

Aetna Better Health® of Florida



Enjoy life

Summer 2020

Integrated care management

Let us help your child get the care they need!

We have an Integrated Care Management program that supports people with special health care needs. This includes:

- Needs when you are pregnant
- Behavioral health needs, such as for depression or anxiety
- Long-term illness, such as diabetes
- Other health care needs

We are here to help as much or as little as you would like.

If your child is enrolled in the program, their team may include the following people:

- A care manager
- A care management associate

Your child's team members are here to help. They will work with your child and the child's providers. They will help your child meet the health goals that

are important to the child. They will provide information about the program that includes:

- How to use the services
- How to be eligible to participate
- How to opt in or opt out

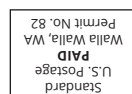
They will also:

- Provide you and your child with resources

- Provide educational handouts
- Help with access to other services

If your child is our member and you would like them to participate in this program, then they can. Providers, family members or caregivers can also refer a member for care management. Call Member Services at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET, and ask for care management.

HK



Parents: Here's how to calm coronavirus concerns

With the new coronavirus (COVID-19) spreading in the U.S., your children may be hearing a lot about the outbreak from TV, the internet or other kids. And some of what they hear may frighten them.

That's understandable — recent headlines may have you anxious too. But you can help calm any concerns your children have by talking with them about COVID-19.

Talking points

Here are some tips, courtesy of the National Association of School Nurses and other medical experts, for chatting with children:

Let them know they can ask about COVID-19. But don't force conversations.

Be honest, calm and reassuring. We're all concerned about the potential risks of COVID-19, and it's fine to acknowledge that. But if you

panic, your kids will too. Reassure them that many adults are working hard to keep them safe. Younger kids, especially, may need to hear that from you.

Fight fear with facts. For instance, you can share with your kids, in age-appropriate terms they can understand, that:

- Not everyone will get sick, and some will only have a mild illness.
- COVID-19 seems to spread like cold and flu germs — through close contact with someone who has the infection, such as when that person coughs or sneezes. It also may spread when people touch surfaces contaminated with COVID-19.

Tell them how to stay healthy. We don't have a COVID-19 vaccine yet (scientists are working on that). In the meantime, knowing how they can help prevent COVID-19 may help your kids feel less anxious. Here are some of the best ways to do that:

- Wash your hands often. Scrub with soap and water for 20 seconds.
- Cover your mouth when you cough or sneeze. Use a tissue, throw it away and wash your hands. In a pinch, cough or sneeze into your elbow.
- Don't share food or drinks.
- Try hard not to touch your eyes, nose or mouth. These are places where germs can enter the body.

Be prepared to right any rumors, xenophobia and blame

As COVID-19 has spread around the globe, so have myths and misplaced blame.

Listen to your child's concerns about COVID-19 and correct any confusion. You can find accurate and current info at the Centers for Disease Control and Prevention's coronavirus disease website, [CDC.gov/Coronavirus/2019-nCoV](https://www.cdc.gov/coronavirus/2019-nCoV).

Sadly, some people may say wrong and hurtful things, like blaming groups of people or their products for the virus. If other people say such things, talk to your children about why those things are wrong to say. Remind your kids not to spread rumors.

Just be there for them

It's always important to give your children lots of love and attention, but they may need a little more of it now.



Pharmacy

Find important prescription drug information on our website

You can find the formulary on our website at **AetnaBetterHealth.com/Florida**. Select "For Members." Choose "Pharmacy Benefits." Click "Formulary Drug List," then "Preferred Drug List."

Updates are made regularly to the formulary and Agency for Health Care Administration (AHCA) Preferred Drug List (PDL). You can

find these changes on our website at **AetnaBetterHealth.com/Florida**. Select "For Members." Choose "Pharmacy Benefits." Click "Medicaid Formulary Updates" and then "Updates."

Aetna Better Health of Florida also covers drugs and products that are not on the AHCA PDL. This list is called the supplemental formulary.

You can find this list and updates to the list on our website at **AetnaBetterHealth.com/Florida**. Select "For Members." Choose "Pharmacy Benefits." Click "Formulary Drug List."

A health risk assessment for your child

Every new Aetna Better Health member will get a health survey call from Aetna Better Health. The name on your caller ID may show as "Aetna Medicaid."

During this call you will be asked health questions about your child. These questions will help us better serve your child. Your answers are private. Our nurses use this information to provide you with health-related education. This educational material may be mailed to you about a specific condition your child has. You may also get a call from an Aetna Better Health nurse.

