

# First Things *first*

Member Newsletter | Spring/Summer 2019

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## YOU'RE INVITED TO THE DOSEUM!

Community First Health Plans (CFHP) is the proud sponsor of Free Family Nights and Little Doers Den at The DoSeum.

Free Family Nights is free admission to the DoSeum on the first Tuesday of every month. The Little Doers Den is a stimulating play area dedicated to infants and their caregivers, providing families across Bexar County access to hands-on innovation and countless memories with their loved ones.

For more information, please visit [www.thedoseum.org](http://www.thedoseum.org).



## HAVE QUESTIONS?

### Main Office

12238 Silicon Drive, Suite 100  
San Antonio, Texas 78249

### Community Office at Avenida Guadalupe

1410 Guadalupe Street, Suite 222  
San Antonio, Texas 78207

**(210) 227-2347 or  
(800) 434-2347 (toll-free)**

Visit our website at:  
[www.cfhp.com](http://www.cfhp.com)

# First Things *first*

## SERVICE COORDINATION FOR YOU AND YOUR FAMILY

Our STAR Kids Service Coordinators at CFHP work hard to provide our Members coordination of services and to ensure each member gets the care they need. We want to ensure that your child receives the services that he or she needs, so we need your help! We ask that you take a moment to review what service coordination is all about and encourage you and your child to participate in the Screening Assessment Instrument (SAI) which is a tool we use to help assess and determine what services your child might need.

Many Members and/or guardians have questions about service coordination and we routinely see the following questions when we speak with our Members:

### What is Service Coordination?

The CFHP Service Coordination program looks at all of your needs. It focuses on your health, well-being, and independence. The program allows CFHP to work with you and your care team. We will gather information about you and your needs. We will build an individual plan of care and services just for you. This is called Person Centered or Person Directed planning.

### What is a Service Coordinator?

CFHP Service Coordinators are dedicated to you. They will focus on you and your needs. The CFHP Service Coordinators have experience to help people who have chronic or complex medical needs. Your Service Coordinator is:

- A dedicated Registered Nurse, Nurse Practitioner, Physician Assistant, Licensed Vocational Nurses, or Licensed Clinical Social Worker
- Gets support from other experienced Behavioral Health, Transition Specialist, and Pharmacy workers
- Someone who will be assigned individually or as a coordination team based on your needs

### What will my CFHP Service Coordinators help me with?

- They will come to you at least one time per year and evaluate your needs. They will come more often if you need them to.
- They use a tool from Texas Medicaid called the STAR Kids Screening and Assessment Instrument (SAI) to evaluate your needs.
- You and your Service Coordinator will make a Member-centered Individual Service Plan. This will tell us about your assessment findings, your short and long-term goals, your medical and service needs, and your preferences.
- Service Coordinators will help you find Providers and other health and services agencies to meet your needs. They will help you find and get appointments with CFHP Providers when you need help.
- Service Coordinators will share education and information on the STAR Kids program. They will share information, such as your health benefits, programs like state waivers and options to get community services, such as consumer direction and much more.
- Your Service Coordinator will work with other State or Community Programs that you are enrolled in to help with your care.
- Starting at age 15, your Service Coordinator and a specially trained person called a Transition Specialist will work with you to plan for moving to adult health care programs.



## Why should I have my child do the SAI?

CFHP Service Coordinators want to assess your child using the SAI so that they can do a thorough assessment to identify all current needs, identify gaps in care, and put services in place that your child needs. One big benefit of participating in an SAI is that it makes your child eligible to receive Long Term Services and Supports (LTSS). LTSS is designed to provide long term care and support to prevent your child from unnecessary visits to the hospital.

Examples of LTSS services include:

- Personal Care Services
- Private Duty Nursing
- Day Activities and Health Services
- Prescribed Pediatric Extended Care Services
- Respite & Flexible Family Supports (if enrolled in the Medically Dependent Children's Program)

## How do I reach my Service Coordinator?

You can reach your personal Service Coordinator at the number he/she has provided on previous visits or by calling us at 1-855-607-7827.

