



# Family time



[AetnaBetterHealth.com/Virginia](https://AetnaBetterHealth.com/Virginia)

Aetna Better Health® of Virginia

## Find your COVID-19 vaccine today.

The COVID-19 vaccine is now approved for young people, ages 12 to 15. This means everyone in Virginia age 12 or older can now get a free vaccine. Studies have shown that the vaccine is safe for people 12 and older and effective at preventing serious illness from COVID-19.

Over nine million Virginians have received at least their first dose. The quickest way to help Virginia get back to normal is for most people to be vaccinated.

You can schedule an appointment at a location and time that is easy for you. Many pharmacies,

stores, and clinics offer walk-in and weekend hours.

To make an appointment, enter your ZIP code in the vaccine search tool at **Vaccines.gov** to find vaccination sites near you. Or text your ZIP code to **438829 (GETVAX)** for English or **822862 (VACUNA)** for Spanish, and get three locations nearby that have vaccines.

If you prefer to make an appointment by phone, call

Virginia's COVID-19 call center at **1-877-829-4682**. TTY users can dial **711**. You can get help through the call center in more than 100 languages, including American Sign Language.

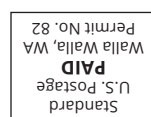
Have questions or need assistance? Call Aetna Better Health Member Services at **1-800-279-1878 (TTY: 711)**.

Need a ride to get your vaccine? Call and schedule a ride (for free) at **1-800-734-0430**.

M



Fall 2021  
86.22.358.1-FA (9/21)



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

## Live virtual education series.

Aetna Better Health of Virginia is now offering two education series: Chronic Health Conditions and Benefits, Services, and Community Resources.

### Health education on chronic medical conditions

The Aetna Better Health education series on Chronic Health Conditions is a virtual education platform. It was created to help our members understand and manage their chronic medical conditions. Those who attend can connect with Aetna Better Health staff. You can also connect with community organizations. Health conditions will vary per session.

Chronic health conditions include:

- Asthma
- Chronic heart failure
- Coronary artery disease
- Hypertension
- Diabetes
- Depression
- Pain management
- Substance use

You may be eligible to receive a gift card for attending\*:

- \$25 gift card for attending two series
- \$50 gift card for attending four series

*\*The gift card is only available for attending the Chronic Health Conditions series.*



### Benefits, services, community resources, and much more!

The Aetna Better Health education series on Benefits, Services, and Community Resources is a monthly virtual education platform. The purpose is to support our members' understanding of:

- Benefits
- Services
- Community resources

Members will connect with staff, community partners, and each other. They will learn how to get the most from their coverage.

These education series are available to both our Medallion 4.0 and CCC Plus members.

You can RSVP via email. Just let us know you are interested in RSVPing.

- Email **QualityManagementPrograms@Aetna.com** for the education on Chronic Health Conditions series.
- Email **VAoutreach@aetna.com** for the Benefits, Services, and Community Resources series.

Members can also RSVP online. Simply go to **AetnaBetterHealth.com/Virginia**. Select "For Members." Then, select "Special Programs." Lastly, select "Virtual Opportunities."

Space is limited. Register soon. When you RSVP, you can also submit general questions you would like answered during the session.



## Join our Member Advisory Committee today!

The Aetna Better Health Member Advisory Committee (MAC) wants you. The MAC gives you a chance to provide feedback on your experiences. Your voice impacts our choices about your health care.

The MAC is made up of our members, parents, caregivers, and community partners. For more information, visit our website. Go to

[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia). Select “For Members.” Then, select “Join Our Member Advisory Committee” on the left-hand drop-down.

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

## What's new to benefits.

Adult dental coverage is now a standard benefit, effective July 1, 2021:

- X-rays and examinations
- Cleanings
- Fillings
- Root canals
- Gum-related treatment
- Dentures
- Tooth extractions and other oral surgeries
- Other appropriate general services, such as anesthesia

Children's dental coverage up to age 21:

- Regular dental checkups (dental checkups should start at age 1)
- X-rays
- Cleaning and fluoride
- Sealants
- Extractions
- Information and education about oral care
- Space maintainers
- Braces
- Anesthesia
- Root canal treatment
- Crowns



Routine/nonemergent dental appointments for new patients may be scheduled for several months out.

Contact DentaQuest to make an appointment. You can also ask them any questions you may have. Their number is **1-888-912-3456**. They are available Monday through Friday, 8 AM to 6 PM. You can also visit their website for more information. Go to **[DentaQuest.com](https://www.dentaquest.com)**.

Want to learn more about dental coverage? Check out these resources on the Department of Medical Assistance Services' website. Visit **[DMAS.Virginia.gov](https://www.dmas.virginia.gov)** for **[members/benefits-and-services/dental](https://www.dmas.virginia.gov/for-members/benefits-and-services/dental)**.

