

# Family time



Member Newsletter  
Fall 2021

Aetna Better Health® of Pennsylvania

## Download our mobile app today!

With the Aetna Better Health app, you can get on-demand access to the tools you need to stay healthy. It's easy. Just download the app to your mobile device or tablet.

### Download the app

To get the mobile app, you can download it from the Apple App Store or the Google Play Store.

It's free to download. This app is available on certain devices and operating systems.

To access any of the menu items, you will need to register.

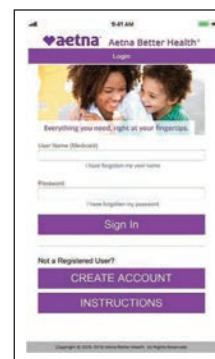
- If you have registered for the member portal on our website, you are already registered.
- If you have not, you can register through the app.

Just have your member ID card with you.



### Mobile app features

- Find a provider
- View or request your member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other member details






## Surviving cold and flu season

It's that time of year again — when everybody seems to have a sore throat, a cough or the sniffles. It can seem almost impossible to avoid getting sick yourself.

The good news? You can take steps to keep your family well. More good news? If one of you does get sick, you probably won't have to see a doctor to get well again.


### How to avoid germs

 Most people in your family should get a flu shot every year.

Besides that, one of the best ways to protect yourself against germs is by washing your hands often. Use soap to scrub your hands under warm, running water.

Try to stay away from people who are sick so you don't get their germs.


### How to feel better

 If you do get sick, it's likely you'll get better on your own. Antibiotics don't work on colds and most sore throats, and they won't help you get well.

Here are some good steps to take instead:

- Get lots of rest.
- Drink plenty of fluids.
- Avoid smoking or secondhand smoke.
- Gargle with salt water to ease a sore throat.
- Breathe in steam from a bowl of hot water or a shower.
- Use over-the-counter medicines to relieve pain or fever. (Never give aspirin to children, though.)

### When to see a doctor

 Call your doctor's office if you or your child isn't getting any better — or if you get worse.

For an infant, call your doctor if your baby isn't eating, has no tears when they cry or has a fever with a rash.

*Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration*



## It's that time again! Get your flu shot



If there's one thing you can count on from year to year, it's another flu season.

You don't want to get the flu — it's a miserable experience. And you might not have to. Getting a flu vaccine each fall can nearly cut your risk in half.

Everyone 6 months and older needs a yearly flu vaccine, the Centers for Disease Control and Prevention recommends. Getting vaccinated is even more important if you or someone you live with is at higher risk for complications from the flu.

This group includes older adults; pregnant women; young children; and people with chronic health problems, such as asthma, diabetes, heart disease or cancer.

People in high-risk groups are more vulnerable to flu complications. They may become very sick if they get the flu. Some may have to go to a hospital.

**But remember:** Almost everyone should get a new flu vaccine every year. Even healthy people can get sick and pass it on. And past vaccines won't protect you because flu viruses always change.

It takes two weeks to build immunity to the flu virus. So try to get vaccinated as soon as possible.

*Additional source: U.S. Department of Health and Human Services*



Too busy to make an appointment with your PCP to get your flu shot? Adult members 19 and older can get their no-cost flu shot at any CVS Pharmacy or many other pharmacies. Members under 19 must get their flu shot at their pediatrician's office or a Vaccination For Children (VFC) provider.

# Maternal, infant and early childhood home visiting program

Congratulations! We hear you're expecting a baby. Whether this is your first baby or you've been there before, we're here to let you know about maternity home visiting programs that are available right in your community.

