



Finding joy



[AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois)

Aetna Better HealthSM Premier Plan

Washing your hands thoroughly helps prevent infections.

Shaking hands. Lending a hand. Holding hands. Our hands are just right for all kinds of wholesome activities. Unfortunately, they're also very good at spreading germs. That's why proper handwashing is so important, especially with diseases like COVID-19 around.

In addition to other preventive measures — like avoiding contact with people who are sick, disinfecting surfaces and not touching your face — the Centers for Disease Control and Prevention recommends that people wash their hands often to help stop the spread

of respiratory diseases such as COVID-19.

Kill more germs — wash your hands the right way

Washing your hands the right way involves more than a small dab of soap and a quick rinse under the faucet.

Here's how to do it right:

- Get your hands wet and soapy. Use clean, running water — either cold or warm.
- Rub hands together and scrub every surface. Don't forget the backs of your hands, between your fingers and under your nails.

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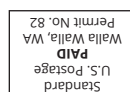
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Aetna Better HealthSM Premier Plan
3200 Highland Ave.
Downers Grove, IL 60515

Why you need a flu vaccination.

We hope you're having a wonderful summer! Since fall will be here soon, we want you to be prepared for the start of cold and flu season.

Influenza, which is often called the "flu," describes several contagious flu viruses that are spread by air droplets. That means that the flu is spread from one person to another through the respiratory droplets of an infected person. This can happen through sneezing, coughing, or touching the mouth and nose with contaminated hands. The flu viruses are more commonly spread during the fall and winter months, although it is possible to get the flu any time of year. Flu symptoms can include fever, body aches, runny nose, cough and sore throat.

But the flu is more than just a common cold. According to the Centers for Disease Control and Prevention, people over 65 are at an increased risk of developing serious complications from the flu. This is true because, as we age, our immune system weakens. Additionally, the flu can worsen symptoms of chronic conditions, including diabetes, heart disease, breathing problems or kidney disease, to name a few. For people with chronic conditions, getting the flu can even result in the need for hospitalization.



The best way to protect yourself from the flu is to get a flu shot as early as possible in the cold and flu season. Aetna Better Health Premier Plan covers the flu vaccination, and you can get it at your local pharmacy or primary care provider. If you need help locating a place to get your flu shot, please call Member Services or talk to your case manager.

Washing your hands thoroughly helps prevent infections.

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- Continue rubbing for at least 20 seconds and then rinse with running water.
- Dry off with a clean towel or, if none is available, just let your hands air-dry.

Practice proper handwashing often. It's especially important to wash before, during and after handling food and before

and after caring for someone who is sick or injured.

Also, wash up after blowing your nose, coughing or sneezing; using the toilet or changing a diaper; handling an animal, pet food or animal waste; or touching garbage.

If there's no soap or water, it's OK to use an alcohol-based

hand sanitizer. Be sure it contains at least 60% alcohol.

Sanitizers have limitations, though. They won't kill all the germs, and they may not be as effective when hands are visibly dirty. So when you have the option, choose soap and water.

Managing chronic conditions.

Many Americans are affected by many chronic conditions. Two of the most common are diabetes and hypertension. The best treatment for these conditions is to keep them well-managed by following your doctor's and case manager's recommendations.

Hypertension

If you have high blood pressure, keeping it well under control is important to prevent other serious health conditions, such as heart attack, stroke and/or kidney disease. Having your blood pressure under control is the first step in preventing serious complications.

Good blood pressure control for most people is less than 140/90 mm Hg. Your provider can recommend ways to help you achieve your ideal blood pressure. Some other things your doctor might talk to you about to control your blood pressure are:

- Make and keep regular scheduled appointments.
- Take prescribed medication as directed.
- Shop for more fresh fruit, vegetables, and whole grains and fewer prepared foods which have high sodium, cholesterol, saturated fat, and trans fat.
- Light exercise.
- Meditation.

Diabetes management

Keeping diabetes under control also helps prevent serious health complications. Some of these complications include: vision changes, which can include blindness; kidney disease; stroke; and blood flow issues that can lead to amputations and development of wounds that take a long time to heal.

Monitoring your blood sugar is an important part of managing diabetes, as well as taking any medication your provider prescribed on a routine basis. Some other things your provider might talk to you about to control your diabetes are:

- Make and keep regular scheduled appointments.
- Take prescribed medication as directed.
- Eat provider-recommended foods, also known as recommended diet.
- Light exercise.
- If you smoke, quit smoking.

