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AetnaBetterHealth.com/Texas

Aetna Better Health® of Texas

How vaccines are developed: Readying them is a step-by-step process

Vaccines help protect us from many diseases, and that makes our lives a lot better. But have you ever wondered what it takes to get a vital new vaccine to market?

It's a rigorous testing and approval process. The basic steps:

1. **Exploratory and preclinical research.** In the earliest stages of development, lab scientists conduct basic research — they begin to explore the feasibility of a new vaccine. A candidate vaccine may then be studied in cell or tissue cultures

and in animals, but not yet in humans.

2. **Clinical trials.** Next, if allowed by the U.S. Food and Drug Administration (FDA), a promising vaccine may be studied in people. Among other things, scientists will assess the vaccine's safety and ability to provide immunity, the number of doses needed, and any side effects.

Most clinical trials happen in three phases:

• *Phase 1.* The vaccine is given to a small group of adult volunteers. (Later, children

also may get the trial vaccine, if it is intended for them, after it is first tested in adults.)

- *Phase 2.* The vaccine is given to hundreds of people, and some of the participants are similar to those for whom the new vaccine is intended. These trials are randomized and well controlled and include a placebo group.
- *Phase 3.* The vaccine is given to thousands of people and compared to a placebo. The trials are randomized and double blind — neither the trial participants nor the health officials know which participants are receiving the vaccine and which are getting the placebo.

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How vaccines are developed: Readying them is a step-by-step process

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- 3. A new vaccine is ready.**
Once the clinical studies are complete, a successful candidate vaccine may be licensed for use if it is found to be safe and effective and if its benefits outweigh its side effects.
- 4. Ongoing monitoring.**
Even after a new vaccine is licensed, FDA will continue to monitor it for safety — a kind of quality assurance process. This includes periodic inspections of the vaccine maker's production facilities. In

addition, FDA and the Centers for Disease Control and Prevention track side effects linked to the new vaccine that get reported by individuals, doctors and others.


How long does the process last?

Vaccines can take several years to develop. But, as we've seen with efforts to develop a coronavirus vaccine, the process can sometimes be fast-tracked.

Community outreach

Our community outreach department can normally be found in the community, attending health fairs and community events geared toward educating existing and potential members about our plan. In addition to providing an overview of our plan, community outreach educates our communities on STAR/CHIP/STAR Kids, Texas Health Steps, renewal and Accelerated Services for Farmworker Children. Here are a few additional services our outreach team offers:

- **Re-enrollment assistance.**
Call 211 Texas or visit YourTexasBenefits.com/Learn/Home.
- **Member Advisory Group meetings.** Community outreach schedules quarterly Member Advisory Group meetings and welcomes all members to attend.
- **Texas Health Steps assistance.** Community outreach provides Texas Health Steps scheduling assistance for those members who need help completing their Texas Health Steps exams with their providers.
- **Member Baby Shower Program.** Come and learn about our Maternity Care Program. You'll get lots of great information to help with your pregnancy. Schedule can be found by visiting our website at AetnaBetterHealth.com/Texas/Wellness/Women/Pregnancy.

 For more information on our value-added services and programs, please call **1-877-751-9951**.

Member advocates

Our member advocate team can normally be found working with members to ensure that they have the best health care experience possible. In addition to providing an overview of our plan, member advocates educate our members on benefits available for STAR/CHIP/STAR Kids coverage, Texas Health Steps, renewal and Accelerated Services for Farmworker Children. Here are a few additional services our outreach team offers:

- **Questions about coverage.** Our member advocate team can assist members in obtaining answers to questions about their coverage.
- **Re-enrollment assistance.** Call 211 Texas or visit YourTexasBenefits.com/Learn/Home.
- **Member Advisory Group meetings.** Our member advocate team schedules quarterly STAR Member Advisory Group meetings and welcomes all STAR members to attend.
- **Member Baby Shower Program.** Come and learn about our Maternity Care Program. You'll get lots of great information to help with your pregnancy. Schedule can be found by visiting our website at AetnaBetterHealth.com/Texas/Wellness/Women/Pregnancy.
- **Diapers for Dads Program.** Come and learn about our Maternity Care Program. You'll get lots of great information to help soon-to-be fathers. Schedule can be found by visiting our website at AetnaBetterHealth.com/Texas/Wellness/Women/Pregnancy.



- **CVS Health HUB Events.** Our member advocate team schedules weekly health education events at local CVS Health HUBs to provide member education on STAR/CHIP/STAR Kids coverage, Texas Health Steps, renewal, Accelerated Services for Farmworker Children, and the latest on COVID-19 and vaccination incentives.

