



# Summer fun

## The basics of water safety



You're hanging out by the pool with your family on a Saturday afternoon. Do you know where your kids are?

Keeping a close eye on the kiddos is rule No. 1 around water. So there's always a need for an adult—not an older child—to supervise the fun.

And when it comes to little ones, experts say they should stay within arm's reach of you. Children can drown in a matter of minutes, even in shallow water.

Here are some more ways to help keep kids—and the whole family—safer while you're cooling off this summer:

- Don't let texting, reading or other activities pull your attention away from the kids.

- Never swim alone—no matter how experienced you are.
- Swim only where it's allowed. Use an area with a lifeguard on duty, when possible.
- Watch for and obey any warning signs posted at pools or beaches.
- Sign your kids up for swimming lessons. You should consider taking lessons too, if you're not a strong swimmer.
- Set some family rules for playing around water, such as no running or shoving.
- Avoid drinking alcohol when swimming or watching kids.
- If you get in a boat, wear a life jacket.

*Sources: American College of Emergency Physicians; American Red Cross*

**Watch for the updated 2018 Member Handbook.** You can find the updated Member Handbook in July on our website at [aetnabetterhealth.com/pa](http://aetnabetterhealth.com/pa).

## Try our secure member portal to help you manage your health

Our secure member web portal is your go-to resource for managing your health. It will help you use your Aetna Better Health of Pennsylvania benefits and services so you can get and stay healthy. Access the portal securely from your computer or smart phone.

With the portal you can:

- Access health plan benefit details
- Change your primary care provider (PCP)
- Request a new ID card
- Get personalized health information
- Access wellness tools:
  - Complete a health survey
  - Get the tips and tools you'll need to meet your health goals like quitting smoking and weight management
- Get instant access to your claims details: See the status of your claim from start to finish



- Find support: Get in touch with a nurse care manager
- Learn more about our disease management and wellness programs that will help you stay on track with your goals

 **Sign up today.** It's easy. Go to [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa), scroll to the bottom of the page and click on "Portal."

## Complete a Health Risk Assessment today!

We suggest you complete a Health Risk Assessment (HRA) in the portal and create your Personal Health Record (PHR). This can help identify areas of your health where you can focus to get or stay healthy.

Access your secure PHR created from when you complete your HRA.

You can share health information on your smart phone when at the doctor's office too.

Information you provide for the HRA is confidential.

After your HRA, the portal will:

- Show you the most important things you can do for your health—and how to take action on them


- Suggest podcasts, videos or provide articles on health topics of interest to you
- Provide the latest news on issues important to your health
- Show you resources and programs Aetna Better Health makes available to you
- Check potential drug interactions
- Find and allow you to print out recipes that are great-tasting and healthy
- Create email reminders of doctors' appointments and record them on your personalized calendar

**Complete your HRA today.** There is no cost, and it can help you live a healthier life.

## Behavioral health services

Everyone receiving Medical Assistance in Pennsylvania is automatically enrolled in the HealthChoices Behavioral Health (HC BH) program in the county of their residence. You can access behavioral health services by calling the behavioral health managed care organization (BH MCO) in your county. The number is listed in Appendix II in your Member Handbook. Call the toll-free number for the BH MCO in your county to learn more about your benefits or to get help finding a provider. They can also help you with transportation to your behavioral health services if needed.

Your PCP can also help you get the behavioral health services you need. Remember to tell your PCP if you or someone in your family has behavioral health concerns.

 **Aetna Better Health**, along with your PCP and behavioral health provider, will work to coordinate your care and help you get the benefits you need. Call Member Services at the number on the back of your member ID card, **1-866-638-1232** or PA Relay 7-1-1 if you need help.



**Did you know?** Aetna Better Health has a 24/7 Nurse Help Line just for members. Our highly trained nurses can answer any medical question. Call us anytime at the number on the back of your member ID card or call **1-866-638-1232** (PA Relay 7-1-1).

## Keep your info current so you stay covered



It's very important that Aetna Better Health has your current address and phone number. We want to make sure you get all of your Aetna Better Health mail. You may lose your coverage if you don't get important mail about your eligibility.

To change your address, phone number or family size, call your case worker at the county assistance office (CAO). There is a CAO in every county in Pennsylvania. You can find a link to a list of CAOs at [aetnabetterhealth.com/pennsylvania/become-a-member/medicaid](https://aetnabetterhealth.com/pennsylvania/become-a-member/medicaid). You can also call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay 7-1-1).





## A family guide to sunscreens



Does your idea of family fun include spending time together outdoors? Then it's important to protect the whole gang from the sun's damaging ultraviolet (UV) rays.

