



Caring



AetnaBetterHealth.com/Pennsylvania

Aetna Better Health® of Pennsylvania

Care management.

Help when you need it most.

Some members have special health needs and medical conditions. Aetna Better Health case management includes nurses and social workers to support these members. Case management works with health care providers, agencies and organizations. They make sure you get the services and care that you need. These services include:

 Access to doctor appointments

 Transportation




Community resources to help with food, housing, employment and utilities

Our case management team can help you learn more about certain conditions. They can help you and your provider make a care plan that's right for you. These conditions include:

- Pregnancy
- HIV or hepatitis C
- Developmental disability
- Chronic conditions like diabetes, heart disease or asthma

We want to help!

 Call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711) and ask to speak to someone on our case management team. You may also call the Special Needs Unit directly at **1-855-346-9828**. Case management is an opt-in program. This means you can choose to join or leave the program at any time.

Member Newsletter
Summer 2020

PA-20-06-01

Oral health when you're pregnant.

Now that you are brushing for two, your oral health needs more attention. Proper oral health care decreases the risk of having an early delivery and low-birth-weight babies. Be sure to follow these tips to ensure proper oral health while pregnant:

Make and keep regular dental appointments and cleanings.

- During pregnancy, you may be prone to more cavities and gum disease.
- For many women, gums may be tender and bleed easily. Talk to your dentist if you are experiencing these issues.

Make sure you inform your dentist of your pregnancy.

That way, they can provide you and your baby with the best care.

Experiencing morning sickness, vomiting or reflux?

Stomach acids from vomiting can damage your teeth and lead to cavities. If you are vomiting while pregnant, take the following steps to clean your teeth:



- Rinse your mouth thoroughly with plain tap water to remove stomach acid from your teeth.
- Follow up with a mouthwash with fluoride, or use a dab of toothpaste with fluoride on your finger and smear it over your teeth.
- Wait at least 30 minutes before brushing your teeth, and rinse well when done.

Get help quitting smoking from your health care team.

Smoking is harmful for the baby and for you, including your oral health.

- Need help? Reach out to the PA Free Quitline for more information at **1-800-QUIT-NOW (1-800-784-8669)**.

Remember to brush twice a day with fluoride toothpaste, floss, drink fluoridated water and eat healthy.

- Floss regularly to help with gums that may be tender or bleeding due to changes during pregnancy.

Having a healthy smile not only ensures a safer pregnancy for you and your baby, but it also ensures a healthier smile for the baby in the future.

- Germs that cause cavities can be passed from you to your baby after the baby is born, so having a healthier mouth today helps ensure success for your baby's future oral health.

Haven't been to the dentist lately?

We are here to help. Contact Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711) for assistance with scheduling an appointment with a dental provider in your area. Your dentist can provide more oral health care tips and answer questions you may have.



Do's and don'ts

of the coronavirus disease (COVID-19).



Do:



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.



Don't:



Touch your eyes, nose and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention



COVID-19 guidance on breastfeeding

Background

The 2019 novel coronavirus (COVID-19) is a new virus that causes respiratory illness in people and can spread from person to person. This virus was first identified during an investigation into an outbreak in Wuhan, China. Symptoms can appear 2 to 14 days after being exposed to someone with or suspected of having COVID-19. Symptoms of COVID-19 include fever, cough, difficulty breathing, shortness of breath and diarrhea. Breastmilk contains antibodies that fight infection and boost the baby's immune system. Human milk is the safest food in an emergency; it contains the proper vitamins and minerals for healthy growth (CDC, 2020 & USBC, 2020).

If I have COVID-19, can I pass it to my baby if I breastfeed?

According to the United States Breastfeeding Committee, if a mother or baby becomes ill, the best thing the mother can do is to continue breastfeeding to provide her baby with human antibodies. There are limited studies on women with COVID-19, but those studies show that the virus has not been detected in breast milk. However, it is unknown if mothers with COVID-19 can transmit the virus through breast milk.

Breast milk provides protection against many illnesses. There are rare exceptions where breastfeeding or feeding expressed breast milk is not recommended. The CDC has no specific guidance at this time for breastfeeding while infected with COVID-19 or similar viruses, however there are some resources on their website that could be helpful during this time.

What should I do if I have COVID-19?

If you are confirmed to have COVID-19 or are a symptomatic patient under investigation (PUI), you should take all possible precautions to avoid spreading the virus to your baby:

- Wash your hands before touching or feeding your baby.
- Wash your hands before touching any breast pump or bottle parts and follow recommendations for proper pump cleaning after each use.
- If possible, consider having someone who is healthy feed your expressed breast milk to your baby.