To get connected with a member advocate, please call the number on the back of your member ID card or leave a message in our Member Advocate Mailbox, and we will return your call within 1 to 2 business days: **1-800-327-0016**.

For members who are deaf or hard of hearing, please call: **1-800-735-2989**.

For information on our value-added services, please visit: AetnaBetterHealth.com/Texas/Members/STARKids/SKValueAdds.

For the latest information on COVID-19, including our vaccination incentives, please visit AetnaBetterHealth.com/Texas.

Preventing drug withdrawal in newborn babies

September is National Recovery Month with the Substance Abuse and Mental Health Services Administration (SAMHSA). During pregnancy, almost every drug in your blood can pass to your baby. This includes any

medicine you take and even some foods you eat. Go to the link below to learn how to prevent drug withdrawal in newborn babies.

AetnaBetterHealth.com/texas/population-health-programs.html

Prescription drugs

How to get the medicines you need

Check that your pharmacy is in our network

It's easy to get your medicine when you need it. All you need to do is to take your prescription to a network drug store. Show your Aetna Better Health of Texas ID card. If you have Medicare or other coverage, you need to show that ID card also.

To get a list of network drug stores, call Member Services:

- **1-800-306-8612**
(Medicaid Tarrant)
- **1-800-248-7767**
(Medicaid Bexar)

Our lines are open Monday through Friday, 8 AM to 5 PM, Central Standard Time. You can also find information on our website at [AetnaBetterHealth.com/Texas](https://www.AetnaBetterHealth.com/Texas).

Make sure your medicines are on the Vendor Drug Program

Aetna Better Health of Texas usually covers only medicines on the HHSC/VDP drug formulary, which includes all drugs that are Food and Drug Administration (FDA) approved for Medicaid coverage. We cover these drugs when they are medically necessary. You can find this list in your welcome packet. These are drugs that the FDA has approved.

To get a list of network drug stores, you can call Member Services at the number on your Aetna Better Health ID card. Or you can visit our website at [AetnaBetterHealth.com/Texas](https://www.AetnaBetterHealth.com/Texas).

Prior authorization: Some medicines need to be approved

We must approve some medicines on our drug list before we can cover them. We do this through **prior authorization, or PA**. Prior authorization is an approval that we require for certain services and medications.

There are two different types of prior authorization, clinical PA or PDL (preferred drug list) PA. Clinical PA requests require that specific clinical criteria are met before the drug is covered. PDL PA requests require a trial of a preferred drug before the drug is covered.

When you get a new prescription, ask your provider if you need approval for the medicine before you can get it. If so, ask if there is another medicine you can use that doesn't need approval. If we need to approve your medicine, your provider must call us on your behalf.

We'll then review the request. If the pharmacist cannot reach us to make sure it is approved, he or she can give you a three-day temporary supply of the new drug. We'll tell you in writing if we don't approve the request.

You have the right to appeal. We'll tell you how to start the appeal/complaint process if you want to do that.

Quantity limits. Some drugs have limits on the number of doses you may get. This is called a quantity limit. The FDA decides safe dose limits. The pharmacist will fill your prescription according to FDA safe dosing limits. He or she will do this even if your provider wrote the prescription for more. The pharmacist will not give you more medicine if your provider doesn't get it approved. The pharmacist will ask your provider to call us first.

Medical exceptions. If your medicine is not on the HHSC/VDP drug formulary, ask your provider if there is one on the drug list you can use. If not, your provider must ask us for a medical exception. We will decide after review and, if necessary, after talking with your provider. We'll need to know why the drug on our drug list won't work for your medical condition. If your provider doesn't ask for the exception, we may not pay for it. We will try to review the medical exception request within 24 hours. If we can't meet this deadline, the pharmacist can give you a three-day supply of the drug. If we don't approve your medical exception, we'll tell you in writing. We'll also tell you how to start the appeal process.

Brand-name drugs instead of generic alternatives. Generic drugs work just as well as brand-name medicines. Aetna Better Health of Texas pays for generic drugs when available and allowed by the VDP drug formulary. If your provider wants you to have a brand-name drug and it's not on the VDP drug formulary, he or she must ask us for a medical exception. We will review the request. If we don't approve the request for a brand-name drug,

we'll tell you in writing. We'll also tell you how to start the appeal/complaint process.

Prescriptions

Pharmacy benefits are coordinated through CVS Caremark.

