



Aetna Better Health® of Florida



Summer 2020

## Integrated care management

Let us help you get the care you 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 you are enrolled in the program, your team may include the following people:

- A care manager
- A care management associate

Your team members are here to help you. They will work with you and your providers. They will help you meet the health goals that are important to you. They will provide information about the program that includes:

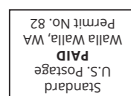
- How to use the services
- How to be eligible to participate
- How to opt in or opt out

They will also:

- Provide you with resources
- Provide educational handouts
- Help with access to other services

If you are our member and you would like to participate in this program, then you can. Providers, family members or caregivers can also refer a member for care management. Call Member Services at **1-800-441-5501 (TTY: 711)**, and ask for care management.

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# 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."

## Take your health risk assessment

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. These questions will help us better serve you. 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 you have. You may also get a call from an Aetna Better Health nurse.

The goal of these materials and calls is to help you stay healthy. If you do not want a telephone health survey, call Member Services at **1-800-441-5501 (TTY/TDD: 711)**.



## Happy teeth are healthy teeth

Dental care is important to your overall health. Aetna Better Health of Florida wants you to get the dental care you need.

### Keep your teeth healthy

It's never too late to start good dental health habits. 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.

**Schedule an appointment today.**

## Member portal

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

- Change your doctor
- Update your contact information
- Find forms or get new member ID cards
- View your personal health history
- Track your health goals
- See the status of your 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 at **1-800-441-5501**.

Keep in mind you'll need your 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 you must wait longer than these time frames, please call Member Services at **1-800-441-5501 (TTY: 711)**, Monday through Friday, from 8 a.m. to 7 p.m.

- 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 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 primary care provider (PCP)
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your 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 you need health care. The toll-free number for the Nurse Helpline is **1-800-441-5501**. You can also find the Nurse Helpline number on the back of your Aetna Better Health ID card.

# Been to the hospital? Call your doctor next

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

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

Your doctor can make sure you get the tests and treatment you still need. You can ask questions about your illness. Your doctor can even point you toward other resources that can help you get better. That might come in handy if you were treated for a mental

health or substance use issue, for instance.

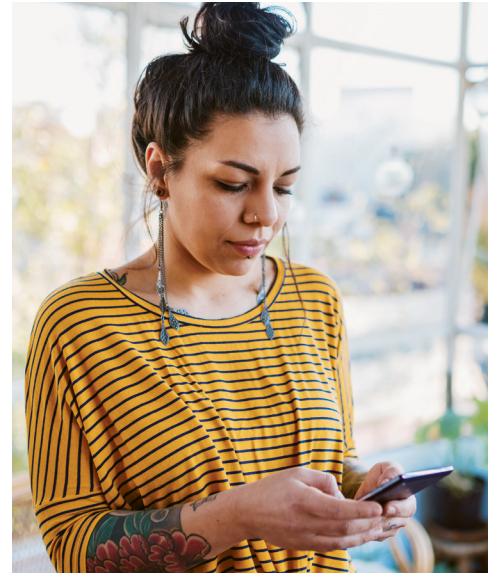
## Before you leave

Ask the hospital or ER staff if they can set up your doctor visit for you before you go home. If not, call your doctor's office as soon as you can. Let them know you just left the hospital. Or, you can call Member Services at **1-800-441-5501 (TTY: 711)** and we can help you schedule an appointment.

## When you see your doctor

You might want to ask:

- What can you tell me about my condition?
- Do I need to take any medicines?



- How often should I come back to see you?

Sources: American College of Family Physicians; UpToDate

## Urgent vs. emergency

Where do you go when you need 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 you have 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.aetna.com/Florida)**.



# Getting ready for baby: Prenatal care and home prep

When you're pregnant, it's not only your tummy that gets bigger. So does your to-do list. Babies require a lot of prep work — from choosing a name to packing your hospital bag. But two things should be a priority: getting prenatal care and making your home safe for your baby. Here's a look at both.

## Your pregnancy checkups

As soon as you know you're pregnant — or think you might be — make an appointment for your first checkup. Then keep every one your doctor advises, even when you feel fine. Early — and regular — prenatal care can help keep you and your baby healthy. It lets your doctor keep a close watch on the two of you. That way your doctor can quickly spot and treat any problems.