Home visits can be conducted by nurses and other trained professionals during your pregnancy and can last to your child's second year of life. These professionals will conduct assessments geared toward promoting positive birth outcomes and infant and early childhood development, and they will also provide parenting education. This family-focused approach offers you concrete support and encouragement at a time when you need it most. These programs will assist you with the following:

-  Promoting health and well-being
-  Developing a plan to meet your personal and family goals
-  Parenting practices and techniques
-  Connecting with local community resources
-  Coordinating care with physicians
-  Reducing harmful health behaviors
-  Identifying pregnancy complications
-  Improving your child's physical and emotional care
-  Enhancing parent-child interactions
-  Child safety

## Here are just a few programs that could be right for you

- Nurse Family Partnership®
- Healthy Families of America®
- Parents as Teachers®
- Early Head Start
- SafeCare Augmented
- Healthy Start

There may be more local programs in your community that are not listed here.



Your care manager or community health worker can help answer your questions and get you connected and enrolled with a program that fits you best. Or you can call our Special Needs Unit at **1-855-346-9828** (PA Relay: 711) to speak with one of our case management representatives today.



## Preventive dental care is important!

Your dentist monitors the condition of your teeth and gums

A dentist can catch dental problems while they are still small and treatment is easier for you. Waiting to see the dentist until a cavity is visible or you have pain is much too late in the process.

Dental checkups every six months allow the dentist to catch problems before they can get that far. They can also give you tips to avoid dental problems, since many oral health problems are preventable.

Also, poor oral health can even be related to fatal conditions, such as heart attacks and strokes. Preventive dental checkups can help spot conditions like oral cancer. Cancer in your mouth is treatable if caught early.

Oral health issues, like bad breath and browning teeth, can affect your self-esteem and your social life. Having regular dentist visits is a good way to boost your confidence by improving your oral health.

A preventive dental visit will give you a chance to speak with your dentist, who will talk to you about the best products for dental care. Also, they will give you other help, like the right way to clean your teeth and mouth. They will also talk with you about a proper diet to follow.

## Are you up-to-date?

The year is almost over. If you have not been to the dentist this year, make an appointment today. Your dental benefits include a checkup twice a year!

If you need help finding a dentist near you, just call Member Services at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card.



## The empowered patient: Self-care through health care



When the term “self-care” entered the social media scene, it quickly became a buzzword most frequently associated with products like bath bombs and face masks. It is important to remember that self-care is so much more than just stress-relief tools: It also means advocating for your health before, during and after visits with your provider.

When you take an active role in your health, you commit to be an equal partner with your provider in all your health care decisions. When you feel empowered as a patient, you put yourself at the heart of your care so that you can benefit as much as possible.

### How can you be an empowered patient?



**Find your best-fit provider.** There are lots of ways you can begin to take a more active role in your health alongside your health care provider. The first step is to find a provider you feel comfortable with. Your health care provider should feel like a partner in your health journey so that you feel free to discuss your care openly and ask questions. You can access our provider search at any time to filter for location, gender, race, ethnicity and language spoken. You can also contact Member Services to reach a representative who is trained to help you find your best-fit provider.




**Ask questions.** Once you are connected with a provider, you should ask questions to clarify and better understand your treatment and health plan. Some examples of questions could be:

1. “What is the problem or condition that I am facing?”
2. “What do I need to do next?”
3. “Why is this important?”
4. “When do I need a follow-up screening?”



Write your questions down before your visit, on your phone or on a piece of paper you can take notes on. That will make it easier to remember questions that could slip your mind during the appointment and will help you keep track of your next visit date.

 **Ask for a referral.** You should always feel confident in your treatment and care. If you receive a new diagnosis, you may feel you want a second opinion on your diagnosis or treatment options. You can also ask your provider for a referral to a specialist who works specifically with your condition.

Taking an active role in your health care is an important part of taking care of yourself. We at Aetna Better Health are here to help.

**Member Services: Call 1-866-638-1232** (PA Relay: 711) or the number on the back of your ID card.

**Provider search: Go to [AetnaBetterHealth.com/pennsylvania/find-provider](https://www.aetna.com/pennsylvania/find-provider).**



## Be prepared with an advance directive

Staying healthy is a goal we all want. However, sometimes things happen all of a sudden. It's always good to prepare for things we don't expect.

