

# Find your healthy place

With care designed to help you thrive



## Highlights for 2021

High and Standard Options: No deductible

Standard Option: \$0 primary care office visits for members through age 17

**NEW** Prosper: Low premium and low deductible

# Welcome to care that fits your life

## Your doctor, your choice

Choose your doctor based on what's important to you. Go to [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor) for details about education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.

## Online, on the go

Using a computer or our mobile app, you can view your medical record,<sup>2</sup> refill prescriptions, and find wellness tools, classes, and discounts.

## Virtual care options

How you get care is up to you. Besides in-person visits, you can chat online with a clinician, 24/7,<sup>1</sup> at [kp.org/wa](https://kp.org/wa). Or email nonurgent questions to your doctor's office.<sup>2</sup>

## Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. Call our 24/7 consulting nurse helpline for advice by phone or for help deciding where to go for care.

## Many services under one roof

Do more in less time. In most of our care facilities, you can see your doctor, get a lab test or X-ray, and pick up prescriptions – all in a single trip.<sup>2</sup>

<sup>1</sup>When appropriate and available.

<sup>2</sup>These features are available when you get care at Kaiser Permanente facilities.

# Experience the Kaiser Permanente difference

From preventive screenings that help keep you healthy to high-quality, coordinated care if you get sick, we've got you covered.

## Preventive care to help keep you healthy

Preventive care is key to how we practice medicine at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

That's why we track your preventive care services and send reminders when you're due for your next screening.

## Great care from great doctors

In 2019 our Core plan led the state in timely prenatal care, 3 diabetes care measures, breast cancer screenings, controlling high blood pressure, and childhood immunizations. Some of these rates were the highest in the country.<sup>3</sup>

And, our medical group is one of the top-ranked medical groups in the state.<sup>4</sup>

## Choosing a partner in health

Your personal doctor is your biggest health advocate, and you'll work together to make decisions about your health. We make it easy to choose – and change – your doctor. You'll find detailed profiles of Kaiser Permanente physicians, including their location, specialty, and education at [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor).

## Specialty care when you need it

We have one of the largest multispecialty medical groups in the country, so we can connect you with the right specialist faster. From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care to help you recover quickly.

And you don't need referrals for many specialties that are offered by Washington Permanente Medical Group.

## Better care with a connected team

Your doctor, nurses, and other specialists at our facilities are connected to each other – and to you – through your electronic health record. This way you get care tailored to your individual needs.

## Personalized care for all patients

We believe your story, background, and values are as important as your health history. To deliver care that's sensitive to all cultures, ethnicities, and lifestyles, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of all backgrounds

<sup>3</sup>The source for data contained in this publication is Quality Compass® 2019 and is used with the permission of the NCQA. Quality Compass 2019 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>4</sup>Washington Health Alliance 2019 Community Checkup report, [www.wacommunitycheckup.org](http://www.wacommunitycheckup.org); ranking applies to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C.

# Real value for you and your family

With Kaiser Permanente, you get a plan that fits your budget and coverage that makes it easier to care for your family.

## Enhanced benefits for growing families

As a Kaiser Permanente FEHB member, you get the maternity and pediatric care your family needs, most at \$0 copays:

- Routine prenatal care
- First postpartum visit
- Sonograms, when medically necessary
- Lactation consultants
- Primary care office visits for children through age 17 (Standard Option only)

## Excellent care when you're expecting

We're here to support you through a happy, healthy pregnancy. Kaiser Permanente provides plenty of options to meet your preferences and needs, whether you're trying to get pregnant or are already pregnant. You choose your care team, which includes an obstetrician-gynecologist or certified nurse-midwife, nurses, and specialists who work together to provide coordinated care like:

- Pre-conception planning
- Routine and high-risk prenatal care and testing
- Lactation consulting and breastfeeding support
- Postpartum and newborn care

Kaiser Permanente doctors and certified nurse-midwives deliver babies at specialized birth units in our wide network of affiliated hospitals throughout Washington state.

We encourage all expecting parents to meet their care team and tour their facility's birthing suites.