## What if I do not have a Service Coordinator?

We can assign one to you right away if you do not have an assigned a Service Coordinator. Please call us to request one at 1-855-607-7827.

If you haven't heard from a CFHP Service Coordinator, we may be having a difficult time reaching you. There are many reasons why, but we may not have a correct phone number to reach you. Please contact us to speak with our Service Coordination team. We need to conduct the annual Screening and Assessment Instrument, or SAI, with you and your child so that we can get you all of the services and support that you need.

For our Members that have completed their SAIs, you will be able to access your SAI and your Individualized Service Plan, or ISP, from the CFHP webpage. Simply go to [www.cfhp.com](http://www.cfhp.com) and select the Member login option. You will be able to view your SAI as well as approve your child's ISP from the site.

## Transition of Care

Many doctors only see patients up to the age of 18. Members who are approaching adulthood that have not chosen an adult PCP and need assistance with selection of a doctor may contact the Member Services department for assistance at (210) 227-2347 or toll-free at 1(800) 434-2347.

CFHP can help with scheduling non-emergency appointments and can even use a three-way call with the provider and Member or Member's representative to schedule the appointment. The Member can also contact CFHP through our secure Member Portal for help with identifying network providers, as well as scheduling an appointment or to access services

## Member Handbook

CFHP provides each our members a copy of a Member Handbook for detailed information about how their health plan works. Member Handbooks are mailed to new Members in a New Member Packet received shortly after enrollment. A copy of the Member Handbook can also be found online at [www.cfhp.com/members](http://www.cfhp.com/members).

To request a copy of your Member Handbook, please call our Member Services department at (210) 227-2347 or toll-free at 1-800-434-2347.

# First Things *first*

## IDENTIFYING CHILDHOOD TRAUMA

Life can be hard for our children, especially when they experience traumas that we don't know about. A trauma often leaves the child feeling helpless and can seriously affect the child's or teen's ability to cope.

Traumas take many forms and can include:

- Neglect and physical or psychological abuse
- Sexual abuse
- Natural disasters
- Community or school violence
- Witnessing family violence
- Serious accidents and life-threatening illness
- The loss of a loved one through death or abandonment.

Not all children experience stress from a traumatic event, and those who do can recover. With support and care many are able to move forward with their lives.

Be aware of changes in your child. Young children may:

- Be afraid to leave a parent
- Cry or scream a lot
- Eat little and lose weight
- Start having nightmares

Elementary school children may:

- Become anxious and fearful
- Feel guilt or shame
- Have a difficult time concentrating
- Have difficulty sleeping

Older children may:

- Feel depressed and alone
- Develop an eating problem
- Start harming themselves
- Begin to use drugs or alcohol
- Become sexually active

Because of these changes children will begin to have a hard time dealing with daily life. Relationships with others will be harder, too.

Every child is different. It is important to ask, "What happened to you?" Make it easy for them to talk to you.

As a parent or other caring adult we can help our children by:

- Assuring them that they are safe both at home and school and telling them what you are going to do to make that happen
- Assuring them that they are not responsible for what happened
- Being patient – healing is different for each child
- Being supportive and reassuring them that they should not feel guilty about their thoughts and feelings

Talk to a professional if you suspect or know that your child has experienced trauma. CFHP does not require a referral for you to find behavioral health services for your child. Please call us if you need help finding counselors or therapists in your area. We are here to help.

Reference: [www.samhsa.gov/child-trauma](http://www.samhsa.gov/child-trauma)



## WORKING TOGETHER TO BECOME A HEALTHY COMMUNITY

The first step to becoming a healthy community requires that everyone work together. One way to start improving is by making use of technology so that Providers, patients, and CFHP can better talk with each other.