Advance directives help you be prepared. Advance directives are instructions about your medical care if you are not able to make those decisions. An advance directive becomes your voice when you can't say what you want or speak for yourself. Advance directives can also say who makes medical decisions for you when you can't.

**There are two kinds of advance directives:**

- **A living will** is a document that says what medical care you want or don't want. It is used in the event that you are not able to speak for yourself.
- **A health care power of attorney** is a legal document that says who can make medical decisions for you. It is also used when you are not able to speak for yourself.



For more information about advance directives, visit our website: **[AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/Pennsylvania)**.



## Lead poisoning: What parents need to know

Lead used to be all around us — and it is still in a lot of things. It can be in old paint, water pipes and even the soil. That's a problem because when children swallow lead, it can harm their brains.

Now there are laws designed to help keep lead out of people's homes. If you live in an older building, however, your child might still be exposed. As a parent, there's plenty you can do to lower the risk of lead poisoning. For instance:

**Find out if your home has been tested.** Talk with your local health department about getting your home tested for lead if it was built before 1978. That's when lead in paint was banned. If you rent, ask your landlord about lead, ideally before you sign a lease.

**Reduce lead in the water.** If you haven't used the tap in more than six hours, run the water for several minutes before using it. Use cold water for making baby formula, drinking and cooking. Hot water contains more lead from aging pipes.

**Clean older homes often.** Use a wet mop or rag to dust floors and windowsills. This helps keep lead dust from spreading.

**Keep kids away from peeling paint.** Cover it with duct tape or contact paper until it can be safely removed.

**Renovate carefully.** Repairs that aren't done the right way can create lead dust. Make sure the contractor is certified by the Environmental Protection Agency.

**Watch where your child plays.** If you live near older homes, there might be lead in the soil. Kids shouldn't play in that dirt.



### Should your child be tested?

A blood test is the only way to know if a child has lead poisoning. If there's any chance your kids have come into contact with lead, ask your doctor if it's time for a test.

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



## Abuse during pregnancy: Find help

Domestic violence can happen during pregnancy. The abuse is not always physical. There are many types of abuse. Some things abusers may do during pregnancy are:

- Make survivors miss checkups.
- Cancel insurance.
- Keep survivors away from family and friends.
- Refuse to buy items for the baby.
- Insult a survivor's changing body.


Domestic violence survivors may be afraid to talk about what is going on. Pregnant survivors may worry about being judged. They may be afraid their abuser will find out they have been talking about it. Survivors are the experts in their safety. Their decisions should be respected.

### Resources that may be able to help pregnant survivors are:

- Domestic violence programs have information about resources. They might be able to help with health care needs. They can discuss housing options. They can talk about safe next steps.
- Pregnant people can call the Healthy Baby Helpline. New parents can also call for support. The phone number is **1-800-986-2229**.
- "Presumptive Eligibility" is a program about health insurance. It can help pregnant people get health care. Pennsylvania's Consumer Service Center for Health Care Coverage has information about this program. Their phone number is **1-866-550-4355**. Local county assistance offices may also be able to help.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential:

**PCADV.org/Find-Help/Find-Your-Local-Domestic-Violence-Program.**

 Contact the National Domestic Violence Helpline at **1-800-799-SAFE (1-800-799-7233)** or, to chat, at **thehotline.org**.





## Everyone has a role in preventing suicide



In recognizing Suicide Prevention Month, we can work to reduce the stigma around suicide, suicide attempts and mental health challenges. We can reinforce the message that help is available.

The following guide offers a broad range of suicide prevention resources and strategies for individuals, families, organizations and communities.

### Facing the crisis

#### Resources for service members and veterans.

Veterans are 1.5 times more likely to die by suicide than Americans who never served in the military, and the risk factor for female veterans is even higher: 2.2 times.