Resources for more information

For more information, visit [Health.PA.gov/topics/disease/Pages/Coronavirus.aspx](https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx). The latest information on the coronavirus in the U.S. and worldwide can be found on the CDC website at [CDC.gov/coronavirus/2019-ncov/faq.html](https://www.cdc.gov/coronavirus/2019-ncov/faq.html).

Additional information from the CDC on what to do if you are sick can be found at [CDC.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf).

 Help is available. Contact the Crisis Text Line by texting **PA** to **741-741**.

Source: Pennsylvania Department of Health



Where can I get help with breastfeeding?

We understand that breastfeeding resources in your area may be limited due to the COVID-19 pandemic. The following links will help you access statewide and county-specific resources:

- [Health.PA.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/COVID-19%20Breastfeeding%20Resources.pdf](https://www.health.pa.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/COVID-19%20Breastfeeding%20Resources.pdf)
- [Health.PA.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Breastfeeding%20Apps%20and%20Websites%20Postcard.pdf](https://www.health.pa.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Breastfeeding%20Apps%20and%20Websites%20Postcard.pdf)
- [Health.PA.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Philadelphia%20Breastfeeding%20Resource%20Guide.pdf](https://www.health.pa.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Philadelphia%20Breastfeeding%20Resource%20Guide.pdf)

Additionally, the Pennsylvania Breastfeeding Referral Guide can be found at [Health.PA.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Breastfeeding%20Referral%20Guide.pdf](https://www.health.pa.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Breastfeeding%20Referral%20Guide.pdf).



Be a voice in your community.

We want you to tell us how we're doing and where we can improve. Join our Health Education Member Advisory Committee (HEMAC). To join, just fill out the application on our website at **AetnaBetterHealth.com/Pennsylvania**. Click on "For Members." Then, fax the application to **215-282-3535**. Or mail it to:

Aetna Better Health
Attn: Member Services
2000 Market St., Suite 850
Philadelphia, PA 19103

To join, you must be:

- At least 18 years of age
- An Aetna Better Health member for at least the last 90 days

- Willing to attend meetings in person or by phone four to six times a year*

By joining HEMAC, you can give feedback on member care and services. The HEMAC also makes recommendations on our educational materials, prevention and wellness programs, outreach efforts, website and more!

For more information about HEMAC, call us at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

**If you attend the meetings in person, we'll reimburse you for your transportation.*

Keeping children's shots up to date.



Over the past few months, many of us have not been able to visit the doctor for regular preventive care. Be sure to check with your child's doctor to find out if your child is behind on any vaccinations or shots.

Regular checkups help keep children healthy. So now is the time to call and make an appointment with your child's doctor!

How our community health workers help every day.

Have you ever wondered how our community health workers (CHWs) help our members?

Here are a few ways a CHW recently helped one Aetna member who has breast cancer:

She is currently going through chemo. She told our CHW, Donna, that she can't afford to pay her bills. Donna told her about an emergency voucher phone number. She also provided a food pantry location near the ailing member.

Then Donna made a referral to a patient care associate (PCA) coordinator because the member stated that she needed some help. She felt weak and couldn't clean the house, cook or even wash her clothes. Donna spoke to a PCA coordinator from Fidelity Home Care services to coordinate cleaning assistance for the member.

Donna made a referral to the Cancer Recovery Foundation. The agency helped the member with utilities and a rent voucher. Donna also coordinated services for the member. Currently the member is receiving help paying her bills from the Cancer Recovery Foundation.

There are also other providers working to assist this member during this pandemic while she is receiving chemo. With the help and support of her CHW, the member is able to undergo chemotherapy without the fear of losing her home.

If you have questions about how a CHW can help you, call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



Making sure you get the right care.


We know that you want to feel sure you are getting the right care and services in the right place and at the right time. This is called utilization management (UM).

Our UM program and staff can help you and your doctors make decisions about your health care.

But we also look at ways to make the most out of your health outcomes and manage costs.

If you ever need to contact someone on our UM staff, don't forget that they:

- Are available at least eight hours a day during normal business hours for in-bound, collect or toll-free calls about UM issues
- Can receive in-bound communication about UM issues after normal business hours
- Identify themselves by name, title and organization name when initiating or returning calls about UM issues

 Remember, you can also access TDD/TTY services or language assistance to discuss UM issues. Call the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

Questions about your benefits?

Here's how to reach us.