## Grow with us

Taking care of a child's health is an ongoing job. Kaiser Permanente makes it easier by offering a broad choice of pediatricians, the ability to email your child's doctor with nonurgent issues, online access to your child's medical records, and reminders about well-child visits, follow-up care, and immunizations. We also offer parenting classes and support groups.

Trust your children's care to the team with the dedication and specialized knowledge to keep them on the path to a happy, healthy life.

Visit [kp.org/wa/maternity](https://kp.org/wa/maternity) to learn more and access resources for every stage of your pregnancy, labor, and delivery.

## A new budget-friendly choice

Our new Prosper option has a low premium and low deductible. It's among the lowest-premium Federal plans. It's a good choice if you:

- Rarely go to the doctor
- Always wanted to try Kaiser Permanente
- Want the cost predictability you get from having mostly copays instead of coinsurance

# Plan and benefit highlights

Good health extends beyond the doctor's office. That's why we offer so many high-quality, personalized benefits and resources to our members.

## Save with our mail-order pharmacy

Order prescription refills online or by phone. We can mail most prescription drugs to you within 1 to 2 days. Plus, you'll get a 90-day supply for the cost of a 60-day supply copay.

## Save at Kaiser Permanente Eye Care

Federal employees can get a 20% discount on frames, lenses, contacts, and OSHA-approved safety goggles at 14 Kaiser Permanente optical centers in Western Washington.<sup>5</sup>

## Tools and resources for good health

### • Help to quit smoking

If you use cigarettes, e-cigarettes, or other tobacco products, let us help you quit for good with one of the country's most successful tobacco cessation programs. You pay nothing for classes, telephone coaching, online programs, and prescriptions, including prescribed over-the-counter tobacco cessation drugs. Phone-based or online. Visit [quitnow.net/kpwa](http://quitnow.net/kpwa) for details.<sup>5</sup>

### • Wellness coaching by phone

Reach your health goals with one-on-one support from a trained coach.

### • Emotional wellness resource

Get personalized programs for managing depression, stress, anxiety, and more with the myStrength app at [kp.org/wa/mystrength](http://kp.org/wa/mystrength).

### • Special rates for members

Get discounted fitness center memberships, acupuncture, chiropractic care, naturopathic care, therapeutic massage, and more. Find details at [kp.org/wa/member-perks](http://kp.org/wa/member-perks).

### • Health classes and support groups

Call our Resource Line at 1-800-992-2279 to find classes and groups near you.

### • Wellness blog

Find wellness information, recipes, fitness ideas, and tips for healthy aging at [kp.org/wa/health](http://kp.org/wa/health).

### • Your health in your hands

Use our mobile app to get care, refill most prescriptions, schedule appointments, check wait times, pay bills, and more. Get started at [kp.org/wa/register](http://kp.org/wa/register) or download our Kaiser Permanente Washington app for your smartphone or mobile device.

<sup>5</sup>These benefits are neither offered nor guaranteed under contract with the FEHB Program, but are made available to all enrollees and family members who become members of Kaiser Permanente.

The Federal Employees Health Benefits (FEHB) Program offers numerous health benefits plans and coverage options. Choosing a health plan and coverage option is an important decision. To help you make an informed choice, each FEHB plan makes available a Summary of Benefits and Coverage (SBC) about each of its health coverage options, online and in paper. The SBC summarizes important information in a standard format to help you compare plans and options. This plan's SBC is available on the internet at [kp.org/feds/wa-core](http://kp.org/feds/wa-core). A paper copy is also available, at no charge, by calling 1-888-901-4636, Monday through Friday, 8 a.m. to 5 p.m. For TTY, call 711.

