



Welcome to Added Choice[®]

3 easy steps to get started



kp.org/choiceproducts/nw



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Greetings

We're glad to be your partner on this journey, and we look forward to a long and healthy relationship with you.

To help you make the most of your membership, we recently mailed you your Added Choice® ID card along with simple steps to get started. If you've already taken those steps, then you're well on your way. If you haven't, now's a great time to get going.

This handbook will walk you through the most important steps to accessing your membership. The sooner you choose a doctor and sign up on our website, the more you'll get out of your new health plan.

Welcome to Kaiser Permanente!

Let's get started!

Making the most of your membership takes only 3 easy steps.
Ready to go?



Step 1:

Create your kp.org account..... 2

Let's get you plugged in to your online gateway to great health — **kp.org**. Here, you can access your doctor's office, your health information, and so much more* — from anywhere you are. **Kp.org** is designed to help you manage your health and keep you feeling great.



Step 2:

Fill prescriptions..... 3

Next, we'll help you transition your prescriptions to a Kaiser Permanente or network pharmacy. We make it easy with just a call or a click. Have your prescription information handy, and we'll take care of the rest.



Step 3:

Select a tier and choose a doctor..... 4

Finally, getting you connected with a doctor who suits your individual needs is the next priority. Choose from a wide range of great doctors. And remember — you can change for any reason, at any time.



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Choose how you get care — where, when, and how you want it.



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No matter what kind of care you need, we've got you covered. Learn when you need to submit a claim or obtain prior authorization and how.



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1 Create your kp.org account

Go to **kp.org/newmember** or use the Kaiser Permanente app.¹

If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to help manage your health. You'll need your **medical record number** to create your account, which you can find on your Kaiser Permanente ID card.



You can also access your digital ID card with the Kaiser Permanente app.

Online or on the app, stay on top of your health anytime, anywhere¹

- View most lab test results.
- Fill and refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Manage a family member's health care.²

Take care of your loved ones

Act for a Family Member helps you use available services on behalf of those you care for. When adding people to your family list, you can set up your and their legal and security permissions.

To add a family member or caregiver, sign in to your **kp.org** account and go to your profile and preferences to select Act for a Family Member to get started.



Teens, ages 13 to 17, can register for their own **kp.org** account.

Call **1-800-556-7677** (TTY **711**) to get a password and activate your account today.

Download the Kaiser Permanente app

For access on the go, you can download the Kaiser Permanente app to your smartphone.

1. From your smartphone, go to your preferred app site.
2. Search for the Kaiser Permanente app, then download it for your smartphone.
3. Use your **kp.org** user ID and password to activate the app, and you'll be ready to go!



¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. These features are available when you get care from Kaiser Permanente facilities.

²Online features change when children reach age 13. Teens are entitled to additional privacy protection under state laws. When your child turns 13 years old, you will still be able to manage care for your teen, with modified access to certain features.



2 Fill prescriptions

We make it easy to fill your prescriptions

We're here to help you transition your prescriptions. With Added Choice, you have several options of where to fill your prescriptions.

Kaiser Permanente pharmacies:

Have your prescription information handy, and we'll take care of the rest. Simply give us a call at **1-866-616-0047 (TTY 711)**. To find out if a medication is on our formulary (list of covered drugs), visit [kp.org/formulary](https://www.kp.org/formulary).

MedImpact pharmacy network:

You can also have your prescriptions filled at any participating MedImpact network pharmacy. Common network pharmacies include:

- Costco
- Fred Meyer
- Rite Aid
- Safeway
- CVS
- Walgreens

To find a MedImpact network pharmacy, visit [kp.org/nw/medimpact](https://www.kp.org/nw/medimpact) or call **1-800-788-2949**.

Use CVS Caremark mail-order pharmacy to have prescriptions mailed to your home; shipping is free. Call CVS Caremark at **1-800-841-5550** or visit www.caremark.com.

As an Added Choice member, you may also use the Kaiser Permanente mail-order pharmacy to addresses within Oregon and Washington for your prescriptions that are included in our formulary. Members may receive up to a 90-day supply for 2 copays, and shipping is free.

Visit [kp.org/refill](https://www.kp.org/refill) to register.

Question about your pharmacy benefits?

Call **1-866-616-0047 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.





3

Select a tier and choose a doctor

Select from a wide range of great doctors and change anytime, for any reason

You have 3 levels of coverage, called tiers, which you can select from when you get care. They determine which health care providers you see, the medical facilities you use, and how much you pay. You may choose a different tier each time you get care.