Aetna Better Health covers prescription medications. Members can get their prescriptions at no cost (Medicaid) or at low copays (CHIP) when:

- Prescriptions are filled at a network pharmacy
- Prescriptions are on the preferred drug list (PDL) or formulary

It is important for providers to know about all other prescriptions members are taking. Also, doctors should ask members about non-prescription medicines, vitamins or herbal supplements they may be taking.

Changes to the Texas Medicaid preferred drug list

Texas Medicaid published the semi-annual update of the Medicaid preferred drug list (PDL) on July 29, 2021. The update is based on the changes presented and recommended at the January and April 2021 Texas Drug Utilization Review (DUR) Board meetings. The tables on the next few pages summarize noteworthy changes for the July 2021 update.

Drugs on the Texas Medicaid formulary are designated as preferred, non-preferred or have neither designation. The preferred drug list includes only drugs identified as either preferred or non-preferred. Drugs on the preferred drug list listed as "preferred" are available to members without prior authorization; however, some could require a clinical prior authorization. Drugs on the preferred drug list that are identified as "non-preferred" will require prior authorization. There are certain clinical prior authorizations that all Medicaid managed care organizations (MCO) are required to perform.

Where to find PDL information

The updated PDL may be found at [TXVendor Drug.com/Formulary/Prior-Authorization/Preferred-Drugs](https://www.txvendor.com/Formulary/Prior-Authorization/Preferred-Drugs).

Prior authorization clinical edits (PA criteria) may be found at: [TXVendorDrug.com/Formulary/Prior-Authorization/MCO-Clinical-PA](https://www.txvendor.com/Formulary/Prior-Authorization/MCO-Clinical-PA).

For the full list of all drugs reviewed at the January 22, 2021, and April 23, 2021, DUR Board meetings, visit: [TXVendorDrug.com/About/News/2021/July-2021-Drug-Utilization-Review-Board-Meeting-Summary](https://www.txvendor.com/About/News/2021/July-2021-Drug-Utilization-Review-Board-Meeting-Summary).

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Decisions from the January 2021 and April 2021 DUR meetings			
Reviewed drug class	Drug name	Prior status	Current status
Angiotensin Modulators	Epaned Solution (Oral)	Non-preferred	Preferred
Antimigraine Agents, Triptans	Imitrex (Nasal)	Non-preferred	Preferred
Antimigraine Agents, Triptans	Sumatriptan Kit (Sun) (Subcutaneous)	Non-preferred	Preferred
Movement Disorders	Tetrabenazine (Oral)	Non-preferred	Preferred
Oncology, Oral — Breast	All drugs	Preferred	Preferred
Oncology, Oral — Hematologic	All drugs	Preferred	Preferred
Oncology, Oral — Lung	All drugs	Preferred	Preferred
Oncology, Oral — Other	All drugs	Preferred	Preferred
Oncology, Oral — Prostate	All drugs	Preferred	Preferred
Oncology, Oral — Renal Cell	All drugs	Preferred	Preferred
Oncology, Oral — Skin	All drugs	Preferred	Preferred
Stimulants and Related Agents	Adderall XR (Oral)	Non-preferred	Preferred
Stimulants and Related Agents	Concerta (Oral)	Non-preferred	Preferred
Stimulants and Related Agents	Focalin XR (Oral)	Non-preferred	Preferred
Stimulants and Related Agents	Jornay PM (Oral)	Non-preferred	Preferred
Cytokine and CAM Antagonists	Enbrel Vial (Subcutaneous)	Not reviewed	Preferred
Multiple Sclerosis Agents	Bafiertam Capsule DR (Oral)	Not reviewed	Preferred
Multiple Sclerosis Agents	Kesimpta (Subcutaneous)	Not reviewed	Preferred
Bronchodilators, Beta Agonist	Ventolin HFA (Inhalation)	Non-preferred	Preferred
COPD Agents	Anoro Ellipta (Inhalation)	Non-preferred	Preferred
Glucocorticoids, Inhaled	Budesonide 0.25, 0.5 mg Respules (Inhalation)	Non-preferred	Preferred
Glucocorticoids, Inhaled	Budesonide 1 mg Respules (Inhalation)	Non-preferred	Preferred
HAE Treatments	Icatibant (Subcut)	Non-preferred	Preferred
Hemophilia Treatment	Sevenfact (Intraven)	Not reviewed	Preferred
Hypoglycemics, Incretin Mimetics/Enhancers	Janumet (Oral)	Non-preferred	Preferred
Hypoglycemics, Incretin Mimetics/Enhancers	Trulicity (Subcutaneous)	Non-preferred	Preferred
Lipotropics, Other	Omega-3 Acid Ethyl Esters (Oral)	Non-preferred	Preferred
Multiple Sclerosis Agents	Dimethyl Fumarate DR (Ag) (Oral)	Not reviewed	Preferred
Multiple Sclerosis Agents	Mayzent Dose Pack (Oral)	Not reviewed	Preferred
Multiple Sclerosis Agents	Plegridy (Intramuscular)	Not reviewed	Preferred