## Did you know we have a member portal?

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

To join our member portal, visit our website. Go to **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**. Select “For Members.” Then, scroll to the bottom and select “Portal.” On that page, select “Log in.”

## Our payment policies help protect you.

People sometimes do not understand Utilization Management (UM) programs. At Aetna Better Health, UM is a process for reviewing services and care that have been provided to our members. There are no financial incentives in the review process. Our UM decision making is based on whether care and services are appropriate and medically necessary. It is also based on whether the member has health coverage.

We use medical guidelines to make sure the service or medicine is safe and medically necessary. These guidelines come from national and regional health organizations and medical research. Aetna Better Health does not reward individuals for denying coverage. We do not encourage decisions that result in denial of care or that result in underutilization or barriers to care or service. This policy is posted on our website at [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia). If you would like a copy of the complete UM policy, call Member Services at **1-800-279-1878 (TTY: 711)**.



## Are you having trouble working?

Are you having trouble working due to your health condition? You may be able to get a monthly check from the Social Security Administration (SSA)! This check can help you with your living costs.

Seeing if you're eligible takes time. The process to apply can also be hard. Aetna Better Health of Virginia is here to help. We have partnered with Healthcare Financial, Inc. (HFI). Their team of SSA experts can help get you the benefits you need. This service is free for Aetna Better Health members.

Find out if you're eligible to begin the process. Talk to an HFI member advocate today. Call HFI at **1-855-566-2372**. They are available Monday through Friday, 9 AM to 5 PM.

The sooner you begin, the sooner you may be approved and start getting monthly disability checks!

To learn more, visit [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth.com/virginia). Select "For Members." Then, select "Medicaid and FAMIS." Select the drop-down at the bottom of the page that reads, "Are you having trouble working due to your health condition?"

If you have any questions about HFI, call Member Services. They can be reached at **1-800-279-1878 (TTY: 711)**.

## What is available to you as a Medicaid member.

We want you to use your benefits to the fullest. To do that, you have to know what benefits are available. For Medallion 4.0 members, there are no copays or deductibles. FAMIS members may have copays for certain benefits.

Here are some of the basic benefits we cover:

- Dentist visits
- Doctor visits
- Emergency care
- Eye exams
- Family planning services
- Flu shot
- Hearing tests
- Home health services
- Hospital care
- Lead screenings for children
- Mental health services
- Physical, occupational, and speech therapies
- Prenatal care
- Prescription medicines

- Services for special health care needs
- Special medical equipment
- Substance use treatment
- Smoking cessation
- Free transportation to medical appointments and pharmacy pickup
- Vaccines for children
- X-rays
- Yearly wellness exam

We also have value-added benefits. These are exclusive benefits for you as an Aetna Better Health of Virginia member. These benefits include:

- Carpet cleaning and hypoallergenic bedding for members with asthma
- Free diapers for a month for newborns
- GED incentive program
- Second inhaler/nebulizer for asthmatic school-age members to use at school

- Personalized program for diabetes care
- Free smartphone with free unlimited minutes and texts plus 10 GB of data monthly
- Home-delivered meals
- Non-traditional medicine reimbursement
- Swimming lessons
- Ted E. Bear, M.D. Wellness Club membership
- Free transportation to grocery store; library; Department of Motor Vehicles; place of worship; exercise/gym classes; and the Women, Infant, and Children (WIC) office
- Weight management program
- Youth sports physicals

Some services may require prior authorization.

To learn more about your benefits, read your member handbook. It is available on our website. Go to **AetnaBetterHealth.com/Virginia**. Select "For Members." Then, select "Medicaid and FAMIS." Under the drop-down, select "Handbook."

If you have a question, call Member Services. Their number is **1-800-279-1878 (TTY: 711)**. They are available 24 hours a day, 7 days a week.

Do you know someone who may qualify for Medicaid? Visit **AetnaBetterHealth.com/Virginia**. Select "Become A Member."





## Try MyActiveHealth.

Great news! As part of your health benefits, you're automatically a member of **MyActiveHealth.com**. MyActiveHealth is a secure, online site that has all the health information that's important to you in one convenient place. MyActiveHealth includes a personal health record. There, you can store all your health data and medical history for easy access.

With MyActiveHealth, your health information works hard to help you take better care of yourself. MyActiveHealth is also your personal gateway to lots of other great health programs and services.