At every visit, be sure to tell your doctor how you're feeling. There's a lot going on inside your body. And your doctor can explain what's happening. Your doctor will also talk to you about what to do — and not do — to take care of yourself and your baby.

Don't be afraid to tell your doctor about personal things. Your doctor needs to know all about you so you and your baby can get the best care.

## Home safe home

Before your baby's arrival, take these four safety steps:

- 1. Check the safety of your baby's crib.** If possible, buy a brand-new one. That's the safest choice. If your crib is used, be sure the bars are spaced no more than  $2\frac{3}{8}$  inches apart. Also be sure it hasn't been recalled. Find out at **CPSC.gov**.
- 2. Keep the crib hazard-free.** Remove pillows, blankets and stuffed animals to protect your

baby from being smothered. Don't use bumper pads in the crib. They can suffocate or entrap the baby.

- 3. Make stairways safe.** Install handrails — and always use them when holding your baby.
- 4. Make sure smoke detectors are working.** You need at least one on every level of your home and in halls outside bedrooms. You also need a working carbon monoxide detector.

The more you do now, the safer your baby will be.

*Sources: American Academy of Pediatrics; March of Dimes; Office on Women's Health*



## Get a ride to all your health care visits

Now you can get a ride to all your health care visits — it's covered. Just call **1-866-799-4463** three days before you need a ride. There's no limit on the number of trips you can get. Our transportation vendor's hours of operation are Monday through Friday, 8 a.m. to 5 p.m., or call Member Services at **1-800-441-5501**.

### Get a ride to planned health visits — it's covered

Remember, rides to all your planned health care visits are covered. Just call our transportation vendor, Logisticare Transportation, at **1-866-799-4463**, Monday through Friday, 8 a.m. to 5 p.m. Be sure to call three days before you need a ride.



## Your privacy is important to us

Your privacy matters. We respect your 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 medical and personal information may be used and about how you can access this information. Please review the Notice of Privacy Practices in your Member Handbook carefully.

If you have any questions, please call Member Services at **1-800-441-5501**.

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## Transition of care

If you are 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 coordination of care without requiring additional permission.

We will continue to pay for the care you are receiving for 60 days from your enrollment date with no cost to you. Please call us at **1-800-441-5501 (TTY: 711)**, from 8 a.m. to 7 p.m., for more information.

## Your provider directory

### Learn about listed providers

You may want to know more about your provider. Check your provider directory at **AetnaBetterHealth.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 **1-800-441-5501 (TTY: 711)**. 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**. 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 **1-800-441-5501**. You can also go to our website, **AetnaBetterHealth.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 **1-800-441-5501 (TTY: 711)**. Or go to **AetnaBetterHealth.com/Florida**.
- If you are getting care with a provider and are new to Aetna Better Health, please call us at **1-800-441-5501** for help. You may be able to continue to see the same provider. We will help coordinate your care so you do not need additional authorizations.

 If you have any questions, please call Member Services toll-free at **1-800-441-5501 (TTY: 711)**.

## Your member rights

As a recipient of Medicaid and a member in a Plan, you also have certain rights. You have the right to:

- Be treated with courtesy and respect
- Have your dignity and privacy respected at all times
- Receive a quick and useful response to your questions and requests
- Know who is providing medical services and who is responsible for your care
- Know what member services are available, including whether an interpreter is available if you do not speak English
- Know what rules and laws apply to your conduct
- Be given information about your diagnosis, the treatment you need, choices of treatments, risks and how these treatments will help you
- Say no to any treatment, except as otherwise provided by law
- Be given full information about other ways to help pay for your health care
- Know if the provider or facility accepts the Medicare assignment rate
- Be told prior to getting a service how much it may cost you
- Get a copy of a bill and have the charges explained to you
- Get medical treatment or special help for people with disabilities, regardless of race, national origin, religion, handicap or source of payment
- Receive treatment for any health emergency that will get worse if you do not get treatment
- Know if medical treatment is for experimental research and to say yes or no to participating in such research
- Make a complaint when your rights are not respected
- Ask for another doctor when you do not agree with your doctor (second medical opinion)
- Get a copy of your medical record and ask to have information added or corrected in your record, if needed
- Have your medical records kept private and shared only when required by law or with your approval
- Decide how you want medical decisions made if you can't make them yourself (advance directive)
- File a grievance about any matter other than a Plan's decision about your services
- Appeal a Plan's decision about your services
- Receive services from a provider that is not part of our Plan (out-of-network) if we cannot find a provider for you that is part of our Plan

