หรือ 711).

ខ្មែរ (Mon-Khmer, Cambodian): ប្រមូលកិច្ចទុកដាក់: ប្រសិនបើលោកអ្នកនិយាយ ភាសាខ្មែរ នោះ លោកអ្នកអាចស្វែងរកសេវាជំនួយផ្នែកភាសា បានដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 1-800-260-2055។ (TTY: 1-800-735-2929 ឬ 711)។

ພາສາລາວ (Lao): ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໃຫ້ໂທຫາເບີ 1-800-260-2055. (TTY: 1-800-735-2929 ຫຼື 711).