

# Connect



[AetnaBetterHealth.com/Virginia](https://www.aetna.com/better-health/virginia)

Aetna Better Health<sup>®</sup> of Virginia

## Members: We heard you!

When you share your thoughts with us, we listen very carefully. That's why we created this section for our member newsletter. We want you to know what we're doing to improve based on your feedback.

Some members have told us that they didn't know that we help with transportation. Did you know we offer free transportation to all of our

members? You can get a free ride at no cost to you through Modivcare. Aetna Better Health offers non-emergency transportation services for covered benefits. This includes vision, dental, behavioral, and medical health visits.

Transportation is also covered if your pharmacy:

- Does not offer delivery
- Will not mail the prescription
- Cannot fill your prescription at the medical facility

As a member of Aetna Better Health, you can get free rides (30 round trips or 60 one-way trips each year) to other places

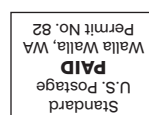
*Continued on page 2*

M



Winter 2022

86.22.358.1-WI A (12/22)



Aetna Better Health<sup>®</sup> of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458

## Did you get a survey?

You are unique, and we want to know what you think about your experience with Aetna Better Health of Virginia. If you receive a survey, fill it out. Then mail it back to us. Not everyone will get a survey.

Some surveys are done by phone. Take a few minutes to talk to us. Your answers will let us know if your needs are being met. Your answers will help us serve you better. Your answers are private. Your doctors will not see your answers.

We look forward to your input. Thank you in advance for your help!

## Members: We heard you!

*Continued from front page*

too. These include free rides to the following:

- Grocery store or farmers market
- Food bank or food pantry
- Places of worship
- Library
- Gym or exercise class
- DSS, DMV, or WIC

Members ages 18 years or older can schedule a ride. Ask for a ride as early as you can, at least three business days before you need it. Sometimes you may ask for a ride with less notice, like trips to the pharmacy or pickups after discharge from a hospital.

To schedule your ride, call **1-800-734-0430 (TTY: 711)**. Or book your ride online. Go to **member.logisticare.com**.

Interested in you, a family member, or a friend driving you to your clinical appointment? You could get paid back for going to your medical appointment. To make sure you are paid, your doctor must sign a form showing you went to your appointment. Learn more: **mymodivcare.com/mileage-reimbursement**.

For more information about this benefit, visit our website. Go to **AetnaBetterHealth.com/virginia/transportation-services.html**.



Access video tutorials at [http://p.modivcare.com/Member-App-Training\\_Modivcare-2022.html](http://p.modivcare.com/Member-App-Training_Modivcare-2022.html).





## Download the app today

Scan the QR code with your smartphone camera to download the app.



## Scheduling a ride has never been easier

The Modivcare app makes it easy to book a ride for your doctor visit when and where you like, right from your smartphone or tablet.

Just search for the Modivcare app on Google Play or the Apple App Store and download it to your smartphone or tablet.

Qualified members can book and manage trips once the app is downloaded to their device.

The Modivcare app:

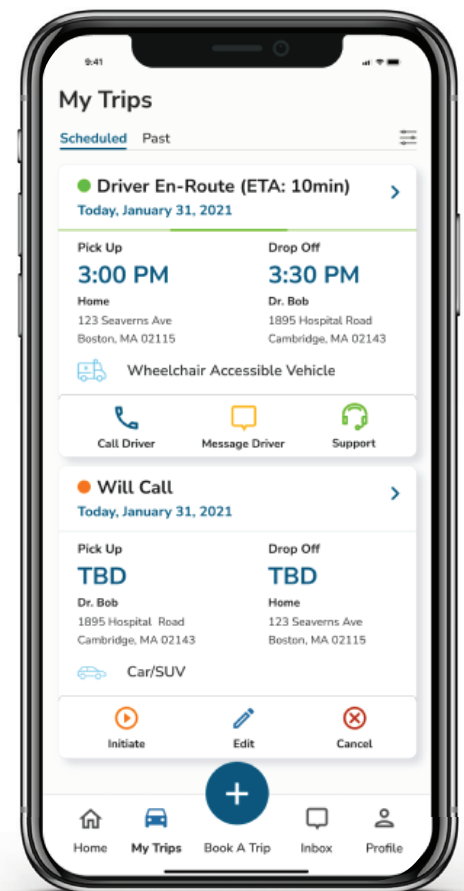
- Makes it easy to book a trip
- Lets you manage and set future trips
- Allows you to make trip changes or cancel your trip

With the app, you can:

- Book and change rides
- See where your driver is in real time
- Manage current rides
- Text or call your driver to make sure your ride is on time

If you have any issues before or during your trip, you can also contact a live service agent directly from the app.

