

Family time



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](https://www.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 **1-855-652-8249 (TTY: 711)**.

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



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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 CCC Plus 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**.

Want to learn more about dental coverage? Check out these resources on the Department of Medical Assistance Services' website. Visit **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:

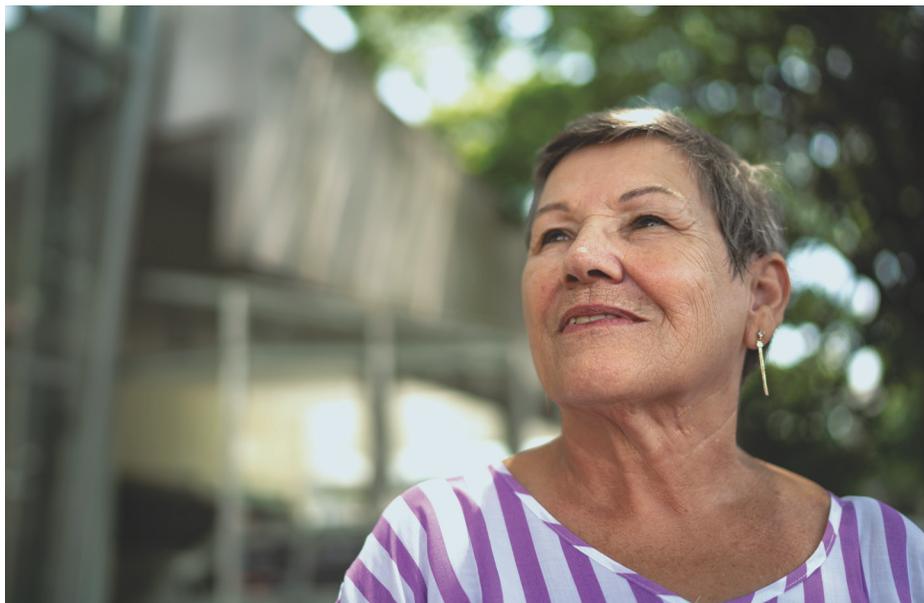
- Change your doctor
- Update your contact information
- Find forms or get new member ID cards
- View your personal health history
- Track your health goals
- See the status of your claim

To join our member portal, visit our website. Go to **AetnaBetterHealth.com/Virginia**. 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 **1-855-652-8249 (TTY: 711)**.



Your Care Coordinator.

As part of Aetna Better Health of Virginia, you have a dedicated Care Coordinator. They can help you understand your covered services. They can also help you understand how to access these services. Your Care Coordinator will also help you to work with your doctor and other health care professionals. These include nurses and physical therapists. Your Care Coordinator will work to provide a health risk assessment. Then, they will develop a care plan. This care plan considers your needs and preferences.

Your Care Coordinator can:

- Answer questions about your health care
- Help with scheduling appointments
- Answer questions about getting the services you need
- Assist with arranging transportation to your appointments

How to contact your Care Coordinator

You can reach your Care Coordinator via phone. Just call **1-855-652-8249 (TTY: 711)**. This call is free.

They are available Monday through Friday, 8 AM to 5 PM.

We have free interpreter services for people who do not speak English. Just call **711**. This call is free. They are available Monday through Friday, 8 AM to 5 PM.

Access clinical staff 24/7

If you need a nurse after business hours, call **1-855-652-8249 (TTY: 711)**. You will be connected to our 24/7 Nurse Line.

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.

Here are some of the basic benefits we cover:

- Preventive and regular medical care
- Adult dental
- Addiction and recovery treatment services
- Care coordination services
- X-rays
- Durable medical equipment and supplies
- Emergency and urgent care
- Eye exams and glasses for children
- Family planning services

- Health care for children, including checkups, shots and screenings
- Hospital and home health services
- Interpreter and translation services
- Maternity and high-risk pregnancy care
- Medical transportation services
- Physical, occupational, and speech therapies and audiology services
- Prescription medicines and over-the-counter medications (when prescribed by doctors)
- Women's health services
- Behavioral health services, counseling and 24/7 crisis line
- 24/7 Nurse Line

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

- Adult vision
- Adult hearing
- Personal care attendant
- Diabetes care
- Wellness rewards
- Home-delivered meals
- Weight management program
- Memory care
- Virtual wellness centers
- Community Health Workers
- Expanded respite
- Free smartphone with free unlimited minutes and texts plus 10 GB of data monthly

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](https://www.aetna.com/betterhealth/virginia)**. Select "For Members." Then, select "CCC Plus." Under the drop-down, select "Handbook."