# Your 2021 benefits summary

	High Option	Standard Option	Prosper
Deductible	None	None	\$250
<b>Outpatient Services</b>	<b>You pay</b>	<b>You pay</b>	<b>You pay</b>
Preventive care	\$0	\$0	\$0
Telehealth	\$0	\$0	\$0
Primary care office visit	\$25	\$25 (\$0 for children through age 17)	\$15
Specialty care office visit	\$25	\$35	\$40
Laboratory tests	\$0	\$0	\$0
X-rays	\$0	\$0	\$50
Other outpatient services: Chiropractic 20 visits per year Acupuncture 8 visits per medical diagnosis per year Naturopathy 3 visits per medical diagnosis per year	Same as office visit copays	Same as office visit copays	Same as office visit copays
<b>Maternity</b>	<b>You pay</b>	<b>You pay</b>	<b>You pay</b>
Routine prenatal and postpartum care	\$0	\$0	\$0
Delivery	\$350	\$750	\$350 per day up to \$1,050 <sup>6</sup>
<b>Hospital services</b>	<b>You pay</b>	<b>You pay</b>	<b>You pay</b>
Outpatient surgery	\$75	\$150	\$250 <sup>6</sup>
Inpatient hospital	\$350	\$750	\$350 per day up to \$1,050 <sup>6</sup>
<b>Emergency and urgent care</b>	<b>You pay</b>	<b>You pay</b>	<b>You pay</b>
Urgent care	\$25	\$25 primary care (\$0 for children through age 17) \$35 specialty care	\$15 primary care/ \$40 specialty care
Emergency care	\$100	\$150	\$200 <sup>6</sup>
Ambulance	20%	\$100	20%
<b>Prescription drugs</b>	<b>You pay</b>	<b>You pay</b>	<b>You pay</b>
Generic	Preventive maintenance	Not applicable	\$5
	Preferred	\$20	\$20
	Non-preferred	\$60	\$100
Brand	Preferred	\$40	\$60
	Non-preferred	\$60	\$100
Specialty	Preferred	25% up to \$200	35% up to \$300
	Non-preferred	50% up to \$500	50% up to \$500
Out-of-pocket maximum per person	\$3,000	\$5,000	\$6,000

# Here's what you'll pay

These rates do not apply to all enrollees. If you are in a special enrollment category, please refer to the FEHBP Program website or contact the agency or Tribal Employer which maintains your health benefits enrollment.

	High Option		Standard Option		Prosper	
<b>Your premium share: Non-postal<sup>8</sup></b>						
	Biweekly / Monthly	(Enrollment code)	Biweekly / Monthly	(Enrollment code)	Biweekly / Monthly	(Enrollment code)
Self only	\$157.08 / \$340.34	(541)	\$71.31 / \$154.50	(544)	\$45.00 / \$97.50	(PT4)
Self + one	\$359.58 / \$779.09	(543)	\$164.01 / \$355.36	(546)	\$109.00 / \$236.17	(PT6)
Self + family	\$314.79 / \$682.04	(542)	\$164.01 / \$355.36	(545)	\$126.00 / \$272.99	(PT5)
<b>Your premium share: Postal<sup>8</sup></b>						
	Biweekly 1 / Biweekly 2	(Enrollment code)	Biweekly 1 / Biweekly 2	(Enrollment code)	Biweekly 1 / Biweekly 2	(Enrollment code)
Self only	\$153.72 / \$143.66	(541)	\$68.46 / \$59.19	(544)	\$43.20 / \$37.35	(PT4)
Self + one	\$352.39 / \$330.83	(543)	\$157.45 / \$136.13	(546)	\$104.64 / \$90.47	(PT6)
Self + family	\$306.98 / \$283.56	(542)	\$157.45 / \$136.13	(545)	\$120.96 / \$104.58	(PT5)

Enrollees covering themselves and one other eligible family member may choose either the "Self Plus One" or "Self and Family" enrollment type, whichever has a lower premium. If you enroll in the High Option, you will pay a lower premium if you choose Self and Family.

## Ready to enroll with Kaiser Permanente?<sup>7</sup>

- 1. Select your plan.** High Option, Standard Option, or Prosper.
- 2. Select your enrollment type.** Choose between Self Only, Self Plus One, or Self and Family.
- 3. Locate your enrollment code** in the chart above.
- 4. Sign up.** Visit [opm.gov](http://opm.gov) to enroll online or contact your employing agency or retirement office for next steps and other information.