The goal of these materials and calls is to help your child stay healthy. If you do not want a telephone health survey, call Member Services at **1-844-528-5815 (TTY/TDD: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET.



Happy teeth are healthy teeth

Dental care is important to your child's overall health. Aetna Better Health of Florida, a Florida Healthy Kids plan, wants your child to get the dental care they need.

Keep your child's teeth healthy

It's never too late to start good dental health habits. Have your child follow these simple dental care tips:

- Brush two times each day.
- Use fluoride toothpaste.
- Floss once each day.
- Eat a healthy diet.
- See a dentist two times each year.

Florida Healthy Kids dental plans offer dental coverage to members. Call Florida KidCare at **1-888-540-KIDS (1-888-540-5437)** for more information.

Member portal

Get the most out of your child's health plan. Sign up for our personalized, secure member website. You can use the site to manage your child's plan benefits and meet your child's health goals. The site lets you:

- Change your child's doctor
- Update your child's contact information
- Find forms or get new member ID cards
- View your child's personal health history
- Track your child's health goals
- See the status of your child's claim
- Get personalized health information
- Research prescription drugs
- Find support

Sign up today. It's easy.

If you're ready to start using this secure online tool, you can register online. Or you can sign up over the phone by calling Member Services Monday through Friday, 7:30 a.m. to 7:30 p.m. ET, at **1-844-528-5815**.

Keep in mind you'll need your child's health plan member ID and a current email address to create an account.

Appointment timelines

Network providers agree to provide Florida Healthy Kids enrollees with appointments within the time frames listed below. If a network provider tells you that your child must wait longer than these time frames, please call Member Services at **1-844-528-5815 (TTY: 711)**, Monday through Friday, from 7:30 a.m. to 7:30 p.m. ET.

- If your child **experiences a life-threatening emergency** and needs immediate care, please go to the nearest emergency room or call **911**.
- **Routine care** — care that may be delayed without expectation that your child's condition will get worse without care within a week — must be provided within seven days of your request for services.
- **Routine physical exam** — an annual well-child exam — must be provided within four weeks of request for services.
- **Follow-up care** — care provided after treatment of a condition — must be provided as medically appropriate and as directed by your child's health care provider.
- **Urgent care** — care required within 24 hours to prevent the condition from becoming an emergency — must be provided within 24 hours of request. Know where the closest urgent care center for this type of care is located. Urgent care centers are often open late and on weekends.



Manage your child's health on your phone

Members with smartphones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your child's primary care provider (PCP)
- View or request a new ID card
- Find a specialty provider
- View your child's medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your child's benefits

24-hour Nurse Helpline

Do you have a medical question and don't know what to do? Call our 24-hour Nurse Helpline. Our Nurse Helpline can help answer specific health questions. You can also get advice on what to do when your child needs health care. The toll-free number for the Nurse Helpline is **1-844-528-5815**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET. You can also find the Nurse Helpline number on the back of your child's Aetna Better Health ID card.

Been to the hospital? Call the doctor next

After your child has been in the hospital or emergency room (ER), it can feel great for them to get home. Before they get back to their normal routine, though, there's at least one important thing to do. Let your child's primary doctor know about the visit.

Seeing your child's doctor soon can help keep the child from ending up back in the hospital or ER.

Your child's doctor can make sure your child gets the tests and treatment they still need. You can ask questions about your

child's illness. Your child's doctor can even point you toward other resources that can help the child get better. That might come in handy if they were treated for a mental health or substance use issue, for instance.

Before your child leaves

Ask the hospital or ER staff if they can set up your child's doctor visit before you go home. If not, call your child's doctor's office as soon as you can. Let them know your child just left the hospital. Or you can call Member Services at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET, and we can help you schedule an appointment.

When your child sees a doctor

You might want to ask:

- What can you tell me about my child's condition?
- Does my child need to take medicines?
- How often should my child come back to see you?

Sources: American College of Family Physicians; UpToDate



Urgent vs. emergency

Where do you go when your child needs medical care quickly — say for a bump, a bruise or a bellyache? Urgent care centers can manage many minor illnesses and injuries. But some symptoms call for emergency care.