In the near future, the patient may be able to contact their doctor by email, text message, or even video messaging. In addition, many health insurance groups have a website where the patient can go to review their medical record, and then ask a nurse any questions they might have. This is called an online Member Portal. You can find the CFHP Member Portal at [www.cfhp.fun/healthy](http://www.cfhp.fun/healthy) and all CFHP Members are eligible to sign up and enter the portal.

There is a health survey that can be taken on the portal, and once completed the Member will be mailed a gift card. By completing this health survey, you will be opting into our health and wellness program. You may opt out of the program at any time by contacting CFHP by phone call or email. Members can also like and follow CFHP on their Facebook, Instagram, and Twitter social media pages. We will provide our Members with helpful videos and flyers, and also announce health promotion events being held out in the community.

If these new ideas are going to succeed, the patient must be at the center of all the decisions being made. It is about providing healthcare that is more personal to the patient and their needs.



## Value Added Services

**As a member of our plan, CFHP offers you the following extra health care benefits\*:**

- Free baby car seat, toddler booster seat or safe sleep play yard
- Enhanced vision benefits with up to \$125 for frames or \$75 for contact lenses
- Free smart phone with up to 500 minutes, including unlimited text and 1GB of data
- Free sports physicals
- 24-hour nurse advice line
- Prenatal gift programs with up to \$150 in gift cards\*
- Low cost dental services for pregnant members\*
- Mommy & Me baby shower with free diaper bag and baby supplies
- Zumba classes with free fitness giveaway.
- Birthing classes
- Smoking cessation program
- Asthma kit and Asthma pillow cover
- Help with getting a ride to medical appointments or health classes
- Adult healthy lifestyle classes
- Weight management program for members ages 7-13 with free membership to the YMCA\*
- \$10 gift card for follow-up appointment after leaving behavioral health hospital
- Online mental health resources\*
- Bike safety and repair classes
- And more!

\*Limitations or restriction may apply. Please call Member Services for more information.

# First Things *first*

## PHARMACY UPDATES

### Where to Find Answers to Drug Benefits

Information about CFHP's Pharmacy benefit program is available through the CFHP Member Portal. CFHP uses Navitus Health Solutions to administer the pharmacy benefit. The following information is available from the Navitus Health Solutions member portal:

- Covered drug lists and other formulary information including Tiers and quantity limits,
- Updates to the formulary,
- Prior authorization forms and criteria used for certain medications
- Information on how to request a formulary exception, and
- A list of in-network pharmacies and specialty pharmacies.

### Pharmacy Benefit Management Preferred Drug List

The Texas Vendor Drug Program publishes a Preferred Drug List (PDL) every January and July. This list contains preferred covered medications and requirements for using non-preferred medications. For the most updated version of the preferred drug list please visit: [www.txvendordrug.com/formulary/prior-authorization/preferred-drugs](http://www.txvendordrug.com/formulary/prior-authorization/preferred-drugs).

To obtain a paper copy of the formulary, please contact Member Services at (210) 227-2347 or toll free at 1(800) 434-2347.

### Medication Tip

Make sure to keep a list of all your prescription and over-the-counter medications including vitamins, supplements and herbal remedies. Review your list with your Provider at least once every year. Take your current medication list with you to all Provider appointments. Creating your medication list and keeping it current is an easy way to ensure your health and safety.

## PRIVACY AND CONFIDENTIALITY

CFHP is committed to making sure that your personal health information is secure and private. Our doctors and other Providers must do the same. CFHP's use of personal health information will only be used to manage your health plan and for accomplishing state and federal requirements.

Your personal health information will not be shared with anyone else. We will not do this without your written approval. For more information, please see your Member Handbook. You can also view a copy of our Notice of Privacy Practices on our website at [cfhp.com](http://cfhp.com).



# First Things *first*

## LIVING WITH DIABETES

Diabetes is a complex disease and managing it can be challenging- making healthy food choices, staying physically active, monitoring your blood sugar and taking medications as prescribed. It is also important to talk regularly with your diabetes care team to problem solve, reduce risks for complications and cope with lifestyle changes.