Annuitants can contact the Retirement Information Center at **1-888-767-6738** (TTY **1-855-887-4957**), or [retire@opm.gov](mailto:retire@opm.gov).

**Notes:**

- Deductible and out-of-pocket maximum amounts are per person, but no more than 2 times per family.
- Telehealth options include video, phone, email and more. See page 6, Your Care, Your Way.
- Procedures received during an office visit are subject to deductible.
- Prescription drug cost-sharing is for a 30-day supply at Kaiser Permanente pharmacies. You pay only 2 copays for up to a 90-day supply for most drugs through Kaiser Permanente's mail-order program.

This is a summary of the features of the Kaiser Permanente health plan. Before making a final decision, please read the Plan's Federal brochure (73-012). All benefits are subject to the definitions, limitations, and exclusions set forth in the Federal brochure. Please refer to the Kaiser Permanente Washington Core Federal Brochure posted at [kp.org/feds/wa-core](http://kp.org/feds/wa-core).

<sup>6</sup>Deductible applies.

<sup>7</sup>These are highlights of the FEHB enrollment process. Please refer directly to [opm.gov](http://opm.gov) and your employing agency or retirement office for FEHB coverage effective dates, enrollment procedures and deadlines, and other information. To add an eligible family member to your Kaiser Permanente Self and Family enrollment, complete and return an Enrollment Change Form to us. These forms can be obtained at [kp.org/feds/wa-core](http://kp.org/feds/wa-core) or by calling Member Services.

<sup>8</sup>These rates do not apply to all enrollees. If you are in a special enrollment category, please refer to the FEHBP Program website or contact the agency or Tribal Employer which maintains your health benefits enrollment.

# Your care, your way

We know your schedule is packed with work and family responsibilities, so we make getting health care as convenient and flexible as possible. You choose the options that work best for you.

## Choose how you connect to care

### Click

<b>24/7 Care Chat<sup>9</sup></b>	Sign in to your secure <a href="https://kp.org/wa">kp.org/wa</a> account and get real-time medical care from a clinician, 24/7, at no additional charge.
<b>Video visit<sup>9</sup></b>	Meet face-to-face with a Kaiser Permanente clinician by video for high-quality personalized care.
<b>E-visit<sup>9</sup></b>	Get an online diagnosis for common medical issues that don't need a physical exam.
<b>Email</b>	Send secure messages to your Kaiser Permanente care team for nonurgent issues.
<b>Manage your care</b>	Check benefits, refill prescriptions and have them mailed to your home, and access health resources. You can also use the Kaiser Permanente Washington mobile app for many of the features available online. Learn more at <a href="https://kp.org/wa/mobile">kp.org/wa/mobile</a> . <sup>10</sup>

### Call

<b>24/7 Consulting Nurse Service</b>	Call our nurse helpline for care advice 24/7.
<b>Phone appointment<sup>9</sup></b>	Make an appointment to talk to your doctor over the phone.

### Come in

#### Doctor appointment

Most Kaiser Permanente Washington medical facilities have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip.<sup>11</sup> Several of our medical facilities offer walk-in care for minor health issues. No appointment needed.

<sup>9</sup> When appropriate and available.

<sup>10</sup> To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente member registered on [kp.org/wa](https://kp.org/wa).

<sup>11</sup> This feature is available when you get care at Kaiser Permanente Washington facilities.



# Care when and where you need it

There are either Kaiser Permanente facilities or other network providers in your area offering a wide range of care and services.

## Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. At many Kaiser Permanente facilities, we offer same-day, next-day, after-hours, or weekend services, along with pediatrics, physical therapy, eye care, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.

## Finding the right location

Choosing a convenient place to get care is simple.

- Visit [kp.org/wa/locations](https://kp.org/wa/locations) to search for medical facilities, pharmacies, hospitals, and more.
- Use the Kaiser Permanente Washington mobile app to search for our medical facilities.<sup>10</sup> Learn more at [kp.org/wa/mobile](https://kp.org/wa/mobile).