Go to urgent care for mild or minor:

- Allergic reactions or rashes
- Cuts, burns or wounds
- Headaches
- Illnesses, such as colds, sore throats, earaches and low-grade fevers

- Injuries, such as back pain, sprains and strains
- Nausea, vomiting or loose stools

Call 911 or go to the ER for:

- Allergic reactions with trouble breathing, hives or swelling
- Chest pain that lasts for more than a few minutes
- Difficulty breathing
- Heavy bleeding, severe burns or deep wounds
- High fever with a headache or stiff neck
- Injury to the neck, spine or head, especially with other symptoms
- Passing out, fainting or seizures

- Poisoning or overdose
- Serious injuries, such as broken bones
- Severe and persistent vomiting or diarrhea
- Sudden severe headache or pain, such as in the jaw or arm
- Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech

Play it safe

This is not medical advice or a complete list. If you think your child has something serious or life-threatening, seek emergency care right away.



Find convenient care near you. See our urgent care locations at [AetnaBetterHealth.com/Florida](https://www.AetnaBetterHealth.com/Florida).

[AetnaBetterHealth.com/Florida](https://www.AetnaBetterHealth.com/Florida)

Stay healthy action plans: Tips for parents

If you have a child with a chronic illness, you know the importance of daily care to keep your kiddo safe and healthy. As a parent, one of the best things you can do is make sure other adults in your child's life know what to do too.

That's why if children have asthma, diabetes or another condition, it's crucial to educate school staff, coaches and caregivers about how to manage daily care or emergencies.

Have an up-to-date action plan

Work with your child's doctor to complete a written care plan that spells out your child's medical needs. It might include information like this:

- Your child's medical history
- Medicine your child needs to take and how to give it
- Special requirements for meals, snacks or exercise
- Symptoms that indicate your child's condition is worsening

- How you and your child's doctor can be reached
- When to call for emergency help, as well as emergency contacts

Once the plan is ready:

Spread the word. Review the plan with the school nurse, your child's teachers and coaches, and anyone else who is responsible for your child.

Keep it current. Remember to update the plan when necessary — if your child's condition or any related information changes.

Stay on top of medicine. If your child needs help taking medicine, ensure that anyone giving it is properly trained. Also be sure there's enough of your child's medicine available.

Educate — and empower — your child. Explain as much as your child can understand about how to stay healthy. For example, do they know when to let an adult know about symptoms?

Keep communicating. Stay in touch with teachers to see if your child's condition is affecting school. If your child is missing a lot of school, alert your child's doctor too. The action plan may need to be adjusted.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention



Your child's provider directory

Learn about listed providers

You may want to know more about your child's provider. Check your child's provider directory at [AetnaBetterHealth.com/Florida/Find-Provider](https://www.aetna.com/Florida/Find-Provider). You can find out if the provider is taking new patients or if the office is accessible to people with disabilities. You can also find the basics, like:

- Provider name, address and phone number
- Provider specialty and board certification (look for ☆ showing certification)
- Provider spoken languages
- Other details

Learn about providers not listed

You may want to know more about a provider who is not listed in the directory. Just call **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET. We have the most current information about network providers. You can find out things like where they went to school or did their residency.


Need to learn about a provider's board certification? Just visit [CertificationMatters.org](https://www.certmatters.org). This is the American Board of Medical Specialties.

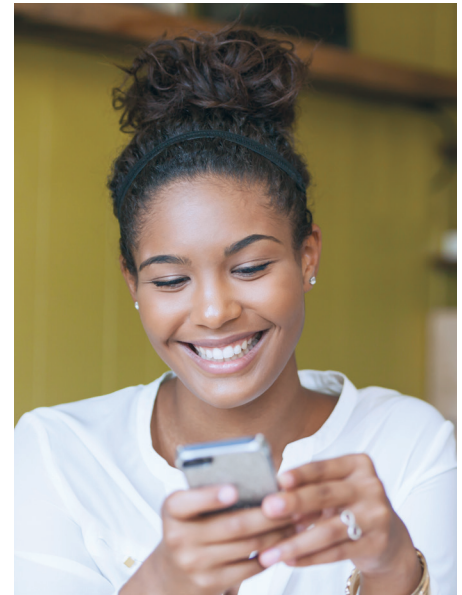
If you would like a copy of the provider directory at no cost to you, you can call us at **1-844-528-5815**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET.

You can also go to our website, [AetnaBetterHealth.com/Florida](https://www.aetna.com/Florida), to view and print a copy or use our online provider search tool. Select "Find a Provider/Pharmacy." Then select "How to find a Provider."