*Note: Member participation is based on your health plan's enrollment in the Modivcare app program. To learn more, please check with your health care provider.*



Access video tutorials at [http://p.modivcare.com/Member-App-Training\\_Modivcare-2022.html](http://p.modivcare.com/Member-App-Training_Modivcare-2022.html).

## A new benefit for Aetna Better Health members

Aetna Better Health is offering a new, personalized program to support your health. Pyx Health is here to help you get the most from your health plan, at no cost to you. Whether it's help finding a doctor, food or transportation or just needing someone to talk to, Pyx Health is here for you.

- Chat with compassionate Pyx Health staff for support and encouragement.
- Get connected to all the benefits Aetna Better Health offers.
- Find resources to help your physical and mental health.
- Improve mood, anxiety, motivation, and more.

Download the Pyx Health app on your phone or tablet to get started. No smartphone? No problem! You can also sign up by phone or web.



Phone: **1-855-499-4777**  
(select **option 1**)



Web: **PyxHealth.com/store-download**



## It's that time again! Get your flu shot — it's free!

If there's one thing you can count on from year to year, it's another flu season. You don't want to get the flu — it's a miserable experience. And you might not have to. Getting a flu vaccine each fall can nearly cut your risk in half.

Everyone 6 months and older needs a yearly flu vaccine, the Centers for Disease Control and Prevention recommends. Getting vaccinated is even more important if you or someone you live with is at higher risk for complications from the flu.

This group includes older adults; pregnant women; young children; and people with chronic health problems, such as asthma, diabetes, heart disease, or cancer.

People in high-risk groups are more vulnerable to flu complications. They may become very sick if they get the flu. Some may have to go to a hospital.

But remember: Almost everyone should get a new flu vaccine every year. Even healthy people can get sick and pass it on. And past vaccines won't protect you because flu viruses always change.

The good news: Flu shots are covered. To get your flu shot, go to your doctor's office or clinic. You may also get a flu shot at most retail pharmacies in our network. Check the CVS pharmacy locator for a pharmacy near you: **CVS.com/store-locator/landing**. Make sure your local pharmacy is giving flu shots before you go. You don't need a prescription to get your flu shot. And there's no copay.

*Additional source: U.S. Department of Health and Human Services*

## Get a Healthy Food Card to buy groceries — on us!

Good nutrition is a big part of good health. Some members are eligible for a Healthy Food Card. This extra benefit is a special debit card we add money to. You can use the card to buy healthy food at local stores. To find out if you're eligible, you can call NationsBenefits at **1-877-216-4108**.

### Who's eligible for a Healthy Food Card?

- Members with high-risk pregnancies
- Children experiencing obesity
- Members ages 17 to 26 who are aging out of foster care

### How do I get my card?

Your Healthy Food Card is handled through NationsBenefits. Just call them at **1-877-216-4108** and they'll let you know if you're

eligible. If so, they'll mail you a card. It should arrive within seven to 10 business days.

### How does the Healthy Food Card work?

Once you get your card in the mail, be sure to sign the back and activate it. You can activate it in one of two ways:

- Online: Register for your account on the NationsBenefits member portal. Go to **members.nationsbenefits.com/Aetna**.
- By phone: Call **1-877-216-4108**.

### How much can I spend with the card?

Each month, we'll add \$50 to your card. You can use it to buy healthy groceries and save money.



 Call NationsBenefits to find out if you're eligible for a Healthy Food Card. To learn more about the Healthy Food Card, visit our website. Go to **[AetnaBetterHealth.com/virginia/healthy-food-card.html](https://www.aetna.com/betterhealth/virginia/healthy-food-card.html)**.