There's nothing cool about painful sunburns, early wrinkles or a raised risk of skin cancer. And yet that's just what too much UV exposure can bring. One way to help keep your family safe: Make sure everyone gets their sunscreen on.

Here's what you need to know to get started:

**Check the label.** When shopping for sunscreen, make sure you choose one that:

- Offers broad-spectrum protection from UVA and UVB rays.
- Has a sun protective factor (SPF) of at least 30. This dermatologist-recommended level of protection blocks 97 percent of the sun's rays.
- Is water-resistant.

**Apply sunscreen before you go outside.** It takes about 15 minutes for its protection to kick in.

**Use enough of the stuff.** Many people make the mistake of using too little sunscreen. Experts recommend using at least 1 ounce—about the amount you can hold in the palm of your hand—to cover exposed skin. This includes the face, ears, arms, hands, nose, neck and feet. Use a lip balm with sunscreen in it to protect your lips.

**Reapply at least every two hours.** But put some more on immediately after you swim or sweat excessively.

**Lather up the kids too.** Follow the label instructions when applying sunscreen to children's exposed skin. If you have a baby younger than 6 months, it's best to keep him or her in the shade to protect that sensitive skin.

You'll also want to help your family avoid getting too much sun. For instance, encourage everyone to seek a shady spot whenever possible. And before you head outside, hand out some wide-brimmed hats and sunglasses.

*Sources: American Academy of Dermatology; U.S. Food and Drug Administration*

# Follow these tips for a healthy and safe summer

Summer is the ultimate laid-back time—think flip-flops, T-shirts and kicking back in a lawn chair.

But never be casual about safety. With warm weather comes the risk for certain injuries and health problems. Some are serious enough to be life-threatening.



Keep these safety tips in mind:



**Secure home windows.** Opening windows is a good way to keep cool. But keep this in mind if children are in your home: Every year thousands of kids in the U.S. are killed or injured in falls from windows. You can't depend on screens to keep children safe. Your best choice is to install window guards or window stops—especially on bedroom windows. You can buy them online or at hardware stores. Also, try to keep furniture away from windows to discourage kids from climbing near windows.



**Make helmets a priority.** Many kids practically live on their bikes during the summer. Before yours hop on theirs, make sure they're wearing a helmet. (The same advice applies to you.) Helmets help reduce the risk of head injury and death from bicycle crashes. Other times helmets are a good idea: Horseback riding, skating and skateboarding, and batting in baseball or softball.



**Watch out for heatstroke.** As the temperature rises, so does the risk of a heat-related illness. The most serious one is heatstroke. It's a medical emergency. Signs and symptoms include a body temperature above 103 degrees; hot, red, dry or moist skin; a rapid and strong pulse; and possible unconsciousness. Call 911 if you think someone has heatstroke. Move the person to a cooler place, and try to bring their body temperature down with cool cloths or a bath. Do not give the person fluids.



**Know the signs of anaphylaxis.** This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings and medications. Signs and symptoms may include a red rash (usually itchy) with hives or welts; swelling in the throat or other areas of the body; wheezing; and trouble breathing or swallowing.

Anaphylaxis requires immediate medical attention—if possible, a shot of the drug epinephrine right away. Then get the person to an emergency department.

*Sources: American Academy of Allergy, Asthma & Immunology; Centers for Disease Control and Prevention; Safe Kids Worldwide; U.S. Consumer Product Safety Commission*



## Women: Get the screenings you need

### Cervical cancer is treatable if detected early



You don't usually think of cancer as something you can catch. But cervical cancer is nearly always caused by a virus.

Here's what happens: The human papillomavirus (HPV) is passed from person to person during sex. HPV causes cells on the cervix to change. They usually go back to normal on their own. But sometimes these cells turn into cancer.

That can take many years. In the meantime, women can protect themselves. Though there are no early symptoms of cervical cancer, these tests can find problems early:

- An HPV test checks for the virus. Your doctor may suggest this if you are over age 30.
- A Pap test checks for abnormal cells. You should begin having Pap tests at age 21. A Pap test will find cell changes in your cervix. The cervix is the lower end of your uterus. Your doctor can remove these changed cells before they have a chance to turn into cancer.

HPV and abnormal Pap test results are common. But simple treatments can kill or remove the abnormal cells. This can put a stop to cancer before it starts.



## Take care of you

Schedule your appointments to get preventive care. Your primary care provider may send you to another doctor called a specialist if you have a special health care need.