By phone:

Just call Member Services 24 hours a day, 7 days a week toll-free at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



Nurse Line:

You have access to a nurse 24 hours a day, 7 days a week to answer your physical health care questions. If you can't reach your PCP, the nurses can give you helpful advice on how to help yourself or your child feel better and stay healthy. Call **1-800-822-2447** (PA Relay: 711) and follow the prompts.



After hours:

You can contact us any time for urgent issues. Just call us at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711) and we'll connect you to the help you need.



Accessibility options:

If you have a hard time seeing, hearing, reading or speaking English, we have services available to help you communicate with us. You can call PA Relay: 711 toll-free.

Our friendly, knowledgeable staff can answer any of your questions about the health plan, benefits and services, locations of doctors, facilities, pharmacies, and more.



Website:

AetnaBetterHealth.com/Pennsylvania — click on "Contact us."

We also have a secure portal to help you use your benefits and services. You can set up your own account and log in any time. Visit **AetnaBetterHealth.com/Pennsylvania**.

Check out our Aetna Better Health Community Resource Tool.

We want to help you be healthy and find the resources you need to stay healthy. We're excited to tell you about our new Aetna Better Health Community Resource Tool. The Aetna Better Health Community Resource Tool is a free online search tool that makes it quick and easy to find and apply for social services!

Now it's easy to search for free or reduced-cost services like housing, food, job training and more. Just type in your ZIP code. In a couple of seconds, you can choose from state, county and even programs that cover just your neighborhood.



Visit our Aetna Better Health Community Resource Tool today on our homepage under "What's New" at **AetnaBetterHealth.com/Pennsylvania**.

Important information for members, parents and guardians.



The information in your Member Handbook helps you be an active and informed member. It can help when making your or your child's health care choices.

The latest Member Handbook is on our website, **AetnaBetterHealth.com/Pennsylvania**. You can also call Member Services if you need a Member Handbook. Just call the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

You can also call us to request the Member Handbook in another language or format. It's available at no cost to you.

The Member Handbook includes:

- Your rights and responsibilities
- Information about our quality and case management programs
- Privacy information
- Our key utilization management process
- How to access care and services
- Pharmacy benefits, formulary and medication prior authorization process
- Co-payments and charges responsible by members
- Process to use a non-participating provider, including restrictions
- How to obtain language services
- How to submit a claim
- How to access information on practitioners
- How to choose a PCP and specialist
- Care after normal hours
- ER care, **911** services
- Care when out of service area
- How to file a complaint or grievance
- How we evaluate new technology
- How to report fraud and abuse, and more



Member 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, **AetnaBetterHealth.com/Pennsylvania**. Click on "Member Information." Then click on "Rights & Responsibilities." If you have any questions or would like a copy of your rights and responsibilities, call us at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).





Make a plan to quit smoking.

If you've ever tried to quit smoking, you know how hard it can be. But it's a goal worth fighting for. And you can make it a little easier if you go into your next attempt with a plan.

Start with these five steps:

1. **Pick a quit date.** A good date gives you some time to prepare but isn't too far off. Choose a date that is no more than a week or two away.
2. **Write down all your reasons for quitting.** Maybe it's to improve your health. Or you want to be a good role model for your children. Or maybe you're just tired of smelling like smoke — or spending money on cigarettes. Review your reasons any time you feel like lighting up.
3. **Know your triggers.** Triggers are things that make you crave a smoke. They can be objects, like a cup of coffee. Or they can be people, like friends who smoke. Or they might be situations, like your commute home. Start thinking about ways you can change your routine to avoid your triggers.
4. **Plan how you'll cope with cravings.** Cravings are powerful, but they only last a short time. Plan ways to outlast them, like taking a walk, sucking on a mint or chewing a piece of nicotine gum.
5. **Gather support.** Ask your doctor for help to quit. That could include medicines, support groups or other resources. Also let your friends and family know your plans and your quit date. Ask them not to smoke around you or offer you a cigarette.

Source: Smokefree.gov

Ready to quit smoking?

Aetna Better Health covers:

- Many smoking cessation medications at no cost to you (ask your health care provider).
- Tobacco cessation counseling to help you quit.

- A Special Needs Unit (SNU) to help you find classes or counseling in your area. Just call the SNU at **1-855-346-9828** (PA Relay: 711).

You can also talk with a Tobacco Treatment Specialist at the PA Free Quitline. Call **1-800-QUIT-NOW (1-800-784-8669)** or visit PA.QuitLogix.org.

Benefits of quitting.

When you give up smoking, the perks add up over time.

