



# Member Newsletter

Spring 2021



Pennsylvania's Children's  
Health Insurance Program  
**We Cover All Kids.**



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

Aetna Better Health® Kids

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## Now Search Providers by Race/Ethnicity

Ever wish you could know which race or ethnicity a provider is when you are using our [online provider search](#)? Now, you can! In addition to the languages spoken at a provider's office, you can see the provider's race or ethnicity. This is just another way Aetna Better Health Kids is making sure you can find the provider that is just right for you and your family!

Provider Name	Service Address	Driving Miles	Specialty
Hsieh, Christine, MD	833 Chestnut St Ste 301 Philadelphia, PA 19107  (215) 955-7190  <b>Ages Served</b> 0 - 99	0	Family Practice

[View Details](#)

<b>Provider Information</b>	<b>Service Location</b>	<b>Office Hours</b>	<b>Handicap Accessibility</b>	<b>Languages and Training</b>	<b>Hospital Affiliations</b>	<b>Service Area</b>	<b>Group Affiliation</b>
<b>Gender:</b> Female <b>County/Service Areas:</b> Philadelphia <b>Ethnicity/Race:</b> ASIAN/PACIFIC <b>NPI:</b> 1932127230	<b>Specialty</b>  Family Practice		<b>Board Certified</b>				



## Domestic Violence and Financial Abuse

Abusive people often use money to control the people they hurt. Abusers use money to control partners. This type of abuse also happens in families. Abusive people might:

- Get credit using their partner's information.
- Limit money for food, medicine, or other needs.
- Steal benefit checks or cards.
- Lie about bills being paid.
- Force a person to quit or lose their job.
- Not pay child support.

This is the most common or experienced form of abuse. Leaving an abuser is dangerous. It is not an option for everyone. Abusers can use money to hurt people who leave. Help is available for people who stay and those who leave. Here are some groups that might be able to help:

- Domestic violence programs have information about local resources. These resources might be able to help with housing. They may have resources for food and medicine. They can talk about safe next steps.
- The National Network to End Domestic Violence (NNEDV) has a program that helps rebuild credit. It is called The Independence Project.
- The National Foundation for Credit Counseling gives free education about money and debt.
- Utility companies can sometimes help. Survivors may be able to get bills put in their name. Some companies offer repayment plans.

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

<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>

The National Domestic Violence Helpline: **1-800-799-SAFE (7233)** or to chat: <https://www.thehotline.org/>

NNEDV's Independence Project: [https://nnedv.org/wp-content/uploads/2019/07/Library\\_EJ\\_Independence\\_Project\\_Brochure\\_updated-2018.pdf](https://nnedv.org/wp-content/uploads/2019/07/Library_EJ_Independence_Project_Brochure_updated-2018.pdf)

The National Foundation for Credit Counseling: <https://www.nfcc.org/>



## Fraud and Abuse

If you suspect fraud or abuse by a provider or an Aetna Better Health member you can report it. We have a hotline number that may be used to report a medical provider, facility or business for suspected fraud or abuse. The hotline number is **1-800-333-0119 (TTY: 711)**.

Some common examples of fraud and abuse are:

- Billing or charging you for services that were not provided to your child.
- Offering you gifts or money to receive treatment or services.
- Offering you free services, equipment or supplies in exchange for your ID card number.
- Providing services that your child doesn't really need.
- Physical, mental or sexual abuse by medical staff.



## 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 (TTY: 711)**.

Use the fraud and abuse form on the website: [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa).



## April is Oral Cancer Awareness Month

Tobacco use of any kind, including cigarettes, cigars, pipes, chewing tobacco and snuff, among others can increase one's risk of oral cancer.

- Did you know there is no such thing as a “safe” or “safer” tobacco product?
  - Tobacco contains nicotine which is addictive and can cause harm to a developing brain.
  - All tobacco – smoked, dipped or rolled is harmful.
- The smoke inhaled from a burning cigarette can contain a mix of over 70,000 harmful chemicals.
- People who use “spit”, chew or smokeless tobacco have a higher risk of mouth and throat cancer.
- Hookah tobacco has high levels of carbon monoxide that can cause mouth, lung and bladder cancer.
- E-cigarettes “e-cigs”, vape pens, mods and pods do not contain “harmless vapor”. They contain chemicals including nicotine; as much as five packs worth in some pod mods.

- Cigars and cigarillos – cigar users can be exposed to nicotine without fully inhaling through fingers and lips.

### See your dentist twice a year for an oral cancer examination during your routine dental exams

- Oral cancer screening is an examination performed by a dentist looking for signs of cancer or precancerous changes in your mouth.
- The goal of oral cancer screening is to identify mouth cancer early. As with all cancers, when caught early it may make the treatment outcome more successful.