You don't need to get a referral or prior authorization to see a specialist in our network. Aetna Better Health lets you go directly to women's health specialists in the network for services such as:

- Care during pregnancy
- Breast exams
- Mammograms
- Pap tests

 Find out more at [aetnabetterhealth.com/pennsylvania/health-wellness/women-health](https://aetnabetterhealth.com/pennsylvania/health-wellness/women-health).

## Breast cancer is the most common cancer in women



As of yet, there is no sure way to prevent breast cancer. Even so, there are steps you can take to lower your risk.

- **Stay a healthy body weight.** If you're carrying extra pounds, try to shed some. There's evidence that losing weight may lower breast cancer risk.
- **Avoid alcohol.** Drinking can raise your risk of getting breast cancer. In fact, your risk goes up the more you drink.
- **Move more.** Exercise may be able to help lower your risk. Try to get 150 minutes of moderate exercise

or 75 minutes of vigorous exercise each week.

- **Know the risks of hormone therapy.** There are risks and benefits of taking hormone therapy. Talk to your doctor to learn more.

### Finding breast cancer early

Breast cancer can still develop even with the above safeguards. Regular mammograms can help find cancer in its early stages. Finding cancer early can help give you a head start on treatment.

*Sources: American Cancer Society; Centers for Disease Control and Prevention*

## Direct access to women's care

You have the right to get some services without asking your PCP or getting a prior authorization. This is called direct access.

Members have direct access and can self-refer to Aetna Better Health providers for the following covered services:

- Routine and preventive care
- Women's health care services including: gynecological and obstetrical providers
- Preventive health care
- Mammograms/breast exams
- Pap tests
- Vision exams
- Dental services (if eligible)
- First visit with a chiropractor (other visits must be authorized)
- First visit with a physical therapist (other visits must be authorized)
- Emergency care\*
- Routine family planning services\*

\*You don't need to see a network provider for self-referrals for family planning and emergency services, including post-stabilization services. Post-stabilization services means covered services related to an emergency medical condition that are provided after a member is stabilized in order to maintain the stabilized condition.

## Text4baby™

We want new and pregnant moms to sign up for Text4baby. This program can help keep you and your baby healthy. Text4baby sends three text messages to your cellphone each week with expert health tips to help you through your pregnancy and your baby's first year.

You'll learn about things like prenatal care, good nutrition, infant care and more, and you can even have appointment reminders sent to your phone. This knowledge can help you give your baby the best possible start in life.

There's no cost to sign up or to get Text4baby messages as long as you have a participating mobile phone carrier.



**Visit our website at [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa)** to sign up and to learn more about the program. Be a smart mom. Get Text4baby!





## If you get a bill or statement

You shouldn't get a bill from or have to pay a network provider for covered benefits for pre-approved services.

If your provider didn't receive payment from us on a provided covered benefit or service, he or she is **not** allowed to bill you for what we didn't pay. This is called balance billing.

Also, you don't have to pay if we don't pay a network provider for covered benefits or services.

Finally, you're not liable to pay for a provided covered benefit or service in the event that we didn't receive payment from the Department of Human Services.

If you receive a bill from a network provider, you should call the health care provider listed on the

bill and make sure they have all your insurance information. If the provider has your insurance information and you were billed or if you get a bill that you think you should not have gotten, call Member Services at the number on the back of your member ID card, **1-866-638-1232** or PA Relay 7-1-1.

You may get billed for these services:

- Services by out-of-network providers
- Services without pre-approval or prior authorization
- Services not covered under the HealthChoices benefits programs
- Co-payments that are your responsibility billed by network providers
- Co-payments and deductible amounts over the medical assistance (MA) allowable when you have other insurance

## Change of benefits



**Did you know?** If there is a change to your Aetna Better Health benefits, we will notify you in writing at least 30 days in advance of the change.

# It's OK to ask questions at your doctor visits

Often when you visit your medical provider, he or she may be typing on a computer while chatting with you. They are typing a detailed record of your visit. This is called your electronic medical record.

Your provider has been trained to:

- Make sure they understand why you are there
- Listen closely to what you tell them
- Record all the details of what you say
- Treat your condition

It might seem like your provider is not paying attention to what you are saying. Be assured, your provider is listening. It's OK to ask questions if you are not sure.

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 **Clip and save**



## Make my visit better

Fill out the form below before you visit your provider to help you make the most of your appointment.

Being prepared when you see a health care provider is important. Asking questions is your right and a good idea. Knowing what questions you want to ask ahead of time helps. Use this guide whenever you or a family member has a health care visit. You will be glad you did.