AFTER...



20 minutes

Blood pressure and heart rate drop.



12 hours

Carbon monoxide level in the blood returns to normal.



2 weeks to 3 months

Lungs are working better. The risk of heart attack decreases.



2 to 5 years

Risk of stroke can fall to about the same level as a nonsmoker.



1 year

Excess risk of heart disease decreases to half that of a current smoker.



1 to 9 months

Respiratory problems have started to decrease.



10 years

The risk of dying from lung cancer declines to about 50% of that of a current smoker.



15 years

The risk of heart disease is the same as that of a nonsmoker.

Sources: American Cancer Society; American Heart Association; American Lung Association



Protect your child from lead poisoning.

Lead poisoning can cause serious health problems, especially in young children. It can affect a child's body and their brains, which can cause problems with:

- Learning
- Behavior
- Growth
- Hearing

Your child's doctor may give you a lead screening questionnaire. After completing this questionnaire, a simple test is needed to measure the level of lead in your child's blood to see if your child has been exposed to lead. A small amount of blood is taken from your child's arm, finger or heel. Sometimes, blood is taken from an arm vein. A "finger-stick" test is used in children more often. These tests are

approved by the Centers for Disease Control and Prevention (CDC) and are available to your child at NO cost to you.

When to get tested

Children should be tested for lead exposure at 12 months and 24 months of age. Most children have had some contact with lead in old paint, soil, plumbing or another source. Any blood level is not safe, and the source of lead should be removed. A lead blood test will detect levels that are too high, which can be treated.

How to find the source

For children identified with a high blood lead level, your child's doctor may offer an Environmental Lead Investigation (ELI) at your



home to find the sources of lead. An ELI will:

- Look at all painted surfaces
- Help identify the sources of lead
- Make recommendations to remove the sources of lead in the home.

Other things to consider

Ask your child's health care provider if you have any questions about lead poisoning or your child's lead test results. If your child has not been tested for lead, call your child's health care provider to schedule an appointment.

Also, even during this COVID-19 pandemic, it is important to continue with your child's well visits to keep them on schedule for any vaccines that they may be due for.

Questions?

If you do not have a primary care doctor for your child or if you have any questions, you can call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

You can also visit the PA Department of Health website, **Health.PA.gov**, or call the toll-free lead information line, **1-800-440-LEAD (1-800-440-5323)**, for more information.

Resources.

Physical abuse during pregnancy can hurt both the mother and baby. Sometimes it can cause health issues that are fatal. Pregnancy should be a time of excitement and healthy activities, not stress and abuse. Abuse in a relationship is never okay. If you are being abused your local domestic violence program can help. They can offer support, resources, and even a safe place to stay for you and your baby. If you want to learn more you can use the resources below for help:

Pennsylvania Coalition Against Domestic Violence:

717-545-6400 (8:30 AM–4:30 PM)

• [PCADV.org/Find-Help/Find-Your-Local-Domestic-Violence-Program](https://www.pcadv.org/Find-Help/Find-Your-Local-Domestic-Violence-Program)

National Domestic Violence Hotline:

• **1-800-799-SAFE** or **1-800-787-3224** (TTY)

• 24/7 chat: [TheHotline.org](https://www.thehotline.org)

Pennsylvania Coalition Against Rape:

• **1-888-772-7227**

• [PCAR.org/Help-PA/Find-Services](https://www.pcar.org/Help-PA/Find-Services)

March of Dimes: Abuse During Pregnancy

• [MarchofDimes.org/Pregnancy/Abuse-During-Pregnancy.aspx](https://www.marchofdimes.org/Pregnancy/Abuse-During-Pregnancy.aspx)



Domestic violence during pregnancy.

For many people, pregnancy is an exciting time. In a healthy relationship, partners make choices about starting a family together. For people with unhealthy or abusive partners, pregnancy can be very stressful. In some cases, an abusive partner may have forced the pregnancy to happen. Some examples of this include:

- Messing with birth control
- Pressuring a partner to get pregnant
- Controlling choices about pregnancy
- Lying about condom/birth control use


When relationships are unhealthy or abusive, those relationships could get worse during pregnancy. An abusive partner may feel like they are not in control during pregnancy. They may use threats or even violence to feel like they are in charge. Abuse during pregnancy makes things more stressful. This can cause serious health problems, such as:

- High blood pressure
- Early delivery of baby
- Low birth weight
- Increased risk of infection during pregnancy
- Challenges after baby is born (depression, low energy, trouble staying focused, etc.)