### How you prepare

- Oral cancer screening doesn't require any special preparation. Oral cancer screening is typically performed during a routine dental appointment.

### What you can expect

- During an oral cancer screening exam, your dentist looks over the inside of your mouth to check for red or white patches or mouth sores. Using gloved hands, your dentist also feels the tissues in your mouth to check for lumps or other abnormalities. The dentist may also examine your throat and neck for lumps.
- Some dentists use special tests in addition to the oral exam to screen for oral cancer.

Need help making a dental appointment? If you need help finding a dentist, call Aetna Better Health Member Services at **1-800-508-2086**



## 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 here 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 2<sup>nd</sup> year of life. These professionals will conduct assessments geared toward promoting positive birth outcomes, infant and early childhood development, and 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
- Connection with local community resources
- Coordinate care with physicians
- Reducing harmful health behaviors
- Identifying pregnancy complications
- Improving your child's physical and emotional care

- Enhancement of parent-child interactions
- Child safety

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

Nurse Family Partnership® (NFP), Healthy Families of America® (HFA), Parents as Teachers® (PaT), Early Head Start, SafeCare Augmented, Healthy Start, etc.

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

**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 (TTY: 711)** to speak with one of our Case Management representatives today.**



## Talking to Your Teen About Drugs

Parents often have to have tough talks with their teens. And one of the most challenging topics for many parents is the use of drugs, including alcohol, marijuana and other substances like prescription medications.

If you are a parent of a teen, you may be unsure how to begin that conversation—or that your teen will even listen. But it's important to let your teen know how you feel about drugs because research shows that you play a pivotal role in preventing your child from using them.

### Here are some tips from experts about how to handle that talk:

**Decide what you want to say.** Have a plan in mind before you talk. Be prepared to discuss what your rules are. Make those rules clear, simple and specific, like no drugs or alcohol use.

**Find a time that works for both of you to have a serious conversation.** You want to be able to focus entirely on your child. Choose a neutral location with few distractions for the talk, and be sure everyone turns off their phones and other devices.

**Discuss consequences.** Let your teen know there will be consequences if rules about drug use are broken. Keep in mind that small consequences are better than drastic ones. Be sure to praise your child when rules are followed.

### What do you do if despite this talk you think your teen is using drugs?

**Let them know you have suspicions.** Don't accuse. Let them know you're concerned. Tell them why you're worried. For example, you've found drugs or an empty pill bottle. Or you've noticed they've been acting differently.

**Stay calm.** Your child may try to argue with you. They may accuse you of spying on them or of being crazy. Remain in control of your thoughts and actions. If the discussion is getting too heated, postpone it for another time.

**Remind your child of how you feel.** That includes reinforcing that you love them and you don't want them to use drugs.

**Consider getting help from your child's doctor.** A child who is using drugs or alcohol may need to be assessed for a substance abuse disorder.

*Source: National Institute on Drug Abuse*



## Are Your Kids up to Date on Their Vaccines?

Read through any writings about medical history, and you may be reminded of an important truth: Once upon a time in the U.S., diseases made a lot of children very sick.

Those diseases aren't as common as they used to be, thanks to vaccines. But most are still around—and potentially a risk. And that's one of the best reasons it's important to make sure your children get their recommended vaccinations on time.

### Safe immunity

Immunizations help kids safely build immunity to the diseases that the vaccines help prevent. One example is measles, a very contagious illness that can cause serious complications and even death. Measles was eliminated in the U.S. in 2000. But since that time, new outbreaks have occurred among people who were not vaccinated.

Other diseases vaccines help prevent include whooping cough, chickenpox and meningitis.

Protecting your child is important. But there's another reason kids need their vaccines: It helps protect other members of your family and your community through herd immunity.

### Part of your back-to-school list

Back-to-school checkups are a good time to make sure your kids' vaccines are up to date.

Because of COVID-19, school schedules may look different in many communities. But vaccinations are still important—whether your kids are being home schooled, attending school part time or back on a regular school schedule.

So which vaccines might your youngster or teen need? That depends on things like your child's age and vaccine history.

To see what's recommended, check out the Centers for Disease Control and Prevention's schedule of children's vaccinations:

[cdc.gov/vaccines/schedules](https://www.cdc.gov/vaccines/schedules).

Talk to your child's doctor if you have questions about vaccines.

*Additional source:*

*American Academy of Pediatrics*





## Seeking Medical Care When It's Not an Emergency

Urgent Care Clinics are places you or your children can go to when your Primary Care Provider (PCP) office is closed. You may need immediate medical attention that is not life threatening.