## Call 988 for mental health support

The National Suicide Prevention Lifeline recently updated its phone number. If you are having a mental health crisis, you can call **988** for help. This new number makes it easy for you to call for help. It is available 24 hours a day, 7 days a week.

### How it works

- Like **911**
- Calls go to a local center based on location
- Service available in Spanish

You can contact the National Suicide Prevention Lifeline by:

- Dialing **988**
- Texting **988**
- Going online to **988lifeline.org**

Aetna Better Health also offers a 24-hour behavioral health crisis hotline. It is available 24 hours a day, 7 days a week. Call **1-800-279-1878 (TTY: 711)**. Then choose the option for crisis. We'll connect you with a mental health professional.

## Benefits for new moms: Extended 12-month postpartum coverage

Postpartum care for moms is now extended to 12 months. That means you can have more time to get the services you need. This includes important screenings and preventive care.

Here are some additional benefits you can use as a new mom:

- 300 free diapers for your new baby sent to your home
- 14 free meals delivered right to your door after your hospital stay
- Ted E. Bear, M.D., Wellness Club: Earn rewards for getting important childhood care:
  - Wellness exams
  - Shots
  - Weight and nutrition counseling
  - Growth and development checks
  - Age-appropriate prizes also available once you enroll
- Free menstrual products delivered to your home



- Products in this box and other period-related items are available as part of the OTC Health Solutions® benefit.
- To learn more now, visit **CVS.com/OTCHS/ABHVA**.

### Postpartum visits

Here are some topics you can talk to your doctor about

during your postpartum visit:

- Birth control
- Birth spacing
- Taking care of yourself

### Have you enrolled your baby in Medicaid?

Did you know? Your baby is not automatically enrolled in Medicaid when they are born. You have to enroll your baby after you give birth in order for your baby to be covered. To enroll your baby, contact Cover Virginia. You can contact them in one of three ways:

1. Call the Cover Virginia Call Center. Their number is **1-833-5CALLVA (1-833-522-5582) (TDD: 1-888-221-1590)**.
2. Call your local department of social services.
3. Ask the hospital to submit the enrollment details for your baby.

## Join our Member Advisory Committee today!

The Aetna Better Health Member Advisory Committee (MAC) wants you. MAC gives you a chance to provide feedback on your experiences. Your voice impacts our choices about your health care. The MAC is made up of our members, parents, caregivers, and community partners. For more information, visit our website. Go to **AetnaBetterHealth.com/Virginia**. Select "For Members." Then select "Updates and info." Select "Member Advisory Committee."

Interested in joining? Submit the form online on our website mentioned above. We will reach out to you when we get your information. We look forward to hearing from you!



## Important information for members, parents, and guardians

Each year, we like to remind you to review some important information in your member handbook. This is the handbook we sent you when you joined Aetna Better Health of Virginia. It is updated every year. You may have also seen the information in your member newsletters or on our website.

This information helps you stay active and informed. It can help you when making health care choices for yourself or your child. This notice gives a quick overview of what you need to know. You can find more details

in your member handbook or on our website. Just visit **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**.

Didn't receive a member handbook? Call Member Services to request one. Call **1-800-279-1878 (TTY: 711)**. They are available 24 hours a day, 7 days a week. You can also read it on our website. Go to **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**. Select "For Members." Then select "Resources and tools." Now select "Materials and forms."

### How to request materials in another language or format

You can request a printed copy of your member handbook in large print or in other languages. We can translate it into a language other than English. We can provide it in an alternate format too. Just call Member Services. We can also mail it to you. It's free.

*Continued on next page*



## Important information for members, parents, and guardians

*Continued from page 7*

### **You have rights and responsibilities**

We strive to treat you with respect and dignity. We do not discriminate against members based on age, race, sex, religion, national origin, or any other reason that's against the law. Our providers must also follow the same standards.

You have certain rights and responsibilities as well. Knowing them helps you get the covered services you need. You'll find your rights and responsibilities listed in your member handbook and on our website. Go to

**AetnaBetterHealth.com/Virginia.** Select "For Members." Then select "Policies and procedures." Now choose "Rights and Responsibilities." If you have any questions or would like a copy of your rights and responsibilities, call Member Services.