Diabetes is also a very personal disease. Upon being diagnosed, it's not uncommon to feel a certain amount of fear. Fear of the unknown. Fear about how your lifestyle may change. Fear that you will experience life-threatening complications.

Successful self-management will help you feel better and can reduce your chance of developing complications including heart disease, dental disease, eye disorders, kidney disease, nerve damage and lower leg amputation.



### 1. See Your Doctor

- Make sure to have regular checkups to ensure you are staying healthy.
- Have an annual diabetic eye exam — People with diabetes need to have a full eye exam, in addition to a dilated eye exam, every year by an ophthalmologist or optometrist who knows about eye problems in people with diabetes.

### 2. Remember to Follow These General Guidelines:

- Make healthy food choices — Having diabetes doesn't mean you have to give up your favorite foods, but you need to know that the foods you eat affect your blood sugar.
- Stay away from drugs, alcohol and cigarettes.
- Be Active — physical activity can also help keep your blood sugar levels to normal and help you keep your diabetes in control.
- Monitoring — Monitoring helps you know when your blood sugar levels are on target and it helps you make food and activity adjustments so that your body can perform at its best.
- Taking Medication — There are several types of medications that are often recommended for people with diabetes. Insulin, pills that lower your blood sugar, aspirin, blood pressure medication, cholesterol-lowering medication, or a number of others may work together to lower your blood sugar levels reduce your risk of problems and help you feel better.

As a key Member of the CFHP Care Management Team, a Registered Nurse will help you learn how to take care of yourself — guide you through your treatment and help you with any fears, issues and problems you encounter along the way.

Case Management is a free program where a Registered Nurse works with you over the telephone. The Registered Nurse can also work with you, your family and other healthcare Providers to determine your health needs and help you reach your health goals.

If you would like more information about our Care Management Program, or need more care or support regarding your diabetes, please call CFHP to talk with a registered nurse.

### Community First Health Plans

CFHP Care Management Department  
(210) 358-6050

Your partner through every step of your journey towards health.

# First Things *first*

## INSIDE CFHP: UTILIZATION MANAGEMENT

CFHP uses current medical evidence and clinical criteria to make decisions on requests for service sent to us by your physicians. The criteria are applied in a fair and consistent manner to serve your best interest. CFHP approves or denies services based upon whether or not the service is medically needed and a covered benefit. CFHP does not reward physicians or employees (who conduct UM reviews) for issuing denials or creating barriers to care or service.

A service review for authorization will occur before you receive care. If you receive care that was not authorized in advance (for emergency services), a service review will occur before the claim is processed. Please note, a service review that happens after (emergency) services are received does not guarantee payment of claims. Generally, your physician will request prior authorization from CFHP before you receive care. You have a responsibility to make sure you are following CFHP rules for receiving care.

Out-of-network requests will include evaluating whether the necessary and covered service can be provided timely with an In-Network Provider. Out-of-Network Care that is not approved in advance by CFHP is not covered.

We also review care received while our Members are in the hospital. We work with the hospital staff to help ensure our Members have a smooth transition to home or your next care setting.

Our experienced clinical staff reviews all requests. Service requests that fall outside of standard criteria and guidelines are reviewed by our physician staff for plan coverage and medical necessity. You, your representative or a physician acting on your behalf may appeal this decision if we deny a request for services. This can be done through CFHP's appeals process.

Information on the Utilization Management (UM) criteria utilized to make a decision can be obtained upon request by contacting Population Health Management (PHM). Please call the CFHP PHM Department at (210) 358-6050 or (800) 434-2347, press 3 for Authorizations to request this information between the hours of 8 a.m. – 5p.m.