Are you a veteran in crisis, or are you concerned about a veteran in crisis? Here's how to connect with the Veterans Crisis Line:


- Call **1-800-273-8255**, then **press 1**.
- Send a text to **83825**.
- Chat with someone online at **VeteransCrisisLine.net/Get-Help/Chat**.
- Connect with the Veterans Crisis Line online at **VeteransCrisisLine.net**.

#### Pennsylvania resources:

- Jana Marie Foundation — **JanaMarieFoundation.org**
- Aavidum — **Aavidum.com**
- Prevent Suicide PA — **PreventSuicidePA.org/Trainings**
- Pennsylvania Network for Student Assistance Services — **PNSAS.org**
- Services for Teens at Risk (STAR) Center — **StarCenter.Pitt.edu**



## Crisis help

 If you or someone you know is in crisis, please reach out for help.

- **911:** If there is an immediate risk of endangering oneself or others, call **911**. Inform the operator that you are calling about a mental health crisis.
- National Suicide Prevention Lifeline: **1-800-273-8255** (español: **1-888-628-9454**). If you or someone you care about is experiencing thoughts of suicide, please call the Lifeline.
- Crisis Text Line: Text PA to **741741** to start the conversation 24/7.
- PA Crisis Hotlines: Find a crisis line in your county.
- The Trevor Project (LGBTQ): Call **1-866-488-7386**.
- Trans Lifeline: Call **1-877-565-8860**.

### National resources:

- American Association of Suicidology — **Suicidology.org**
- American Foundation for Suicide Prevention — **AFSP.org**
- Suicide Prevention Resource Center — **SPRC.org**

### Additional commonwealth resources

- **Suicide Prevention Task Force** — **DHS.PA.gov/Services/Assistance/Pages/Suicide-Prevention.aspx**. The Wolf Administration designated a panel, made up of several state agencies, members of the General Assembly and Prevent Suicide PA, who engaged members of the public, stakeholders, county task forces, individuals and families who were affected by suicide to develop Pennsylvania's statewide suicide prevention plan (**dhs.pa.gov/Services/Mental-Health-In-PA/Documents/PA%20Statewide%20Suicide%20Prevention%20Plan.pdf**) — a four-year strategy to reduce suicide in Pennsylvania and to fight

the stigma associated with suicide, suicide attempts and mental health issues.

- **Gov. Wolf's Special Council on Gun Violence** — **pccd.pa.gov/criminaljustice/GunViolence/Pages/default.aspx**. An Executive Order also created an 18-member special council within Pennsylvania Commission on Crime and Delinquency charged with identifying recommendations (**pccd.pa.gov/criminaljustice/GunViolence/Documents/Special%20Council%20on%20Gun%20Violence%20Report%20of%20Findings%20Recommendations%20%20Action%20Steps%20-%20March%202020.pdf**) to reduce incidents of gun violence within the Commonwealth.
- **Reach Out PA** — **governor.pa.gov/reach-out-pa-feedback-form**. Your Mental Health Matters, an anti-stigma campaign.





## Ready, set, go get your mammogram!

Your mammogram may not be something you look forward to, but it's well worth your time. Regular mammograms can find breast cancer early, when it's often easier to treat. It's a covered benefit!

Knowing how to prepare for your appointment can help things go a little more smoothly. Here are some tips to keep in mind when you schedule your test:

**Choose wisely.** Pick a clinic that specializes in mammograms. You can also ask your doctor, family or friends for recommendations.

**Try to visit the same place every year.** It can be helpful to compare your new results to your past ones. If you need to change clinics, ask the old clinic to forward your records.

**Wear a shirt and pants, instead of a dress.** Then you will only need to remove the top half of your clothing.

**Don't wear deodorant.** It can affect your test results.

**Speak up.** Be sure to discuss any recent changes or problems in your breasts. And if the test gets uncomfortable, tell your technician.