### **Benefits and copayments questions**

You can find a list of covered and noncovered benefits and services in your member handbook and on our website. Your member handbook also discusses some costs that may be your responsibility.

### **Costs you may need to pay**

As an Aetna Better Health of Virginia member, you are generally not responsible for paying for covered health care services. There are

some exceptions though. For example, if you receive a service and your provider tells you beforehand that it's not a covered benefit, you may be responsible for paying for it.

**If you get a bill from your doctor for a covered health care service, call us at 1-800-279-1878 (TTY: 711).**

### **How to get the care you need**

Your primary care provider (PCP) is a central part of your health care. Your PCP should be the one you contact first for most health care issues.

The provider directory has a list of providers to pick from in your area. You can find your own provider by visiting our website. Go to **AetnaBetterHealth.com/Virginia.** Select "Find a



provider” at the top right of the page to search for a provider. The online provider directory also gives a provider’s professional credentials, like board certification.

For more information about our providers, you can visit our website or call Member Services. You can also visit **HealthGrades.com**. This site gives more information about providers, such as which medical school they attended and where they did their residency training.

### **Specialty care**

Sometimes you or your child may need care from a specialist. Specialists treat special types of conditions, including behavioral health or substance use concerns. Your PCP can recommend a specialist or behavioral health care provider to you. You don’t need a formal referral from your PCP as long as the specialist is in our provider network.

Let your PCP know if you visit a specialist, so he or she can support your care.

### **Self-referral**

You can get some specialty services yourself that don’t require your PCP’s approval. We call this self-referral. Some examples are family planning services and behavioral health services. You must go to an Aetna Better Health of Virginia

provider for your service to be covered, except for emergency services. Our members must receive family planning services from an Aetna Better Health of Virginia provider.

### **How to get after-hours care**

Call your PCP for after-hours care, except in an emergency. If you or your child gets sick after the PCP’s office is closed — even on weekends — call your PCP. An answering service will make sure the PCP gets your message. Your PCP

will call you back to tell you what to do.

You can also get advice from a nurse after hours. It’s available 24 hours a day, 7 days a week. Just call **1-800-279-1878 (TTY: 711)**. Ask to speak to a nurse.

### **Out-of-service care when you’re away from home**

Aetna Better Health of Virginia’s service area is the Commonwealth of Virginia. If you’re traveling or out of

*Continued on next page*



## Important information for members, parents, and guardians

*Continued from page 9*

the service area, you're only covered for emergency services. Routine care out of the service area or out of the country isn't covered by Medicaid. If you're out of the service area and need health care services, call your PCP. She or he will tell you what to do. (You can also call us to check if you're out of the service area.)

If you're not in Virginia and you think you or your child's life is in danger, go to the closest ER. Show your Aetna Better Health of Virginia ID card, your Medicaid ID card, and

any other insurance ID cards you have to the ER staff. If you or your child gets services in the ER and is admitted to the hospital, have staff call us at the number on the back of your ID card.

### **Out-of-network services**

We have a large network of providers and services. If a provider you want to see is not in our network, your PCP must first get approval from us before you can see that provider. Except for an emergency, only your PCP can make this request. It's not something you can do yourself. If approved, we will properly and timely cover these services. This is only for as long as you can't get the service in our network. If you have questions, please call us.

### **New technology for medical procedures**

We're always looking at new medical procedures and methods to make sure our members get safe, up-to-date, high-quality medical care. We have a team of doctors who review new health care technologies. They decide if they should become covered services. (We don't cover investigational technologies, methods, and treatments still under research.)

To decide if a new technology will become a covered service, we will:

- Study the purpose of each technology
- Review medical literature
- Look at the effects and benefits a new technology could have
- Develop guidelines on how and when to use the technology

### **Grievances and appeals**

We take member grievances and appeals very seriously.

We want you to be happy with services you or your child gets from us and our providers. If you're not happy, we want you to let us know. Filing a grievance or appeal will not affect your health care services or Medicaid eligibility. We want to know what is wrong so we can make our services better.