Our UM staff is available from 8 a.m. – 5 p.m. at (800) 434-2347 during normal business to assist you with any questions you may have regarding the processing of a request for services. Calls or communications received after hours will be addressed by the next business day. Should our staff attempt to contact you, they will provide you with their full name, title at CFHP when contacting you regarding any issue for services.

## HEALTH PROMOTION AND WELLNESS

The CFHP Health Promotion and Wellness team has a goal to educate, engage, and empower all of our Members. We wish to provide all Members with the tools needed to make the best decisions for their health. Health educators are available to speak with you by telephone or by email. They will help you to understand any medical concerns that you may have, and guide you on your road to a healthy lifestyle. We will form a partnership with all of our Members to make them feel heard and understood. Members now have the opportunity to receive educational materials, such as short videos and brochures sent right to their email for easy access. Our Outreach Coordinators will attempt to meet with our Members out in the communities where they live.

We will provide referrals to community resources available to our Members at no cost, such as the YMCA and the San Antonio Food Bank. In addition, CFHP will send our Members gift cards for completing their wellness exams as scheduled. We want you to know how much we appreciate the hard work you are doing to get healthy and stay healthy.





# First Things *first*

## SUPPLEMENTAL SECURITY INCOME BENEFITS

As a valued Member of CFHP, you are invited to apply for Supplemental Security Income (SSI) benefits. SSI is a federal program that gives qualifying plan Members up to \$750 in monthly payments.

You may qualify if you have health problems that keep you from working or limit your ability to work.

Your child may qualify if they have health problems that affect their ability to attend or learn in school, or to develop and function as other children their age.

CFHP works with Change Healthcare. They have 30 years of experience helping Members apply for SSI.

When you call Change Healthcare, they will help you with every step of the process – from start to finish. Change Healthcare will fill out and submit all forms and will follow up with the Social Security Administration (SSA).

Call Change Healthcare toll free today! 844-735-6335  
Monday – Friday 8:00 a.m. to 7:00 p.m.

## Member Rights and Responsibilities

Did you know as a Member of CFHP, you have certain Member rights and Member responsibilities? Information about your Member rights and responsibilities can be found in your Member Handbook at [www.cfhp.com/members](http://www.cfhp.com/members).

You can also call our Member Services department for a copy of the Member Handbook by calling (210) 227-2347 or toll-free at 1-800-434-2347.

## COMMUNITY RESOURCES

CFHP makes sure that our Members have access to all of the resources they need. CFHP now provides two new links for Community Resources on our website. Simply type in “Community Resources” in the search box and you will be directed to Health Service Resources. The CFHP Community Resource list is at the top of the list. By clicking on the list you will find two choices, Community Health Bridge and Aunt Bertha. Both links will give you a comprehensive online directory of the social service organizations available in your community.

If you would like more information about the Community Resources available to you, call Population Health Management at 210-358-6050.

## IMMUNIZATION SCHEDULE

Part of staying healthy and well includes obtaining certain immunizations at certain points in your life. CFHP wants you to talk to your Primary Care Provider (PCP) to find out which immunizations are recommended for you and your family.

You can also find more information on our website at [www.cfhp.com/members/healthservicesresources](http://www.cfhp.com/members/healthservicesresources). If you need to talk to a CFHP Health Educator, you can call us at (210) 227-2347 or toll-free at 1(800) 434-2347.

**FOLLOW US!**

Follow Community First Health Plans on social media for all the latest updates!

 @CommunityFirstHealthPlans

 @CFHealthPlans

 @CFHealthPlans

# The Right Care

## At The Right Place, At the Right Time

**Your Primary Care Provider (PCP):** May be a physician (MD), nurse practitioner (NP) or physician assistant (PA)

It is important to have a primary care doctor. This is your “medical home.”

It's important for your doctor to get to know you and for you to get to know your doctor.



### Your doctor can:

- Watch over your health care.
- Offer care to keep you from getting sick (Preventive care).
- Learn your medical history.
- Give you better care than the Emergency Room because he/she knows more about you.
- Help you to understand your diseases.