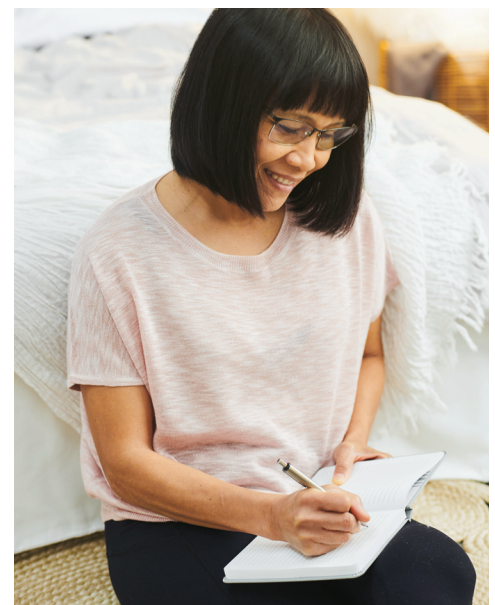
Medication adherence

Taking your medications on a regular basis is a very important part of taking control of your medical condition. Talk to your provider or pharmacist about all the medications you are taking.

- Take medication as directed by your physician.
- Know all the medications you currently are taking.

- Learn the side effects of medications you are taking and report side effects to your physician.
- Never stop medications on your own.
- Make a schedule and set up a system to remind yourself to take your medication regularly.
- Talk with your doctor about mail order, which will help you stay on track with your refills so you never have to miss a dose of your medication.

To learn more about how we can help you with your healthcare, call Member Services at **1-866-600-2139** (toll-free), 24 hours a day, 7 days a week, TTY Relay Illinois **711**. You can also visit our website at **AetnaBetterHealth.com/Illinois** to find information about programs that will help you stay healthy.



Using telehealth services during the COVID-19 pandemic.

Your health is important! As we continue to practice social distancing, you have options to get medical care. Telehealth is available to you so that you can safely meet with your provider. This is especially important because telehealth services protect you from spreading or possibly getting COVID-19.

What is telehealth?

Telehealth visits are a safe way to meet with your provider virtually without going into the provider's office. This means that you can talk with your provider live on the telephone or through video chat without leaving your home. Visits are convenient and private.

Do I have to pay for telehealth services?

No, until further notice this service is available to Aetna Better Health members at no cost.

What services are available through telehealth?

If you have a health need or concern, you can contact your provider to see what services they offer for telehealth. Examples of some of the types of telehealth services are:

- Schedule a routine wellness visit or a sick visit
- Schedule a follow-up appointment
- Discuss your diabetes care plan
- Mental health services

Who can I call for more information about telehealth?

You can contact your provider's office to ask if they provide these services. Or you can contact Teladoc at **1-855-TELADOC (1-855-835-2362)** or visit **Member.Teladoc.com/Aetna**. It is available 24/7 at your convenience.

For more information, you can also contact your Aetna Better Health care manager or Member Services at **1-866-600-2139**.



Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ smartphone.

We know how important it is to stay connected to healthcare, jobs, emergency services

and family. That's why Aetna Better Health Premier Plan is partnering with Assurance Wireless Lifeline service.

Each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited texts
- Voice minutes

Plus an Android smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more, visit **AetnaBetterHealth.com/Illinois**.



Try our Member Incentive Program.

You may be eligible to receive a \$25 deposit to your reloadable gift card for the completion of the following preventive screenings or services in 2020:

- If you complete an annual wellness visit with your provider
- If you have diabetes and complete a dilated retinal eye exam (also known as diabetic eye exam), have your Hemoglobin A1c test done at least once during the year and screen for kidney complications at least once a year through a simple urine test (all three are required to be completed to be eligible for the \$25 incentive)
- If you are a female between the ages of 50 to 74 years of age and complete a screening mammogram

- If you are a member between the ages of 50 to 75 years of age and complete a colorectal cancer screening

The first time we get a claim for one of the above services, you will receive a \$25 gift card if you have not received one in 2020. For members that have received them in 2019, we will reload the incentive amount of \$25 for each qualified service to that card. Do not throw away your gift cards. You can always check the balance of your card by calling the number on the back.

If you are unsure what incentives you are eligible for, you can contact your Care Manager or Member Services at **1-866-600-2139 (TTY: 711)**.

How national coverage decisions affect your plan.

The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois). Then go to: For Members > Aetna Better Health Premier Plan (Medicare-Medicaid) > Member Benefits.

You can also visit [CMS.gov](https://www.cms.gov) for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box.

You can also contact your care manager or Member Services at **1-866-600-2139 (TTY/TDD: 711)**.

Understanding your pharmacy benefits.

Aetna Better Health Premier Plan's List of Covered Drugs ("the Drug List" or the formulary) tells you which prescription drugs and over-the-counter drugs and items are covered by Aetna Better Health Premier Plan at participating network pharmacies. A pharmacy is in our network if we have an agreement with them to work with us and provide you services.