## **We need to know what happened**

Please give us as much information as you can. For example, include:

- The date the incident happened
- The names of the people involved
- Details about what happened
- Your name or your child's name and member ID number

## **How to file a grievance**

If you have a grievance, please contact us. If you want a Member Advocate, we'll help. You can file a grievance by:

- Calling Member Services
- Asking and giving permission for your provider to file a grievance for you

- Writing to us at:  
Aetna Better Health of Virginia  
PO Box 81139  
5801 Postal Road  
Cleveland, OH 44181

## **How to file an appeal**

We must approve many services ahead of time in order to pay for them. If we decide not to pay for a service, we'll write to you and tell you why. We'll send you a Notice of Action letter if we:

- Decide not to approve a request for a service
- Approve only part of a request for a service

The Notice of Action letter will tell you the reasons. If you don't agree with it, you can file an appeal. You can file your appeal by phone with Member

Services or in writing. You can send the appeal as a standard appeal or an expedited (fast) appeal request. However, **you must follow up with a written request if it is not an expedited appeal, and you must submit your appeal within 60 days.**

You can write to us at:

Aetna Better Health of Virginia  
PO Box 81139  
5801 Postal Road  
Cleveland, OH 44181

Please also make sure you write "Aetna Better Health of Virginia" on the envelope at the time of submission. For more information, please call Member Services. Their phone number is **1-800-279-1878 (TTY: 711)**.

## Understanding your pharmacy benefits

Getting the prescription drugs you need is an important part of your health care. We want to make it as convenient for you as possible.

### Getting your prescriptions

If you need medicine, your provider will choose a drug from our list of formulary drugs.

- Your provider will write you a prescription. Ask your provider to make sure that the medicine is on our Formulary Drug List.
- Take your prescription to a pharmacy that's in our network.
- Show your Aetna Better Health member ID card at the pharmacy.

### Finding a network pharmacy

Visit [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia) and click the "Find a Provider" link in the upper navigation on our homepage to find a list of network pharmacies near you. If you don't have access to the internet or need help finding a pharmacy near you, call Member Services at **1-800-279-1878 (TTY: 711)**. Member Services is here for you 24 hours a day, 7 days a week. Always remember to fill your prescriptions at a network pharmacy. Your prescriptions won't be covered at other pharmacies.

### Formulary Drug List

To prevent extra costs, check to see if your medicine is on our preferred drug list. This is called our Formulary Drug List. The list can be viewed on our website. If your medicine is not on the formulary:

- Ask your provider for a similar drug that is on the list.
- Ask your provider to seek prior authorization (pre-approval) from Aetna Better Health to cover this medicine. Your provider knows how to do this.





## Mail-order services

For certain kinds of drugs, you can use the plan's network mail-order services. Generally, the drugs available through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition. The drugs available through our plan's mail-order service are marked as mail-order drugs in our Formulary Drug List. Our plan's mail-order service allows you to order up to a 90-day supply. To get order forms and information about filling your prescriptions by mail, call Member Services or your Care Coordinator at **1-800-279-1878 (TTY: 711)**. You can also register online with CVS Caremark at **Caremark.com**.

## Refills

Your medicine bottle label says how many refills you can have. If your provider hasn't ordered refills and you think you need one, you must call him or her at least five days before your medicine runs out. When you call, ask your provider about getting a refill. He or she may want to see you first.

## Important questions to ask your doctor

We want you to be as healthy as possible. It's important to tell your doctor about all of the medicines you are taking. To help you, here's a list of questions you should always ask your provider when he or she writes you a prescription:

- Why am I taking this medicine?
- What is it supposed to do for me?
- How should I take this medicine? When and how often? And for how many days?
- Will this medicine interact with another medicine I am taking?
- Are there any side effects or possible allergic reactions to this medicine?
- What should I do if I have a side effect or allergic reaction?
- What will happen if I don't take this medicine?

Carefully read the drug information given with your medicine. It will tell you what you should and shouldn't do while taking the medicine. If you still have questions after you get your medicine, ask to speak with the pharmacist or call your provider.

## FAQs: Coverage during health insurance transition or when your benefits are exhausted

### **I am new to Aetna Better Health of Virginia. Can I keep my appointments if I have already scheduled them?**

You can keep previously authorized and scheduled doctor's appointments and prescriptions for the first 30 days.