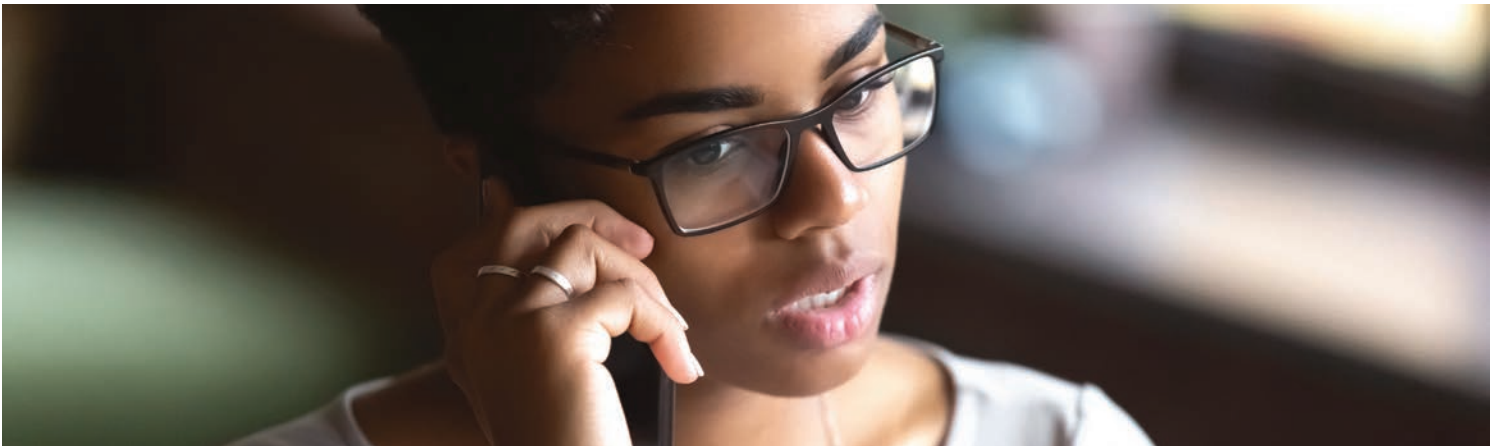
**Don't worry.** The whole test should only take about 20 minutes. And your breasts will only be compressed for a few seconds at a time.

**Check on your results.** After a mammogram, your doctor should contact you with the results, even if they are normal. But if you don't hear back, call and check. If there are any suspicious areas on your x-rays, you may need further testing.



Need help finding a clinic near you? Call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711) for help.

*Sources: American Cancer Society; American College of Radiology*



## Complaints and grievances

We take member complaints and grievances very seriously

We want you to be happy with services you get from us and our providers. If you're not happy, we want you to let us know. Filing a complaint or grievance will not affect your health care services or Medicaid eligibility. We want to know what is wrong so we can make our services better.

### How to file a complaint

If you have a complaint, please contact us. If you want a member advocate, we'll help. You can file a grievance by:

- Calling us toll-free at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card
- Asking and giving permission for your provider to file a grievance for you
- Writing to us at:

Aetna Better Health of Pennsylvania  
Complaint and Grievance Department  
PO Box 81139, 5801 Postal Road  
Cleveland, OH 44181  
Fax number: **860-754-1757**

### How to file a grievance

We must approve many services ahead of time in order to pay for them. If we decide not to pay for a service, we'll write to you and tell you why. We'll send you a "Notice of Action" letter if we:

- Decide not to approve a request for a service
- Approve only part of a request for a service

The "Notice of Action" letter will tell you the reasons. If you don't agree with it, you can file a grievance. You must send your appeal to us in writing. You can call us first at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711). However, you must follow up by sending your grievance in writing within 60 days.