The Drug List and list of participating pharmacies are posted on the plan's website at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois). The Drug List is updated monthly throughout the year, and you can find when it was updated on the front cover. Changes to the plan's Drug List are also posted on the plan's website.

Visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois) for the updated Drug List and latest Member Handbook. For a printed copy of anything on our website, call Member Services toll-free at **1-866-600-2139 (TTY: 711)**.

The Drug List will tell you if there are any special rules or restrictions on any drugs covered by Aetna Better Health Premier Plan. The rules or restrictions are listed under "Necessary actions, restrictions, or limits on use." In these cases, you or your doctor or other prescriber must ask the plan to cover a drug by submitting

required medical information before the plan will pay for the requested drug.

Types of rules or limits:

- **Prior approval (or prior authorization).** You or your doctor or other prescriber must ask for approval from Aetna Better Health Premier Plan by submitting required medical information before you fill your prescription. Aetna Better Health Premier Plan may not cover the drug if you do not get approval.
- **Quantity limits.** Sometimes Aetna Better Health Premier Plan limits the amount of a drug you can get. You or your doctor or other prescriber must get approval from Aetna Better Health Premier Plan by submitting required medical information for you to get a higher quantity. Aetna Better Health Premier Plan may not cover the drug if you do not get approval.
- **Step therapy.** This means you will have to try drugs in a certain order for your medical condition. You might have to try one drug before we will cover another drug, or if your doctor thinks the first drug doesn't work for you, then you or your doctor or other prescriber must ask for approval from Aetna Better Health Premier Plan by submitting required medical information before you fill your prescription.



• **If a medication is not on the Drug List (called Formulary Exception).** You or your doctor or other prescriber must get approval from Aetna Better Health Premier Plan by submitting required medical information before you fill your prescription. Aetna Better Health Premier Plan may not cover the drug if you do not get approval.

To ask for approval of drugs with special rules or restrictions, call Member Services at **1-866-600-2139 (TTY: 711)**. A Member Services representative will work with you and your provider to help you ask for a drug with special rules or restrictions or for a drug that is not listed on the Drug List.

As an Aetna Better Health Premier Plan member, you have no copays for prescription and OTC drugs if you follow

Aetna Better Health Premier Plan's rules and fill the drug at a participating pharmacy.

Tiers are groups of drugs on our Drug List.

- Tier 1 drugs are Medicare Part D prescription brand name and generic drugs.
- Tier 2 drugs are Medicare Part D prescription brand name and generic drugs.
- Tier 3 drugs are non-Medicare Part D prescription and over-the-counter drugs.



Take action for good dental health.

Good dental health involves taking good care of our teeth and gums, and it is especially important as we age or when we have other health conditions. This is because millions of bacteria live in our mouths. While much of these bacteria won't hurt us, some can lead to disease if it enters our lungs and stomachs through our mouth.

People who have a lowered ability to fight infection, due to chronic diseases like diabetes or HIV, have a more difficult time fighting off dangerous bacteria. Additionally, saliva, or "spit," which helps to reduce bacteria in the mouth, may be reduced by some medications. Poor dental health can also lead to heart and lung disease and even affect joint implants such as those placed during hip and knee replacements.

Follow these steps to keep your mouth healthy!

- Brush twice per day.
- Brush again after eating, or use mouthwash.
- Floss daily.
- See your dentist twice per year.

Your plan has comprehensive dental coverage. Make an appointment today to have the covered preventive dental services, including:

- One exam every six months
- One cleaning every six months
- One fluoride treatment every six months
- One set of dental x-rays every six months

Contact Member Services at **1-866-600-2139** for help finding a dentist.

Annual Behavioral Health Member Satisfaction Survey.

We are looking for your feedback. Each year, Aetna Better Health of Illinois randomly selects members who have used behavioral health services to participate in our Behavioral Health Member Satisfaction Survey. The purpose of this survey is to get your feedback on your experience with behavioral healthcare services.

If you receive a survey in the mail or via telephone, we ask that you set aside a few minutes to complete the survey. The survey

is completely anonymous. We are waiting to hear from you, and we look forward to learning what areas of behavioral healthcare we need to improve.

If you have questions about the survey, feel free to contact Member Services toll-free at **1-866-600-2139 (TTY/TDD: 711)**. We sincerely appreciate you taking the time to let us know how we are doing.



Help us fight fraud.

Is your doctor billing for services that were not performed? Is your homemaker billing for more hours than they are actually working? Is someone else using your name to receive medical services?

Each year billions of dollars are lost to healthcare fraud.