Pediatric Vitamin Preparations	Aquadeks Drops OTC (Oral)	Not reviewed	Preferred
Pediatric Vitamin Preparations	Poly-Vi-Sol Drops OTC (Oral)	Not reviewed	Preferred
Pediatric Vitamin Preparations	Poly-Vi-Sol with Iron Drops OTC (Oral)	Not reviewed	Preferred
Prenatal Vitamins	Vitafol Tab Chew (Oral)	Non-preferred	Preferred
Sickle Cell Anemia Treatments	Endari (Oral)	Non-preferred	Preferred
Sickle Cell Anemia Treatments	Oxbryta (Oral)	Non-preferred	Preferred
Sickle Cell Anemia Treatments	Siklos (Oral)	Non-preferred	Preferred
Ophthalmics for Allergic Conjunctivitis	Pataday XS Once Daily OTC (Ophthalmic)	Not reviewed	Preferred

Decisions on non-preferred drugs

Reviewed drug class	Drug name	Prior status	Current status
Antibiotics, Inhaled	Arikayce (Inhalation)	Preferred	Non-preferred
Anticoagulants	Fragmin Disp Syrin (Subcutaneous)	Preferred	Non-preferred
Antivirals, Oral	Relenza (Inhalation)	Preferred	Non-preferred
COPD Agents	Bevespi Aerosphere (Inhalation)	Preferred	Non-preferred
Erythropoiesis Stimulating Proteins	Epogen (Injection)	Preferred	Non-preferred
Glucocorticoids, Inhaled	Pulmicort 0.25, 0.5 mg Respules (Inhalation)	Preferred	Non-preferred
Glucocorticoids, Inhaled	Pulmicort 1 mg Respules (Inhalation)	Preferred	Non-preferred
HAE Treatments	Firazyr (Sub-Q)	Preferred	Non-preferred
HAE Treatments	Orladeyo (Oral)	Not reviewed	Non-preferred
Pediatric Vitamin Preparations	Children's Vitamins with Iron Chew OTC (Oral)	Not reviewed	Non-preferred
Prenatal Vitamins	Citranatal B-Calm (Oral)	Preferred	Non-preferred
Thrombopoiesis Stimulating Proteins	Promacta Suspension (Oral)	Preferred	Non-preferred
Colony Stimulating Factors	Nyvepria (Subcutaneous)	Not reviewed	Non-preferred
Antiparkinson Agents	Apokyn (Subcutaneous)	Not reviewed	Non-preferred
Antiparkinson Agents	Kynmobi (Sublingual)	Not reviewed	Non-preferred
Antiparkinson Agents	Ongentys (Oral)	Not reviewed	Non-preferred
H. Pylori Treatment	Talicia (Oral)	Not reviewed	Non-preferred
Stimulants and Related Agents	Amphetamine Salt Combo EE (Ag) (Oral)	Preferred	Non-preferred
Stimulants and Related Agents	Amphetamine Salt Combo ER (Oral)	Preferred	Non-preferred
Stimulants and Related Agents	Aptensio XR (Oral)	Preferred	Non-preferred
Stimulants and Related Agents	Dexmethylphenidate ER (Ag) (Oral)	Preferred	Non-preferred
Stimulants and Related Agents	Dexmethylphenidate ER (Oral)	Preferred	Non-preferred

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Decisions on non-preferred drugs			
Reviewed drug class	Drug name	Prior status	Current status
Stimulants and Related Agents	Methylphenidate ER (Concerta) (Ag) (Oral)	Preferred	Non-preferred
Stimulants and Related Agents	Wakix (Oral)	Not reviewed	Non-preferred
Cytokine and CAM Antagonists	Enspryng (Subcutaneous)	Not reviewed	Non-preferred

Navigating ADHD (attention-deficit/hyperactivity disorder)

ADHD is most common among school-age kids. But ADHD can continue into adulthood. People with ADHD have trouble paying attention and staying focused. Some people with ADHD also have hyperactivity. Hyperactivity is unusually high energy. ADHD is sometimes called ADD or attention deficit disorder. It is called that when there is no hyperactivity. But ADHD is the correct term.