### When to visit an Urgent Care clinic

There are some conditions that need immediate medical care but are not an emergency. This is when you might visit an Urgent Care Clinic. Some of these conditions include:

- A fever that won't go away
- A rash that won't go away
- A pulled or strained muscle
- Vomiting or diarrhea that doesn't stop
- Urinary Tract Infection (bladder infection)
- Sprains
- Flu
- Colds
- Sore throat
- Upset stomach
- Earaches

Know ahead of time where your closest Urgent Care Clinic is located. You can search for Urgent Care Clinics on our website at [aetnabetterhealth.com/pennsylvania](https://aetnabetterhealth.com/pennsylvania) or call Member Services at **1-800-822-2447 (TTY: 711)**.

### When it's an emergency

In an emergency, call 911 or go to the nearest Emergency Department. Emergencies are conditions that include:

- Chest pain
- Stroke
- Difficulty breathing
- Heavy bleeding
- Bad burns
- Gunshot or stab wounds.



## Quality Improvement at Aetna Better Health® of Pennsylvania

Our Quality Management department wants to make sure you get good care and services.

That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us

Our quality improvement activities each year include:

- Contacting you to remind you to get care (like well-child checkups)
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information
- Ensuring your doctor has all the information needed to care for you or your child

We have many more quality programs. You can call Member Services at **1-800-822-2447 (TTY: 711)** to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing. You can also read updates on our website at [aetnabetterhealth.com/pennsylvania/members/quality](https://aetnabetterhealth.com/pennsylvania/members/quality).





## Telemedicine: A Virtual Visit for Better Health

When they landed on the moon in 1969, Neil Armstrong and the rest of the Apollo 11 crew made history in a way you may not know: The astronauts were wearing devices that allowed NASA to monitor their health in space.

Today, that early example of what's now known as telemedicine has taken a strong hold in health care down here on Earth as more everyday providers and patients use this innovation to communicate.

### Nice to 'see' you, doc!

Telemedicine (sometimes referred to as telehealth) uses computers, phones and mobile devices to deliver health care remotely. With this techy treatment style, you may find yourself at home video chatting, emailing or texting your health care provider about a new medical concern or a chronic condition, such as diabetes or heart failure. Devices may even send real-time data to your provider about your heart, blood pressure or blood glucose.

Telemedicine may not work for every health care situation, but it has proved useful for a wide variety of reasons. Some examples include:

- Senior citizens who are too frail to leave home may find video chatting with their doctors a good solution for getting care.
- Your provider may conduct a live videoconference to consult with a specialist—in a distant location—after seeing you. Together they would look at your electronically transmitted medical images to create a treatment plan.
- Diabetes patients may send their blood sugar and blood pressure readings, via a computer or phone, to a nurse for ongoing monitoring.

### The future is now!

Because of its convenience and cost savings, telemedicine is a growing trend with at least 200 networks and 3,500 service sites in the U.S. It has the potential to grow even bigger because of shortages in health care providers in both rural and urban areas.

Check with your provider to find out if telemedicine is an option for your doctor or dental visit.



## Suicide: Know the Warning Signs and Get Help

Would you be able to tell if someone you cared about was at risk for suicide? That's a crucial question—taking one's own life is the 10<sup>th</sup> leading cause of death nationwide.

Most people who kill themselves are deeply conflicted about ending their lives. They wish there was an alternative to suicide. But they're in so much emotional pain they see no other option.

Suicide doesn't discriminate. People of all ages—from children to seniors—and all ethnic backgrounds are at risk. And while men are more likely to die from suicide, women are more likely to attempt it.

### What to watch for

It's important to know the warning signs for suicide and to take them seriously, especially when someone talks about suicide. It's a myth that most people who talk about suicide won't do it. Nearly everyone who attempts it gives a verbal cue—for example, by saying "If I see you again," "I'd be better off dead," or "There's no way out."

There are other warning signs to take seriously too. Get help if someone:

- Seeks out guns, pills, knives or anything else that could be used for suicide.
- Is obsessed with death—for example, they might write poems about it.
- Appears hopeless or feels trapped.
- Expresses self-loathing or shame.
- Is self-destructive or reckless.
- Withdraws from family and friends.
- Has dramatic mood changes.
- Says goodbye as though they won't be seen again.
- Gets their affairs in order—for example, makes a will.



Also be aware that certain people are more vulnerable to suicide than others. Risk factors include:

- Mental health problems (such as depression), alcoholism or drug abuse.
- Past suicide attempts or a family history of suicide or physical or sexual abuse.

### Take action

If there's any chance you know someone who's considering suicide, get them to the nearest emergency department or call 911. Don't leave them alone, and remove any weapons or potentially deadly objects like pills.