## KNOW WHEN TO GO

### DOCTOR'S OFFICE



#### Regular & Preventive care

- Checkups and shots
- Help with illnesses such as asthma and diabetes
- Preventive Care
- Fever, flu, sore throat, coughs
- Infection
- Vomiting
- Injuries such as sprains and cuts

### URGENT CARE



#### When your doctors office is closed

When you have an urgent health care need and your **PCP is not available**, the **CFHP Nurse Advice Line** is available to assist you with what to do and where to go to care for a healthcare issue.

**Call the Nurse Advice Line:**  
**(210) 227-2347 or toll-free**  
**1-800-434-2347.**

### EMERGENCY ROOM



#### Fast, life-saving care

- Bleeding that will not stop
- Hard time breathing
- Seizures
- Passing out
- Chest pain
- A serious accident

Dial 911 or go to the Emergency Room if you think your life is in danger.

**In any possible poisoning, call the Poison Control Center: (1-800-222-1222)** for expert advice. They may direct you to the ER.

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# NURSE ADVICE LINE

For Members of Community First Health Plans

Health concerns don't always follow a 9-to-5 schedule when you or a family member has a health problem or a question. Our Nurse Advice Line helps you and your family receive the care you need, when you need it.



Community First Health Plans makes it possible for you to talk to a registered nurse AT ANY TIME.

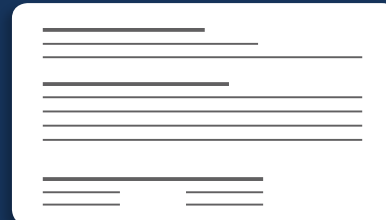
24 / 7

365  
days a year



Through this resource, members may call and speak to a nurse about any health related questions or get help in making a decision about what type of care is needed when the doctor's office is closed.

Find the Nurse Advice Line number on the back of your Member ID card listed as CFHP Member Services Department.



During business hours, our Member Services representatives can directly connect you. After regular business hours, our phone number will automatically connect you to the Nurse Advice Line.

**Nurse Advice Line**

**(210) 227-2347 or toll free 1-800-434-2347**

## Non – Discrimination Notice

Community First Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation. Community First Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity or sexual orientation.

Community First Health Plans:

- 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 the Community First Health Plans director of Compliance at (210) 510-2482.

If you believe that Community First Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation, you can file a grievance with:

Community First Health Plans  
Laura Ketterman, Director of Compliance  
12238 Silicon Dr., Suite 100,  
San Antonio, Texas 78249  
Phone: (210) 510-2482  
TTY: 1-800-390-1175  
Fax : (210) 358-6014  
Email: lketterman@cfhp.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Laura Ketterman, Director of Compliance, 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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-434-2347 (TTY: 1-800-390-1175).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-434-2347 (TTY: 1-800-390-1175).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-434-2347 (TTY:1-800-434-2347)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-434-2347 (TTY: 1-800-390-1175) 번으로 전화해 주십시오.

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PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-434-2347 (TTY: 1-800-390-1175).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-434-2347 (ATS : 1-800-390-1175)

ध्यान दः यद आप हदी बोलते ह तो आपके लिए मुफत म भाषा सहायता सेवाए उपलब्ध हे। 1-800-434-2347 (TTY: 1-800-390-1175) पर काल कर।

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1-800-434-2347 (TTY: 1-800-390-1175)  
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ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-434-2347 (TTY: 1-800-390-1175).

ध्यान दें: यद आप हदी बोलते हैं तो आपके लिए मुफत में भाषा सहायता सेवाए उपलब्ध हैं। 1-800-434-2347 (TTY: 1-800-390-1175) पर काल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-434-2347 (телетайп: 1-800-390-1175).

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。1-800-434-2347 (TTY:1-800-390-1175) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໄດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-434-2347 (TTY: 1-800-390-1175).