If you have a question, call Member Services. Their number is **1-855-652-8249 (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](https://www.aetna.com/betterhealth/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

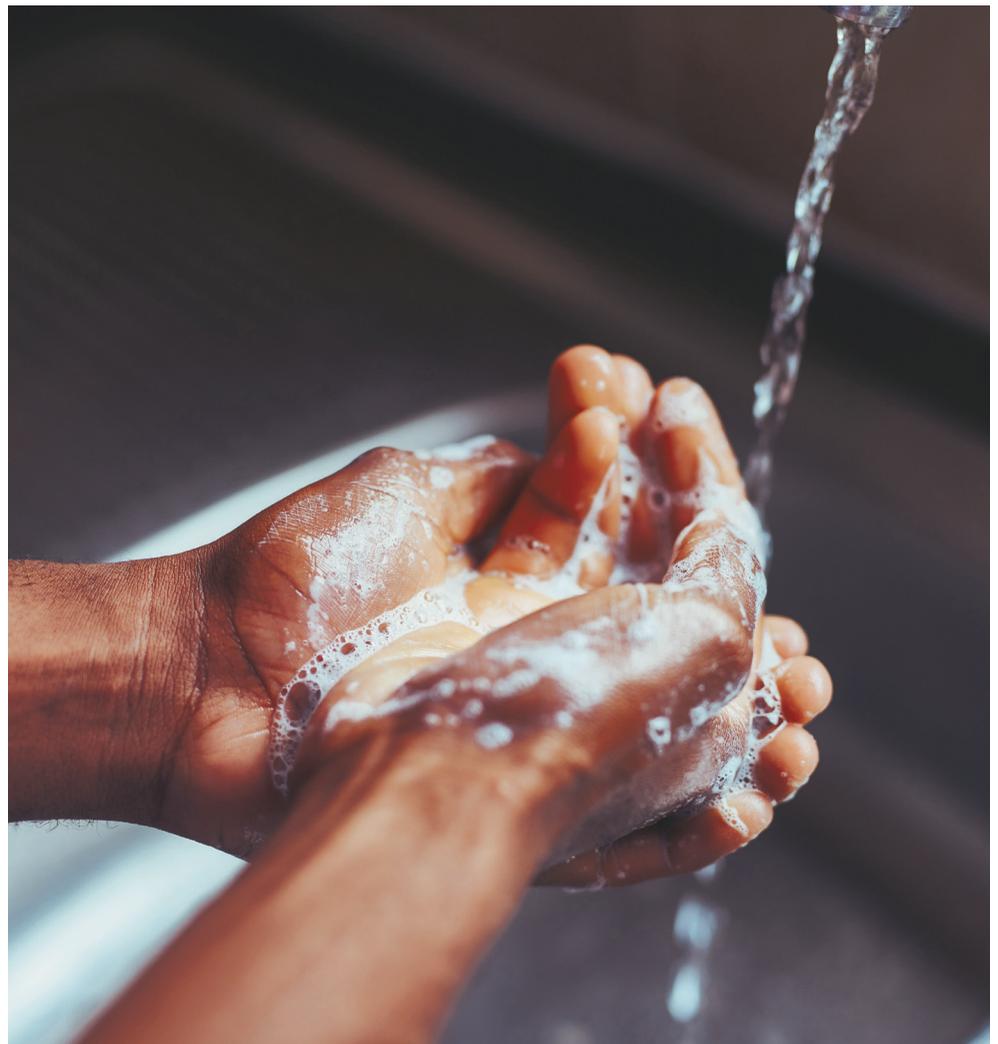
People infected with the flu might be able to infect others, starting one day before they feel the flu coming on. They can infect others up to five to seven days after getting sick. That means you might be able to spread the flu to others before you even know you are sick!

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 as 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 **1-855-652-8249 (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
- Caregiver support
- 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.

Stay up-to-date on important news related to COVID-19.

Visit [AetnaBetterHealth.com/Virginia/Members](https://www.aetna.com/betterhealth/virginia/members).

Remember: There is no cost for you to receive the vaccine. It is available to all members 12 years and older.

Here you will find:

- A special video we created addressing vaccine hesitancy

- Answers to frequently asked questions
- Important phone numbers
- Updates related to your benefits during the COVID-19 pandemic and how to get care during this time, including virtual visits with your doctor

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 **1-855-652-8249 (TTY: 711)**. They are available 24 hours a day, 7 days a week.

Taking care of your behavioral health during times of uncertainty.

Your physical health is important to us. So is your behavioral health. Behavioral health includes mental health treatment and substance use services for you or your child.

Many behavioral health providers offer telehealth services.

Telehealth is a visit with your doctor by phone or by video. These visits are covered. Call your health care provider to see what telehealth services they offer.

We offer a 24/7 behavioral health crisis hotline. The number is **1-855-652-8249 (TTY: 711)**.

We've also partnered with Mental Health America of Virginia (MHAV) and AliveRVA. You can call and talk with people over the phone who can tell you about their own experiences with mental health and/or substance use challenges. They can tell you how they recovered.

You can call AliveRVA at **1-833-473-3782** between 8 AM and 12 AM, 7 days a week, 365 days a year.

You can also call MHAV at **1-866-400-6428**, Monday through Friday, 9 AM to 9 PM, and Saturday or Sunday, 5 to 9 PM, 365 days a year.



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
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Richmond, VA 23233-1458

1-855-652-8249 (TTY: 711)
AetnaBetterHealth.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.

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AetnaBetterHealth.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። በአርስቦ አይዲ 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 आपको 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।

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 নি: 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 JIE BÒ: ε yemâ wlu beè ñ a po Klào Win, neé â-á win kwa cetıyo+ ne-la, i bele-ò bi ma-ò mü bò ko putu bò. Da nõbâ ne ε nea-ò ñ-a ji è jipolê kateh je na kpòh, maa **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị 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 olùrànlọwọ ìpèsè èdè tí wá ní lẹ fún ọ lọfẹẹ, pe nọnbà tí ó wà lẹyìn káàdì ìdánimọ rẹ tàbí **1-800-385-4104** (TTY: **711**).

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