Other important information

- You may choose to have all of your family members served by the same PCP, or you may choose different PCPs.
- If you have a change in your address or phone number, please call Member Services toll-free at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET. Or go to [AetnaBetterHealth.com/Florida](https://www.aetna.com/Florida).
- If your child is getting care with a provider and is new to Aetna Better Health, call us at **1-844-528-5815**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET, for help. Your child may be able to continue to see the same provider. We will help coordinate your child's care so they do not need additional authorizations.

 If you have any questions, please call Member Services toll-free at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET.



Your child's privacy is important to us

Your child's privacy matters. We respect your child's privacy. As required by the Health Insurance Portability and Accountability Act (HIPAA), Aetna, and each member of the Aetna family of companies, is giving you important information about how your child's medical and personal information may be used and about how you can access this information. Please review the Notice of Privacy Practices in your child's Member Handbook carefully.

If you have any questions, please call Member Services at **1-844-528-5815**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET.

Member rights and responsibilities

We have adopted the Florida Member's Bill of Rights and Responsibilities. You can request a copy of it from your doctor or from Member Services.

Member rights

- You have the right to be treated with courtesy and respect
- You have the right to have your privacy protected
- You have the right to a response to questions and requests
- You have the right to know who is providing services to you
- You have the right to know the services that are available, including an interpreter if you don't speak English
- You have the right to know the rules and regulations about your conduct
- You have the right to be given information about your health
- You have the right to refuse any treatment, except as otherwise provided by law
- You have the right to get service from out-of-network providers
- You have the right to get family planning services without prior authorization
- You have the right to be given information and counseling on the financial resources for your care
- You have the right to know if the provider or facility accepts the assignment rate
- You have the right to receive an estimate of charges for your care
- You have the right to receive a bill and to have the charges explained

- You have the right to be treated regardless of race, national origin, religion, handicap or source of payment
- You have the right to be treated in an emergency
- You have the right to participate in experimental research
- You have the right to file a grievance if you think your rights have been violated
- You have the right to information about our doctors
- You have the right to be treated with respect and with due consideration for your dignity and privacy
- You have the right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand
- You have the right to participate in decisions regarding your health care, including the right to refuse treatment
- You have the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- You have the right to request and receive a copy of your medical records and request that they be amended or corrected
- You have the right to be furnished health care services in accordance with federal and state regulations



- You are free to exercise your rights, and the exercise of those rights does not adversely affect the way the health plan and its providers or the state agency treat you

Member responsibilities

- You should provide accurate and complete information about your health
- You should report unexpected changes in your condition
- You should report that you understand your care and what is expected of you
- You should follow the treatment plan recommended
- You should keep appointments
- You should follow your doctor's instructions
- You should make sure your health care bills are paid
- You should follow health care facility rules and regulations

Our utilization management policy

Our utilization management program helps our members get medically necessary health care services in the most cost-effective setting under their benefit package. We work with members and physicians to evaluate services for medical appropriateness, timeliness and cost.

- Our decisions are based entirely on appropriateness of care and service and the

existence of coverage, using nationally recognized guidelines and resources.

- We do not pay or reward practitioners, employees or other individuals for denying coverage of care.
- Financial incentives do not encourage our staff to make denials of coverage. In fact, our utilization review staff is trained to focus on the risks of



members not adequately using certain services.

- We do not encourage utilization decisions that result in underutilization.

Communication of PHI use and disclosure

Upon member enrollment and annually thereafter, the organization informs members of its policies and procedures regarding the collection, use and disclosure of member protected health information (PHI).

Communication includes:

- The organization's routine use and disclosure of PHI
- Use of authorizations
- Access to PHI
- Internal protection of oral, written and electronic PHI across the organization
- Protection of information disclosed to plan sponsors or employers

We are required by law to keep your child's health information private. The notice of privacy practices explains how we use health information about your child. It also lets you know when we can share that information with others. It tells you about your rights to your child's health information and how you can protect those rights. We use the words *health information* when we mean information about your child's health that identifies them.

Examples may include:

- Name
- Date of birth
- Health care your child received
- Amounts paid for your child's care

We may need your written OK before sharing some information.

In some cases we must ask you for your written OK before using or sharing your child's health information.

Some examples are:

- Before sharing psychotherapy notes
- For other reasons as required by law

You can cancel your OK at any time. To cancel, let us know in writing. Also, we cannot use or share your child's genetic information when we provide them with health care insurance. You have the right to know if we shared your child's health information without your OK. If this happens, we will send you a letter.

You can get a copy of the updated privacy notice. Call us toll-free: **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET.

Transition of care

If your child is a new member who is at this time in active care with a doctor and getting a covered service, we will help you with your child's coordination of care without requiring additional permission.