There is no cure for ADHD, but there is treatment to manage the symptoms. The right treatment plan can help children with ADHD be successful. Treatment plans can include a mix of medication, behavior therapy and everyday activities. It is important to see the doctor to learn if you or your child have ADHD. It is important to see the doctor again after getting a treatment plan with ADHD medication. Doctors help make sure the treatment plan is working well. To schedule a doctor's visit, contact Member Services at:

Medicaid STAR

- Bexar: **1-800-248-7767**
- Tarrant: **1-800-306-8612**

Medicaid STAR Kids

- **1-844-STR-KIDS**
(1-844-787-5437)

CHIP

- Bexar: **1-866-818-0959**
- Tarrant: **1-800-245-5380**
- Hearing impaired:
1-800-735-2989





Non-Emergency Medical Transportation (NEMT) services

What are NEMT services?

NEMT services provide transportation to non-emergency health care appointments for members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy and other places you get Medicaid services. These trips do NOT include ambulance trips.

What NEMT services are available to me?

- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus.
- Commercial airline transportation services.
- Demand response transportation services, which is curb-to-curb transportation in private buses, vans or sedans,

including wheelchair-accessible vehicles, if necessary.

- Mileage reimbursement for an individual transportation participant (ITP) for a verified completed trip to a covered health care service. The ITP can be you, a responsible party, a family member, a friend or a neighbor.
- If you are 20 years old or younger, you may be able to receive the cost of meals associated with a long-distance trip to obtain health care services. The daily rate for meals is \$25 per day for the member and \$25 per day for an approved attendant.
- If you are 20 years old or younger, you may be able to receive the cost of lodging associated with a long-distance trip to obtain health care services. Lodging services are limited to the overnight stay and do not

include any amenities used during your stay, such as phone calls, room service or laundry service.

- If you are 20 years old or younger, you may be able to receive funds in advance of a trip to cover authorized NEMT services.

If you need an attendant to travel to your appointment with you, NEMT services will cover the transportation costs of your attendant.

Children 14 years old and younger must be accompanied by a parent, guardian or other authorized adult. Children 15 to 17 years old must be accompanied by a parent, guardian or other authorized adult or have consent from a parent, guardian or other authorized adult on file to travel

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Non-Emergency Medical Transportation (NEMT) services

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alone. Parental consent is not required if the health care service is confidential in nature.

How do I request a ride?

- Call Access2Care at **1-866-411-8920 (TTY: 711)**, two business days before your appointment, to schedule your ride. They are open 24 hours a day, 7 days a week.
- In certain circumstances you may request the NEMT service with less notice. These circumstances include being picked up after being discharged from a hospital, trips to the pharmacy to pick up medication or approved medical supplies, and trips for urgent conditions. An urgent condition is a health condition that is not an emergency but is severe or painful enough to require treatment within 24 hours. You must notify us prior to the approved and scheduled trip if your medical appointment is canceled.



- Download the Access2Care (A2C) app on your smartphone from the app store. You can schedule your rides through your phone and get reminder texts if you want them.

Don't forget to mark your calendar for time and date for your appointment. On the day of your appointment, be ready 30 minutes before your driver is due to arrive.

Before you schedule your ride, have your information ready:

- Your Medicaid or member ID number
- Your first and last name
- Your date of birth

- Your home address, including ZIP code, for the pick-up
- The name, address and ZIP code for the health care provider, medical facility or pharmacy you'll visit
- The date and time of your health care appointment
- If anyone is traveling with you (one additional person allowed)
- If you need special transportation requirements — wheelchair-accessible, for example

For more information on NEMT, please visit our website at **[AetnaBetterHealth.com/texas/members/medicaid/benefits#0](https://www.aetna.com/betterhealth/texas/members/medicaid/benefits#0)**.

Contact us



Aetna Better Health of Texas
P.O. Box 569150
Dallas, TX 75356-9150

STAR Kids
1-844-STR-KIDS
(1-844-787-5437)

TDD/TTY:
1-800-735-2989

This newsletter is published for the members of Aetna Better Health. 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.

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AETNA BETTER HEALTH® OF TEXAS

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 E. Cotton Center Blvd
Phoenix, AZ 85040
Telephone: 1-888-234-7358, TTY 711
Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD).

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

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TX-16-09-04

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**).

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

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

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.

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**)

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

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**).

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**).

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

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

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.

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**).

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**).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (TTY: **711**).