This visit is for (patient name): \_\_\_\_\_

Provider name: \_\_\_\_\_ Appointment date: \_\_\_\_\_ Appointment time: \_\_\_\_\_

Reason for visit: \_\_\_\_\_

Medications I take (remember to list medications that do not need a prescription): \_\_\_\_\_

Questions I need to ask: \_\_\_\_\_

Instructions I was given: \_\_\_\_\_

Does the provider want to see me again? \_\_\_\_\_ When? \_\_\_\_\_

Appointment date: \_\_\_\_\_ Appointment time: \_\_\_\_\_

Still need help knowing what questions to ask? Call our 24-Hour Nurse Help Line! We can help by listening and giving you ideas on what you should ask at your appointment. Our number is on the back of your member ID card, or call **1-866-638-1232** (PA Relay: 7-1-1).



## May is National Mental Health Awareness Month

What's the difference between mental health and mental illness? Many people confuse mental health with mental illness, but they're actually two different things.

Mental health is more than just no mental illness. Let's face it—life isn't perfect for anyone, and good mental health comes from knowing that we can cope with whatever life sends our way. Mental health is about the quality of our life and being able to find balance between the many parts of our lives—family, school, social life, relationships, activities, spiritual beliefs—and so on.

It's almost impossible to have perfect mental health. Life is full of ups and downs, and everyone

will face difficult and stressful situations. The cool thing is that we can all work at improving our mental health in the same way that we can change and improve our physical health. By developing strong relationships with people that can support us and learning more healthy coping skills, we can build good mental health one step at a time.

Being mentally well can also help prevent mental illness which can start to show up in the teen years or younger.

 Learn more here: [teentalk.ca/learn-about/mental-health-2](https://teentalk.ca/learn-about/mental-health-2).

## Schedule your annual well-visits and stay healthy



Getting your annual well-visits keeps you healthy. It's a great way for your provider to get to know you and spot any health problems early.

Summer is a great time to get your family's well-visits. You'll find that provider offices

aren't as busy in the summer so it's easier to get appointments.

So, schedule your annual physical or dental checkup today. It's a covered benefit. Just call your providers to get your well-visits today. You'll be glad you did.

# American Academy of Pediatrics recommends WIC participation

The American Academy of Pediatrics says that good nutrition during pregnancy and early childhood is important for a child's brain and lifelong mental health. The brain grows and changes rapidly, starting early in pregnancy and continuing until your child's third birthday. This allows your child to hear, see, think and learn as he or she grows. Good nutrition early in life may help your child do better in school and may also prevent behavior and health problems.

Eating a variety of foods and gaining the right amount of weight while pregnant will help your baby's brain grow properly. Foods with protein, zinc, iron, healthy fats and certain vitamins and minerals are especially important. Early in pregnancy, check with your doctor to see if you need a vitamin supplement.

During the first year of life, breastfeeding is the best choice to help your baby's brain develop. If you do not breastfeed, iron fortified formula can give your baby the nutrients he or she needs. At about six months old, your baby will be ready to try other foods that are also important. Ask your doctor or WIC nutritionist about how to start new foods.

The American Academy of Pediatrics recommends enrolling in the WIC Program to help you get the good nutrition that you and your baby need.

The WIC Program:

- Helps you learn about healthy eating during pregnancy
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed
- Provides breastfeeding support and breast pumps if needed
- Gives you tips and provides you answers to any concerns about feeding your infant and young child



- Screens you and your child for anemia and provides high iron foods to help prevent anemia
- Provides foods that contain protein, iron and vitamins which are important for brain development.

Source: [pediatrics.aappublications.org/content/pediatrics/early/2018/01/18/peds.2017-3716.full.pdf](https://pediatrics.aappublications.org/content/pediatrics/early/2018/01/18/peds.2017-3716.full.pdf)



To see if you are eligible for the WIC Program or to make an appointment, visit [pawic.com](https://pawic.com) or call **1-800-WIC-WINS**. This institution is an equal opportunity provider.