Help us fight back

You can report suspected fraud or abuse directly to Aetna Better Health of Illinois in the following ways:

- Call Aetna Better Health of Illinois' Fraud, Waste and Abuse Hotline at **1-866-670-6885**. All calls are anonymous.
- Call the Special Investigations Unit (SIU) at **1-800-338-6361** if you have questions or to report fraud.

- Use the fraud and abuse reporting form on the Aetna Better Health of Illinois website: **AetnaBetterHealth.com/Illinois**.

You will see a link to "Fraud & Abuse" at the top of the page.

Do you have medications you need to dispose of?

Join Aetna Better Health of Illinois and the U.S. Drug Enforcement Administration (DEA) with our fight against prescription drugs finding their way into the wrong hands.

Note: Even if you provide your contact information, your identity will be confidential.

We can make a difference if we work together. Keep prescription drugs safe. Clean them out and help us take them back! Visit **TakeBackDay.DEA.gov** or **Safe.Pharmacy/Drug-Disposal** for a collection site near you.

Need help?

Check out the following information in your Member Handbook and on our website at **AetnaBetterHealth.com/Illinois**:

- Benefits and services included in your health plan as well as those not covered
- Pharmaceutical management procedures
- Copayments
- Benefit restrictions outside Aetna's service area
- How to get language assistance
- How to submit a claim
- How to get information about doctors in Aetna's network
- How to get primary care services
- How to get specialty care and behavioral healthcare services
- How to get care after normal business hours
- How to get emergency care or call **911**
- How to get care and coverage outside of Aetna's service area
- How to submit a complaint
- How to appeal a decision
- How Aetna evaluates new technology to include in coverage

Safety first!

We care about your safety, health and welfare. It is important to recognize signs of abuse, neglect and exploitation and report it. This will allow you to be safe and get the care you need. If you are or suspect that you are being abused, neglected or exploited, please call the appropriate number below to report, prevent or stop the abuse, neglect or exploitation.

To report regarding members who are disabled adults 18 through 59 years of age who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	1-866-800-1409 (voice) 1-888-206-1327 (TTY)
To report regarding members who are 60 years of age and older who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	1-866-800-1409 (voice) 1-888-206-1327 (TTY)
To report regarding members in Nursing Facilities, call the Department of Public Health Nursing Home Complaint Hotline.	1-800-252-4343
To report regarding members in Supportive Living Facilities, call the Supportive Living Facility Complaint Hotline.	1-800-226-0768
Call Member Services or your care coordinator at any time to report abuse, neglect and exploitation. You can contact us 24 hours a day, 7 days a week.	1-866-600-2139 (toll-free) TTY: 711

For more information, please visit our website at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois).



Working with you to get the right care.

Our utilization management (UM) program ensures that you get the right care in the right setting when you need it. UM staff can help you and your doctors make decisions about your healthcare. Our UM program helps make sure you get the right services at the right place. When we make decisions, it's important for you to remember the following:

- We make UM decisions by looking at your benefits and choosing the most appropriate care and service. You also must have active coverage.
- We don't reward doctors or other people for denying coverage or care.
- Our employees do not get any incentives to reduce the services you get.

If you have questions about UM, you can speak to someone by calling Member Services toll-free at **1-866-600-2139 (TTY/TDD: 711)**, 24 hours a day, 7 days a week. If you need language translation or assistance, you can contact Member Services toll-free at **1-866-600-2139 (TTY/TDD: 711)**.

Know your rights and responsibilities.

We work with you to make sure you receive the best care available. You have certain rights and responsibilities. These help you to receive the best service.

As an Aetna Better Health Premier Plan member, you have these rights:

- A right to receive information about Aetna, our services, our practitioners and providers, and member rights and responsibilities
- A right to be treated with respect and recognition of your dignity and your right to privacy
- A right to participate with practitioners in making decisions about your healthcare
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals about Aetna or the care we provide
- A right to make recommendations regarding Aetna's member rights and responsibilities policy

You also have these responsibilities:

- A responsibility to supply information (to the extent possible) that Aetna and our practitioners and providers need in order to provide care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible



Contact us



Aetna Better HealthSM Premier Plan
3200 Highland Ave.
Downers Grove, IL 60515

24 hours a day
Member Services: **1-866-600-2139**
AetnaBetterHealth.com/Illinois

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 healthcare needs. Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have. Aetna Better HealthSM Premier Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document in Spanish or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139 (TTY/TDD: 711)**, 24 hours a day, 7 days a week. The call is free. The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better HealthSM Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better HealthSM Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

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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 or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

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

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

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

Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
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.

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**).

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

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

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

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**).

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**).

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**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: **711**).

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

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**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

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

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**).

GREEK: ΠΡΟΣΟΧΗ: Εάν μιλάτε Ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στο πίσω μέρος της ταυτότητάς σα ή στο **1-800-385-4104** (Λειτουργία TTY: **711**).

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.