We will continue to pay for the care your child is receiving for 60 days from your child's enrollment date with no cost to you. Please call us at **1-844-528-5815 (TTY/TDD 711 Relay)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET, for more information.

Does your child need help from a mental health expert?

You probably know right away when your child is getting a cold. Maybe even before the first sneeze. That's because you know your child better than anyone else does.

And that gives you an edge when it comes to spotting emotional or mental health issues. Such problems may need a doctor's help. That's why it's important to know the signs of a serious problem. Here's what to watch for:

- Changes in sleeping habits
- Nightmares
- Changes in eating habits
- More physical problems than usual

- Trouble handling everyday problems
- More anxiety or sadness
- Frequent bursts of anger
- Strange feelings or actions
- Thoughts of death
- A big drop in grades
- Refusal to go to school
- Stopping normal social activities
- Being disobedient or aggressive for more than six months
- Threatening to hurt self or others
- Stealing or damaging other people's belongings

Some things on this list could be caused by normal issues, like a new baby in the family. Every



child is different. But you know yours. So be watchful. And if you think your child is in trouble, talk to your pediatrician. He or she can help you find expert care.

Sources: American Academy of Child and Adolescent Psychiatry; National Institute of Mental Health

Quality Improvement program

At Aetna Better Health of Florida, we look for ways to improve all the time. Our Quality Improvement (QI) program looks for ways we can improve our members' health and safety. The QI program helps us to:

- Make sure our members get the care they need, when and where they need it
 - Promote member/patient safety and privacy
 - Check and make sure that members are receiving quality care
 - Look into and take action when we identify issues with the quality of care being provided
 - Make sure the health care and services members get are timely, safe and effective
 - Make sure we can offer a wide variety of provider specialties
 - Make sure our health care providers perform according to industry-accepted standards of care
 - Make sure we comply with all state and federal laws and regulations
- Watch for and avoid duplicative services, overuse, fraud, waste and abuse
 - Meet the cultural, ethnic and language needs of our members
 - Measure and improve member satisfaction with our health plan, our operations and our network of providers
 - We do this using satisfaction surveys, like the CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey. It tells us what we can do better for our members.
 - Measure and improve the quality of health care services through HEDIS (Healthcare Effectiveness Data and Information Set) scores
 - These scores tell us if our members have received the tests and treatments they need. The scores look at how often members receive services such as vaccines (shots), eye tests, cholesterol tests and prenatal care for members who are pregnant.

Value-added benefits

At Aetna Better Health of Florida, a Florida Healthy Kids plan, we strive to provide the care and attention your child deserves. We are committed to helping your child improve their health and well-being through great services and benefits.

We offer these added benefits to our members at no cost (limitations apply).

- Health Risk Assessment completion: Members receive a \$15 gift card if they complete their assessment and see their primary care provider for a well-child visit within the first 90 days of enrollment. If the member had a recent well-child visit, that should satisfy the well-child visit requirement.
- Transportation to specialists and dentists between 40 and 70 miles away from the member's home.
- CVS Health discount card for a 20% discount on CVS brand over-the-counter (OTC) health-related items.
- After-school programs: Reimbursement of up to \$35 a year toward the membership fees to join the YMCA, 4-H, Boys & Girls Clubs of America, Boy


Scouts, Girl Scouts of America or a team sport.

- Swim lessons/drowning prevention: Reimbursement up to \$50 for swimming lessons with drowning prevention by a certified swimming school or organization.
- Weight management program: Members receive a wearable Bluetooth® fitness tracker; nutritional counseling; gift cards.
- Tobacco/vaping cessation program: Members who want to stop use can receive up to two gift cards.

- Prenatal and postpartum program: Member can receive home diaper delivery.
- Substance use program: Members ages 13 to 18, with the completion of a six-month program, can receive gift cards worth up to \$40.
- Asthma program: Members receive \$60 for hypoallergenic bedding and an additional peak flow meter and spacer.

Call Member Services at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 a.m. to 7:30 p.m. ET, for more information.



 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. This is 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. Aetna Better Health of Florida is a Florida Healthy Kids plan. Health or wellness or prevention information.

AETNA BETTER HEALTH® OF FLORIDA

Nondiscrimination 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:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o 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 East Cotton Center Boulevard
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.

FL-16-07-19

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).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: 711).

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).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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)。

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).

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).

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).

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).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: 711).

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.

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.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: 711).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: 711).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: 711)