## We want to hear from you!

Your voice matters



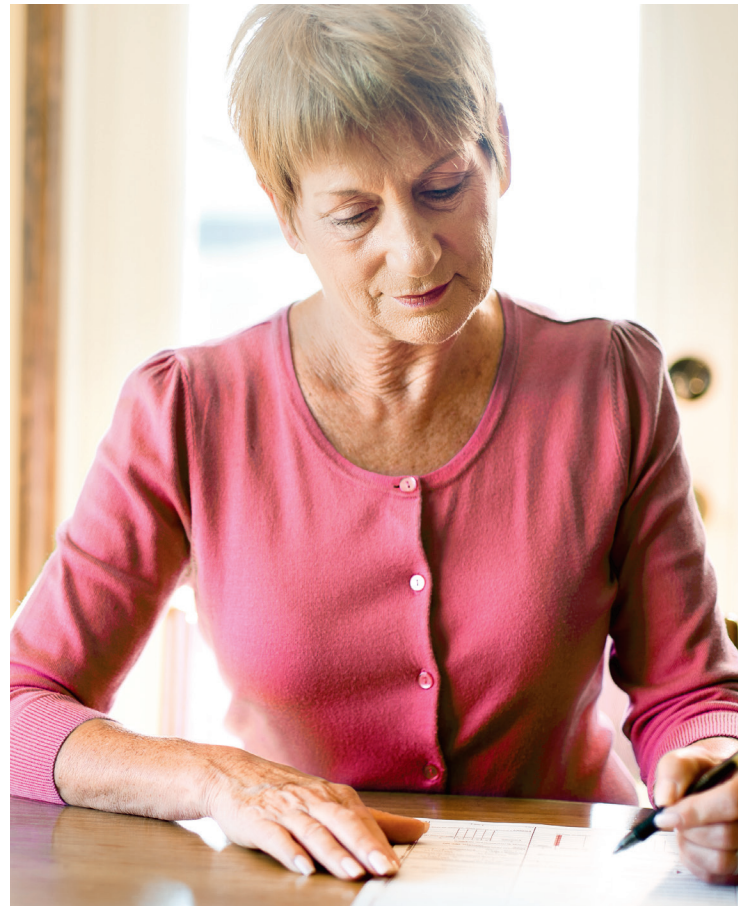
Just fill out the survey coming your way!

A survey may be coming your way in August. We're surveying some health plan members. It's about behavioral health care services received in the last year.

### Help us help you

Just fill out the survey and drop it in the mail. Your answers will let us know if your needs are being met. Your answers will help us serve you better. You may also get a phone call if you don't mail the survey. Your answers are private. Your doctors will not see your answers. Your answers will not change your benefits or services.

We look forward to your input. Thanks in advance for your help!



## Help stop fraud, waste and abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health dollars are not carefully spent. Abuse is doing something that results in needless costs.

If you think you have seen or heard of fraud, waste, or abuse happening, you have a right—and the duty—to report it. You can do so without leaving your name. Here's how:

Call the Aetna Better Health compliance hotline at **1-800-333-0119** or use the fraud and abuse form on [aetnabetterhealth.com/pa](http://aetnabetterhealth.com/pa).

## Complaint, grievance and DHS state fair hearing changes

Effective July 1, 2018

There will soon be a change in the time frames for filing complaints and grievances. You'll also see a change for deciding expedited reviews and state fair hearings.

Some complaints and all grievances will have only one level of review by Aetna Better Health of Pennsylvania. You may not request a state fair hearing until all reviews by Aetna Better Health of Pennsylvania have been completed.

The new time frames and options will be included in denial notices sent after July 1, 2018.

# Controlling your diabetes



## Nephropathy

Diabetic nephropathy is damage to your kidneys due to diabetes. The kidneys have many tiny blood vessels. The blood vessels filter waste from your blood. High blood sugar from diabetes can destroy these blood vessels. The kidneys are



not able to do the job as well when this happens. There are no symptoms in the early stages, so it's important to have your diabetes health care provider regularly check you for nephropathy.

## Screening

Your diabetes health care provider can check you by using tests that see if you have protein (albumin or microalbumin) in the urine. Finding out if you have protein in the urine is important. It will help to prevent further damage to the kidneys.

## Treatment

Keeping your blood glucose and blood pressure in control will help. Diabetic kidney disease can be prevented by keeping blood sugar in your target range. Talk to your doctor about what your target blood sugar range should be.

A mild rise in blood pressure can make nephropathy worse. Losing weight and getting regular exercise can help lower your blood pressure. Eating less salt and staying away from alcohol and tobacco can help too. Medicines may be used to lower blood pressure.

Not everyone with diabetes has kidney problems. The better a person keeps diabetes and blood pressure under control, the lower the chance of getting nephropathy.

*Sources: American Diabetes Association; WebMD*



## Contact us

at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1).



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

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## Nondiscrimination Notice

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

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

Aetna provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Aetna provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call Aetna at **1-800-385-4104** (PA Relay: **711**).

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

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

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

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Aetna and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services,  
200 Independence Avenue SW.,  
Room 509F, HHH Building,  
Washington, DC 20201,  
1-800-368-1019, 800-537-7697 (TDD).

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

## Multi-language Interpreter Services

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

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

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

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

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

### ARABIC:

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

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

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

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

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

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

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

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

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

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

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