You can write to us at:

Aetna Better Health of Pennsylvania  
Attn: Complaint and Grievance Department  
PO Box 81139, 5801 Postal Road  
Cleveland, OH 44181  
Fax number: **860-754-1757**

## Our complaints, grievances and appeals address has changed

Effective October 1, 2021, our complaints, grievances and appeals address changed to:

Aetna Better Health of Pennsylvania  
Attn: Complaints, Grievances and Appeals Department  
PO Box 81139, 5801 Postal Road  
Cleveland, OH 44181



## Teens and vaping: What parents should know

Is your teen smoking electronic cigarettes?

It isn't always easy to tell. For one thing, they may refer to it by words you might not recognize, like *vaping*, *Juuling*, *e-juice* and *dripping*. The e-cig devices are also made to look like everyday items. A device might disguise itself as a pen, a car key fob or a flash drive.

But there are a lot of reasons why you should know whether your teen is smoking e-cigs, or vaping. Most e-cigs contain nicotine, the addictive chemical that hooks smokers on regular cigarettes. That means e-cigs are addictive too.

And nicotine isn't a benign drug. It's particularly harmful for young people. That's because the human brain continues to develop until about age 25. Using nicotine at younger ages can harm a still-growing brain.

### How do e-cigs work?

E-cigs turn liquids (e-juice) into an aerosolized vapor that users inhale. The vapor is made when the liquid comes in contact with small heated coils within the device. (Sometimes kids forgo vaping through the mouthpiece and drip the liquid directly onto a heated coil. This is called dripping.)

E-cigarette liquids come in a variety of flavors that appeal to kids. Those include fruit, candy,

coffee and chocolate. In addition to nicotine, they might also contain:

- Antifreeze
- Diethylene glycol
- Carcinogens like nitrosamines

One of the so-called benefits of vaping is that it isn't as harmful as smoking regular cigarettes. That may be true. E-cigs haven't been around long enough to study their long-term effects. But less toxic doesn't mean nontoxic.

Another hyped benefit of vaping is that it can be used to help adult smokers quit cigarettes. But the evidence for that is unclear. Moreover, teens who vape may be more likely to smoke traditional cigarettes in the future.

### Be a role model

Talk to your teen about the dangers of vaping. Be a good role model by not vaping or smoking yourself.

You can find more information about the risks of vaping by visiting [CDC.gov/E-Cigarettes](https://www.cdc.gov/E-Cigarettes).

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



## Your privacy matters

We understand the importance of keeping your personal health information (PHI) secure and private. We are required by law to provide you with the Notice of Privacy Practices. This notice tells you of your rights about the privacy of your PHI. It tells you how we may use and share your personal information. You can request a copy at any time.

Both Aetna Better Health and your providers make sure that all member records are kept safe and private. You can access our privacy policy at [AetnaBetterHealth.com/Pennsylvania/privacy-policy](https://www.aetna.com/betterhealth/pennsylvania/privacy-policy).

You'll find a link to information on our privacy practices at the bottom of the home page. If you have any questions, Member Services can help. Just call the phone number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



**Did you know?** Flu and COVID-19 are two different viruses. Getting both vaccines is recommended.



**Contact us** at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

This member newsletter is published as a community service for the friends and members of Aetna Better Health, 1425 Union Meeting Road, Blue Bell, PA 19422. This newsletter contains 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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## Member rights and responsibilities

We strive to treat you with respect and dignity. We do not discriminate against members based on age, race, sex, religion, national origin or any other reason that's against the law. Our providers must also follow the same standards.

You have certain rights and responsibilities as well. Knowing them helps you get the covered services you need. You'll find your rights and responsibilities listed in your Member Handbook and on our website, [AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/betterhealth/pennsylvania). Click on "Member Information." Then click on "Rights & Responsibilities." If you have any questions or would like a copy of your rights and responsibilities, call us at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card.

## 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  
P.O. Box 81139  
5801 Postal Road  
Cleveland, OH 44181  
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 निःशुल्क 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: ព្រះចៅ:** 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: ဝရပြုရန် -** 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 দিয়ে দেখুন:** আপনি যদি বাংলা বলেন, আপনার জনস্ব-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**).

PA-17-10-09