## Your member responsibilities

As a recipient of Medicaid and a member in a Plan, you also have certain responsibilities. You have the responsibility to:

- Give accurate information about your health to your Plan and providers
- Tell your provider about unexpected changes in your health condition
- Talk to your provider to make sure you understand a course of action and what is expected of you
- Listen to your provider, follow instructions and ask questions
- Keep your appointments or notify your provider if you will not be able to keep an appointment
- Be responsible for your actions if treatment is refused or if you do not follow the health care provider's instructions
- Make sure payment is made for non-covered services you receive
- Follow health care facility conduct rules and regulations
- Treat health care staff with respect
- Tell us if you have problems with any health care staff
- Use the emergency room only for real emergencies
- Notify your case manager if you have a change in information (address, phone number, etc.)
- Have a plan for emergencies and access this plan if necessary for your safety
- Report fraud, abuse and overpayment



## 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.



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## 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 health information private. The notice of privacy

practices explains how we use health information about you. It also lets you know when we can share that information with others. It tells you about your rights to your health information and how you can protect those rights. We use the words *health information* when we mean information about your health that identifies you.

Examples may include:

- Name
- Date of birth
- Health care you received
- Amounts paid for your 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 health information. Some examples are:

- Before sharing your 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 genetic information when we provide you with health care insurance. You have the right to know if we shared your 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: **1-800-441-5501 (TTY: 711).**

# 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*

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## 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.

# Your feedback helps us improve our quality

Aetna Better Health of Florida works hard to give our members high-quality service. It is important that we measure our performance to make sure that we are meeting your needs. We do this in many ways throughout the year. One way is to conduct surveys. Our surveys can be done by phone or mail. One of the surveys we do each year is to gauge member satisfaction. That survey is called CAHPS. It tells us how you feel about your doctor and your health plan services.

Thank you for your feedback. If you get a survey like this in the future, please take the time to complete it. We will continue to work hard to offer you access to good health care and good customer service.

We also measure our performance through HEDIS. HEDIS stands for Healthcare Effectiveness Data and Information Set. It is a tool that looks at many aspects of the services you get from the doctors in our network. It checks how well our doctors do in giving you/your family services such as:

- Well-child and adolescent PCP visits
- Pregnancy visits

- Dental visits
- Diabetes care

We use the results of the CAHPS survey and our HEDIS rates to improve the quality, efficiency and availability of the care and services we provide to you and to make sure we have good doctors to serve you.


The chart below shows how you rated us in 2019 on the CAHPS survey.

Our goal is to reach the National Average for each domain assessed. The questions were scored a 0 (lowest) to 10 (highest); yes or no; or never, sometimes, usually or always.

	2018 NCQA National Average		Aetna Better Health of Florida	
	Adults	Children	Adults	Children
Rating health care overall	74.63%	87.02%	80.00%	90.65%
Rating health plan overall	77.02%	86.32%	79.24%	88.36%
Rating personal doctor overall	81.45%	89.47%	84.23%	90.98%
Rating of specialists overall	82.12%	87.03%	88.20%	89.25%
Customer service	88.28%	88.72%	91.08%	88.82%
Getting care quickly	82.09%	89.47%	88.41%	89.28%
Getting needed care	82.38%	84.68%	82.00%	86.27%
How well doctors communicate	91.55%	93.72%	93.72%	95.24%



Thank you for your feedback. If you get a survey like this in the future, please take the time to complete it. We will continue to work hard to offer you access to good health care and good customer service.

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. 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. Aetna Better Health® of Florida is a Managed Care Plan with a Florida Medicaid Contract. 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)