Aetna Better Health formulary drug list.

Prescription drugs are often an important part of your health care. As an Aetna Better Health member, you have certain prescription drug benefits. Aetna Better Health covers prescription drugs and certain over-the-counter drugs with a prescription.

Check out our formulary to find out if a drug that you take is covered. A formulary is a list of drugs that Aetna Better Health covers. The formulary can change. The formulary is on our website. You can see the formulary and a list of added or removed drugs at [AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/betterhealth/pennsylvania).

 If you have any questions about a drug that is not listed, call Member Services toll-free at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711). We're available 24 hours a day, 7 days a week.

Outreach calls.

From time to time, you may get texts or phone calls from member outreach specialists who represent Aetna Better Health. These calls or texts are made to help you schedule appointments for preventive care and gather information to better serve you. We'll help you set up your family's well visits, dental visits and other appointments. These visits can help you stay healthy. Your doctor will provide health tips and get to know you better.

If you don't want to be contacted in the future, you can let the representative know and you'll be removed from our contact list. If you'd like more information, just call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



Contact us at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

This member newsletter is published as a community service for the friends and members of Aetna Better Health, 2000 Market St., Suite 850, Philadelphia, PA 19103. This newsletter contains general health information that 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.

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Nondiscrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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)

Aetna 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, call Aetna at **1-800-385-4104** (PA Relay: **711**).

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, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Aetna Better Health
ATTN: Complaints and Grievances Department
2000 Market Street, Suite 850
Philadelphia, PA 19103
1-866-638-1232, PA Relay: 711

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, PA Relay: 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Aetna and the Bureau of Equal Opportunity are 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,
1-800-368-1019, 800-537-7697 (TDD).

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

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (PA Relay: **711**).

SPANISH: ATENCIÓN: Si usted habla español, los servicios de ayuda de idioma, sin ningún costo, están disponibles para usted. Llamar al **1-800-385-4104** (PA Relay: **711**).

RUSSIAN: ВНИМАНИЕ: Если Вы говорите на русском языке, Вам предлагаются бесплатные переводческие услуги. Позвоните по номеру **1-800-385-4104** (PA Relay: **711**).

CHINESE: 注意: 如果您说普通话, 您可以免费获得语言帮助。请致电 **1-800-385-4104** (听障专线: **711**)。

VIETNAMESE: LƯU Ý: Nếu quý vị nói [Tiếng Việt], chúng tôi sẽ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số **1-800-385-4104** (PA Relay: **711**).

ARABIC:

1-800-385-4104 يرجى الانتباه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم **1-800-385-4104** (إذا كنت تعاني من الصمم أو ضعف السمع فاتصل بخدمات الربط PA Relay على الرقم: **711**)

NEPALI: ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। **1-800-385-4104** मा फोन गर्नुहोस् (PA Relay: **711**)

KOREAN: 주의: 한국어를 사용하실 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104**(PA 중계 서비스: **711**)번으로 연락해 주십시오.

MON KHMER: ត្រូវចងចាំ: ប្រសិនបើលោកអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមហៅទូរស័ព្ទមកលេខ **1-800-385-4104** (PA Relay: **711**)។

FRENCH: ATTENTION: si vous parlez Français, vous pouvez bénéficier gratuitement des services d'assistance linguistique. Appelez le **1-800-385-4104** (PA Relay: **711**).

BURMESE: ရန်ပြုရန် - သင်သည် မြန်မာဘာသာစကားကိုပြောဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **1-800-385-4104** (PA ရီလေး - **711**) ကို ခေါ်ဆိုပါ။

FRENCH CREOLE: ATANSYON: Si ou pale Kreyòl Ayisyen, wap jwenn sèvis asistans pou lang, gratis, ki disponib. Rele nan **1-800-385-4104** (Sèvis Relè PA: **711**).

PORTUGUESE: ATENÇÃO: se falar Português, os serviços gratuitos de assistência linguística estão disponíveis para você. Ligue para **1-800-385-4104** (PA Ramal: **711**).

BENGALI: মন দিয়ে দেখুন: আপনি যদি বাংলা বলেন, আপনার জনস্ব বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-385-4104** (পিএ রিলে: **711**)।

ALBANIAN: VINI RE: Nëse flisni shqip, shërbime të ndihmës gjuhësore janë në dispozicionin tuaj, pa ndonjë pagesë. Telefononi **1-800-385-4104** (Personat me problem në dëgjim, PA Relay: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કોલ કરો **1-800-385-4104** (PA રિલે: **711**).