### **What if my doctor is not in the Aetna Better Health network?**

You may be asked to select a new provider who is in Aetna Better Health's provider network.

### **Can I file an appeal if I disagree with your decision?**

If you believe we have not replaced your previous doctor with a qualified doctor or that your care is not being managed correctly, you have the right to file an appeal of our decision.

### **What if my doctor leaves the Aetna Better Health network?**

We will send you a letter within 15 days or within 30 days of the termination date. This is so you have time to choose another doctor. If this happens, you can continue to see your doctor for up to 90 days after getting this letter. This is if you have been receiving ongoing follow-up care from your



doctor during the previous year for certain conditions. We will let you know within two days of your request if your situation qualifies as "ongoing treatment."


### **What if I am getting pregnancy care from a doctor who leaves Aetna Better Health's network?**

If you are in your second or third trimester, you can

continue to see that doctor. You can see your doctor until you finish getting postpartum care.

### **What if my benefits have been exhausted for certain limited treatments, like physical therapy?**

We may require prior authorization before you can continue to receive these services.

 Call Member Services if you have questions about what may or not be covered in these situations. Their number is **1-800-279-1878 (TTY: 711)**.

## Non-discrimination notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### Aetna:

- 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 a qualified interpreter, written information in other formats, translation, or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna 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 our Civil Rights Coordinator at:

**Address:** Attn: Civil Rights Coordinator  
4500 E. Cotton Center Blvd.  
Phoenix, AZ 85040

**Telephone:** 1-888-234-7358,  
**TTY:** 711

**Email:**  
**MedicaidCRCoordinator@  
aetna.com**


You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator 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**, **1-800-537-7697 (TDD)**.

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

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

---

**Contact us**  Aetna Better Health® of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458

**1-800-279-1878 (TTY: 711)**  
**AetnaBetterHealth.com/Virginia**

---

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.

For more details about your benefits, refer to your member handbook. You may view the handbook on our website at **[AetnaBetterHealth.com/Virginia](http://AetnaBetterHealth.com/Virginia)**. You can call us at **1-800-279-1878 (TTY: 711)** to ask us to mail you a paper copy, at no cost to you. We will send you a paper copy within five business days. You can request the handbook, also at no cost to you, in a language other than English, or in other formats such as audio, large print, or Braille.

## Multi-language interpreter services

**ENGLISH: ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

**SPANISH: ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

**KOREAN: 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.

**VIETNAMESE: CHÚ Ý:** nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104 (TTY: 711)**.

**CHINESE: 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。

**ARABIC:** ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104 (للصم والبكم: 711)**.

**TAGALOG: PAUNAWA:** Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104 (TTY: 711)**.

**PERSIAN:** اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104 (TTY: 711)** تماس بگیرید.

**AMHARIC:** ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በእርስዎ አይዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104 (TTY: 711)** ይደውሉ።

**URDU:** توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں - اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104 (TTY: 711)** پر رابطہ کریں۔

**FRENCH: ATTENTION:** si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104 (ATS : 711)**.

**RUSSIAN: ВНИМАНИЕ:** если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104 (TTY: 711)**.

**HINDI: ध्यान दें:** यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निः शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104 (TTY: 711)** पर कॉल करें।

**GERMAN: ACHTUNG:** Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

**BENGALI: লক্ষ্য করুন:** যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃ খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104 (TTY: 711)** নম্বরে ফোন করুন।

**KRU: TÛ DE NÂ JIÉ BÒ:** ε yemâ wlu bèè ñ a po Klào Win, néc â-á win kwa cetiyó + ne-lá, i belé-ó bi má-ó mù bò kò putu bò. Dà nóbâ nè ê nea-ó ñ-á jì è jìpolê kateh je ná kpòh, mòò **1-800-385-4104 (TTY: 711)**.

**IGBO (IBO): NRỤBAMA:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104 (TTY: 711)**.

**YORUBA: ÀKÍYÈSÍ:** Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè ti wá ní lẹ̀ fún ọ̀ lófèé, pe nọ́nbà tí ó wà lẹ̀yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104 (TTY: 711)**.