Here are some of the things you can do at **MyActiveHealth.com**:

- Create email reminders of doctors' appointments and record them on a calendar.
- Use a computer to access your secure personal health record and share health information, even at the doctor's office.
- See the most important steps you can take to improve your health.
- Listen to a podcast, watch a video, or print out materials on health topics.
- Get the latest news on issues important to your health.
- Find out about resources and programs available to you.
- Check potential drug interactions.
- Find and print recipes for great-tasting, healthy eating.



Go to **MyActiveHealth.com** to get started. MyActiveHealth is free. You can log on 24 hours a day, 7 days a week.

## New online portal simplifies the appeals process.

The Virginia Department of Medical Assistance Services (DMAS) recently launched a new portal to manage the appeals process. It is called the Appeals Information Management System (AIMS). The AIMS portal will upgrade the appeals process. It will offer our members the convenience

of filing and managing an appeal online.

### No change for internal Aetna Better Health of Virginia appeals

When you file the first level of appeal, you will continue using our current process. The new AIMS portal will handle the next level of appeal after

you exhaust your appeal with Aetna Better Health.

### Training and assistance

Training and resources on how to use the AIMS portal are available on the DMAS website. Just go to **DMAS.Virginia.gov/Appeals**.

**Questions?** Contact DMAS Appeals at **804-371-8488**.

## You can help prevent the flu.

The Centers for Disease Control and Prevention (CDC) says that you should get a flu shot each year. However, if you do get the flu, take prescription antiviral drugs, as prescribed by your doctor. Prevention and early treatment are key when it comes to flu. This is especially true for the elderly, pregnant women, and people with chronic health conditions.

The CDC has confirmed that the flu vaccine is safe for most people. The flu vaccine cannot give you the flu. Multiple studies have shown that it does not cause autism. Some people may have a mild reaction to the flu shot. You may not feel well for a few days. After you get the flu shot, let your doctor know if you experience:

- A low-grade fever
- Muscle aches
- Headaches
- Redness or swelling where you got the flu shot

People infected with the flu might be able to infect others, starting one day before they feel the flu coming on. They can infect others up to five to seven days after getting sick. That means you might be able to spread the flu to others before you even know you are sick!

### How can you prevent the flu?

- Avoid close contact with sick people.

- If you or your child feels the flu coming on, stay home. You should stay home for at least 24 hours after the fever has gone down.
- When you are sick, avoid close contact with other people to prevent spreading germs.
- Cover your nose and mouth with a tissue when you cough or sneeze. Make sure to wash your hands afterwards.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect surfaces that might be contaminated with germs.
- Frequently clean items that are touched often, such as doorknobs, cellphones, and keyboards.

**Flu shots are free!** Check with your local pharmacy (for adults and teens) or talk with your child's pediatrician (for children) to schedule an appointment.



## Your new (and improved) mental health benefits.

Your mental health is important. Just as important is being able to get the care you need — when you need it, where you need it. That’s why we’re excited to tell you about your new (and improved) mental health benefits.

### Services you can get starting July 1, 2021

	For adults	For adolescents	For children
Assertive Community Treatment*	X		
Mental Health Partial Hospitalization Program	X	X	X
Mental Health Intensive Outpatient Program	X	X	X

\*Assertive Community Treatment is for adults living with serious mental illnesses. If medically necessary, it can be for youth 18 and under as well.

### Services you can get starting December 1, 2021

	For adults	For adolescents	For children
Multisystemic Therapy		X	X
Functional Family Therapy		X	X
Mobile Crisis	X	X	X
Community Stabilization	X	X	X
23-Hour Observation	X	X	X
Residential Crisis Stabilization	X	X	X

## Additional information about your new, enhanced benefits

**Assertive Community Treatment (ACT).** ACT takes a person-centered approach to your care — and it’s done in the community where you live. ACT helps adults manage severe mental illness during recovery. Trained staff will work with you to create a plan for day-to-day life and build important life skills. They will help you manage your medicine. ACT services also help you

coordinate your next health care visits. That way you get the follow-up care you need, when you need it.

**Mental Health Partial Hospitalization Program (MH-PHP).** MH-PHP services are offered at least five days per week and four hours each day. It is a structured program done in a safe environment. It does not require an overnight

stay. Health care staff will work with you on how to handle a crisis and be safe. They will work with you on your symptoms to help prevent a future setback. They use a variety of approaches in caring for you.

**Mental Health Intensive Outpatient Program (MH-IOP).** MH-IOP takes place at least three days a week. It is a



structured program in an outpatient setting. It includes therapy and help with building life skills. Treatment for substance use, care coordination and behavior change may also be part of the program. MH-IOP is more intense than traditional outpatient services. This can help support members so they stay out of the hospital.

**Multisystemic Therapy (MST).** MST works with the family, school, and community to aid at-risk youth. Its aim is to support those who need help with behavior, mood, or substance use. The service helps youth stay in the home and in school. It helps keep them out of trouble, the hospital, or other facilities. Positive behavior is modeled. Parents and guardians are empowered, as are youth, in this program.