## Getting care when you travel

### Within the Kaiser Permanente Washington service area:

- Nearest Kaiser Permanente urgent care or other urgent care location in your plan's network

### In another Kaiser Permanente region:

- Nearest Kaiser Permanente urgent care in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, or Washington, D.C.<sup>11</sup>
- Nearest CVS MinuteClinic<sup>14</sup>

### In a state without Kaiser Permanente:

- Nearest CVS MinuteClinic<sup>14</sup>
- Nearest urgent care<sup>13</sup>

### Outside of the United States:

- Nearest urgent care<sup>13</sup>
- Nearest hospital

### Emergency care away from home:

- Call 911 in the United States. If abroad, call the local emergency number of the country you're visiting or visit the closest emergency room.
- If admitted to a hospital, call our Hospital Notification Line at **1-888-457-9516** as soon as reasonably possible.

### Resources while traveling

Call our consulting nurse helpline 24/7 at **1-800-297-6877** for care advice and guidance on next steps.

Before seeking care outside your plan's service area, call Member Services at **1-888-901-4636**. They'll help you find the nearest in-network care option.

## Virtual care options

- Talk 24/7 with a nurse for care advice
- Chat 24/7 with a doctor via secure online messaging<sup>12</sup>
- Email your Kaiser Permanente doctor with nonurgent questions

Learn more about these care options at [kp.org/wa/getcare](https://kp.org/wa/getcare).

<sup>12</sup> Care Chat is only available within Washington state. Services may vary by location and are subject to change.

<sup>13</sup> Urgent care services are covered subject to out-of-area cost share. Medicare Advantage members covered under their urgent care benefit.

<sup>14</sup> If you get care at a CVS MinuteClinic or any other urgent care facility within a state where Kaiser Permanente operates, you'll be asked to pay up front for services you receive and file a claim for reimbursement. If you get care at a CVS MinuteClinic outside a state where Kaiser Permanente operates, you'll be charged your standard copay or coinsurance.

Note: If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage.

# Kaiser Permanente Nondiscrimination Notice and Language Access Services



## KAISER PERMANENTE NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. ("Kaiser Permanente") comply with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

Provide free aids and services to people with disabilities to help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats)
- Assistive devices (magnifiers, Pocket Talkers, and other aids)

Provide 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, contact Kaiser Permanente.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

### Kaiser Permanente

Phone: 206-630-4636

Toll-free: 1-888-901-4636

TTY Washington Relay Service: 1-800-833-6388 or 711

TTY Idaho Relay Service: 1-800-377-3529 or 711

Electronically: [kp.org/wa/feedback](http://kp.org/wa/feedback)

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>

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

**LANGUAGE ACCESS SERVICES**

**English: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).

**Español (Spanish): ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**中文 (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 1-888-901-4636 (TTY: 1-800-833-6388 / 711)。

**Tiếng Việt (Vietnamese): CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**한국어(Korean): 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

**Русский (Russian): ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

**Filipino (Tagalog): PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Українська (Ukrainian): УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

**ភាសាខ្មែរ (Khmer) :** ប្រយ័ត្ន៖ បើសិនអ្នកនិយាយ, សេដ្ឋន្តិយជក យេមិនគិតល គឺចុះសំបប់អ្នក។ ចូរទូរស័ព្ទ 1-888-901-4636 (TTY: 1-800-833-6388 / 711)។

**日本語 (Japanese): 注意事項 :** 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

**አማርኛ (Amharic) :** ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-888-901-4636 (መስማት ለተሳናቸው: 1-800-833-6388 / 711)።

**Oromiffa (Oromo): XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**العربية (Arabic):** لديك حق الحصول على مساعدة ومعلومات في ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-901-4636 رقم هاتف الصم والبكم: (711 / 1-800-833-6388).

**Deutsch (German): ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**ພາສາລາວ (Lao):** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄວມມືພ້ອມ ໃຫ້ທ່ານ. ໂທສ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

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**Adamawa (Fulfulde): MAANDO:** To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

**فارسی (Farsi): توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-901-4636 تماس بگیرید. (TTY: 1-800-833-6388 / 711)

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