*Sources:*

*American Association of Suicidology; Centers for Disease Control and Prevention; HelpGuide.org; National Institute of Mental Health*



# Depression: How Exercise, Nutrition, and Sleep Help

There have been great advances in anti-depressant medications. Medication alone may not be enough for those who suffer from depression. These things can also help with depression:

- Exercise
- Proper nutrition
- Getting enough sleep

They can also help prevent depression. If you want to feel your best mentally, it is vital to take care of your body.

## How does exercise help?

Exercise helps by:

- Improving your self-esteem
- Reducing your stress and anxiety
- Improving your sleep

Physical activity is a natural mood booster. Through play and exercise, your body makes endorphins (your brain's feel-good chemical). This helps you feel less anxiety and stress. You'll even feel less physical pain. Exercising for 20-30 minutes a day will increase your energy and improve your mood. Here are some other activities you can:

- Find an activity you enjoy. Exercise should be fun, not a chore
- Try bike riding, swimming, dancing, walking/ hiking with someone
- Try gymnastics, martial arts, rock climbing, etc.
- Add a variety of exercises into your child's schedule to avoid boredom

## How does nutrition help?

Proper nutrition gives you the vitamins and minerals to help prevent depression, being irritated, and mood swings. Calcium, iron, magnesium, selenium, and zinc are key nutrients for a healthy mind and body. You should also:

- Eat less sugary foods and caffeine (sodas, candy, chips, etc.)
- Eat at least three meals daily, including breakfast.
- Replace sweets with fruits and whole grain carbohydrates.
- Eat lean protein several times a day
- Drink plenty of water (at least six 8 oz glasses each day)
- Eat leafy greens for folic acid

## How does sleep help?

Getting enough sleep at any age is important. Children 3-5 years old should sleep 10-13 hours daily, including naps. Children 6-12 years old should sleep 9-12 hours daily. Getting enough sleep can help prevent:

- Mood swings
- Irritability, anxiety
- Depression
- Fatigue
- Impaired memory
- Impaired judgement

Here are some things that will help you sleep better:

- Have a sleep schedule. Children should go to bed at the same time each night and wake at the same time each day
- Remove distractions or stimuli from the room like iPads, cell phones, TV, radio, etc.
- White noise machines help mask loud sounds that can stimulate the brain, lowers anxiety, and helps fall asleep faster.
- Find an activity that helps the child relax and calm down before their bedtime. Try coloring, working on a puzzle, drawing, reading a book, etc.
- Avoid large meals right before bed. A light snack is fine but try to avoid a full stomach at bedtime.

## Resources:

Crisis Text Line

[www.crisistextline.org](http://www.crisistextline.org)

National Institute of Mental Health

866-615-6464

[www.nimh.nih.gov](http://www.nimh.nih.gov)

National Alliance on Mental Illness

800-950-6264

[www.nami.org](http://www.nami.org)

Mental Health America

800-969-6642

[www.mentalhealthamerica.net](http://www.mentalhealthamerica.net)

National Suicide Prevention Lifeline

800-273-8255 (1-800-273-TALK)

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)



## Use Your Voice

**Share your ideas and  
improve your plan**

Now you can join the Health Education Member Advisory Committee (HEMAC). HEMAC meets at least four times a year to review plan facts, share ideas and talk about changes or new programs.

To join, just call **1-800-822-2447 (TTY: 711)**. Or you can fill out an application at [aetnabetterhealth.com/pa](http://aetnabetterhealth.com/pa).



## **Nondiscrimination Notice**

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

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

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

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

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact Aetna Better Health Kids at 1-800-822-2447.

If you believe that Aetna Better Health Kids 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:

The Bureau of Equal Opportunity,  
Room 223, Health and Welfare Building,  
P.O. Box 2675,  
Harrisburg, PA 17105-2675,  
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or  
Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)

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

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

**ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 1-800-628-3323).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 1-800-628-3323).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-822-2447 (телетайп: 1-800-628-3323).

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 1-800-822-2447 (TTY: 1-800-628-3323)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-822-2447 (TTY: 1-800-628-3323).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-822-2447 (رقم هاتف الصم والبكم: 1-800-628-3323).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरु निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-822-2447 (टिटिवाइ: 1-800-628-3323) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-822-2447 (TTY: 1-800-628-3323) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-822-2447 (TTY: 1-800-628-3323)។

ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-800-822-2447 (ATS : 1-800-628-3323).

သတိပြုရန် - အကယုၣ် သဠည ဂျမ္ဗူစကား ကို ဝေပုဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-822-2447 (TTY: 1-800-628-3323) သို့ ဝေခင့်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-822-2447 (TTY: 1-800-628-3323).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-822-2447 (TTY: 1-800-628-3323).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-822-2447 (TTY: 1-800-628-3323).