**Functional Family Therapy (FFT).** FFT helps at-risk youth. Trained staff work with the family. This is done to address

the behavioral or emotional needs of their child. The focus is on strengthening family connections and creating positive behaviors. Its aim is to keep children in the home and school and out of the hospital or justice system. A community partner may refer a child they see as at-risk. The program is short-term.

**Mobile Crisis.** A mobile crisis team comes to you during a crisis. They will help you work through the crisis and make sure you are safe. They assist with trauma and can connect you to helpful resources where you live. This can help you stay out of the hospital.

**Community Stabilization.** These services take place in the community. They only last a short time and are meant to stabilize someone after a mental health crisis.

**23-Hour Observation.** This is a walk-in program where you can go in to be evaluated when you notice a big change in how

you feel. It's meant to help you before a crisis takes place. You can access this service 24 hours a day, 7 days a week. It takes place in a clinic-like setting where you can stay up to 23 hours.

**Residential Crisis Stabilization.** Trained staff will help you when you are experiencing a mental health or substance use crisis. The service takes place in your community at a residential crisis unit. It is meant to support you during this time and keep you out of the hospital. This service is offered 24 hours a day, 7 days a week for a short time.

**Have a question?** Our Member Services team can help. Call **1-800-279-1878 (TTY: 711)**. We're here for you 24 hours a day, 7 days a week. You can also ask to speak with your care manager about the new benefits available to you.

---

## Finding community resources with Aunt Bertha.

Finding help just got easier. Aetna Better Health of Virginia's Aunt Bertha platform is a free network made up of many programs and services. It can help connect you directly to community resources.

Type in your ZIP code to find help near you. Aunt Bertha can help you find resources like:

- Food
- Housing
- Health care services
- Work
- Financial assistance
- Utilities assistance

Try Aunt Bertha today. Just go to **Aetna-VA.AuntBertha.com**. Enter your ZIP code in the search box. Then, explore all of the resources your community has to offer.

## Sharing information is important.

Do you see a behavioral health doctor? Have you told your primary care provider (PCP)? Your PCP should know if you see a behavioral health doctor. It is important to tell your PCP about other doctors who help you with your health. Aetna Better Health of Virginia wants you to stay healthy. Your PCP may not know about a drug your behavioral health doctor prescribes. This could lead to problems with other drugs you take.

Do you need help talking with your PCP about your behavioral health care? We are here to help. You can contact our Member Services department. You can call them at **1-800-279-1878 (TTY: 711)**. They are available 24 hours a day, 7 days a week.



## Care Management: Help when you need it most.

Managing medical conditions can be overwhelming. We are here to support you. Your health care provider may refer you to Care Management. A nurse from our health information line may also refer you. Don't wait for a referral if you need help.

You can refer yourself. Your caregiver can too. Just call us at **1-800-279-1878 (TTY: 711)**. Ask for Care Management. This includes helping manage chronic conditions.

After you enroll in Care Management, you'll get a welcome letter. It will explain our services. It will also explain how we can help you. A care manager will also call you.

Our care managers can:

- Make sure you have support for mental health needs
- Help you understand your benefits

- Show you how to get specialty, behavioral health, or hospital services
- Talk with your doctors to make sure you get services you need
- Teach you about your disease or condition
- Help you locate community resources to meet your needs

Is your child moving from pediatric to adult care? We have trained professionals ready to help. We'll work with you to help get the right care for your child's needs.

Your member handbook will give you more information about Care Management. You can opt in or out anytime. We're happy to help you if you have questions. Just call **1-800-279-1878 (TTY: 711)**.



## Non-discrimination notice.

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

### Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

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

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator at:

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

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

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

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

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

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

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

---

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



**1-800-279-1878 (TTY: 711)**  
**[AetnaBetterHealth.com/Virginia](https://www.aetna.com/virginia)**

---

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

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

2021 © Coffey Communications, Inc. All rights reserved.

**[AetnaBetterHealth.com/Virginia](https://www.aetna.com/virginia)**

## Multi-language interpreter services.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**KRU:** TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-á win kwa cetiyɔ+ ne-lá, i belé-ò bi má-ò mù bò kó putu bò. Dá nɔ̀bâ nè ê nea-ò ñ-á jìè jìpolê katèh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

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

**YORUBA:** ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọ́wọ̀ ipèsè èdè ti wá ní lẹ́ fún ọ lófẹ́ẹ́, pe nọ́nbà tí ó wà lẹ́yìn káàdì ìdánimò rẹ tàbí **1-800-385-4104** (TTY: **711**).