Tier 1: KP Select providers

Choose a provider from Kaiser Permanente or another contracted community provider when you are in Oregon or Southwest Washington. Visit kp.org for more information.

Kaiser Permanente Northwest Added Choice members **living in Washington outside the Vancouver/Longview area** can now visit Kaiser Permanente Washington providers and facilities under Tier 1 benefits. Learn more at kp.org/choiceproducts/nw. To get started as a visiting member, call our Away from Home Travel Line at **951-268-3900**.¹

Tier 2: PPO providers

FOR MEMBERS ENROLLED WITH OREGON EMPLOYERS

Choose a PPO provider from **First Choice Health** network in Oregon and Washington and **First Health Network** providers in California, Colorado, Georgia, Hawaii, Maryland, Virginia, and the District of Columbia. In all other states, you can visit **Cigna HealthcareSM PPO Network** providers.²

FOR MEMBERS ENROLLED WITH WASHINGTON EMPLOYERS

In addition to Kaiser Permanente providers and facilities, you can get care from **First Choice Health** providers in Washington, Oregon, Alaska, Idaho, Montana, North Dakota, South Dakota, and Wyoming and **First Health Network** providers in all other states.³




Check your Kaiser Permanente ID card to see if you are enrolled with an Oregon or Washington employer.

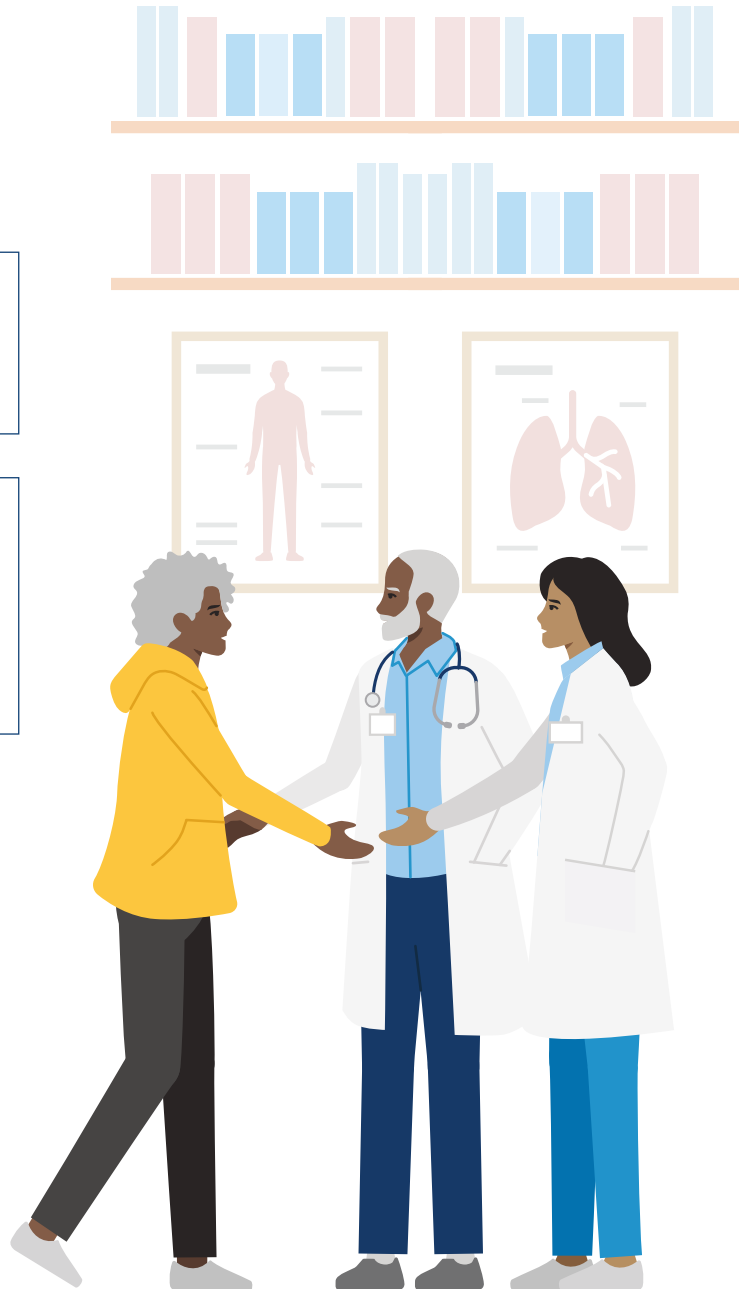
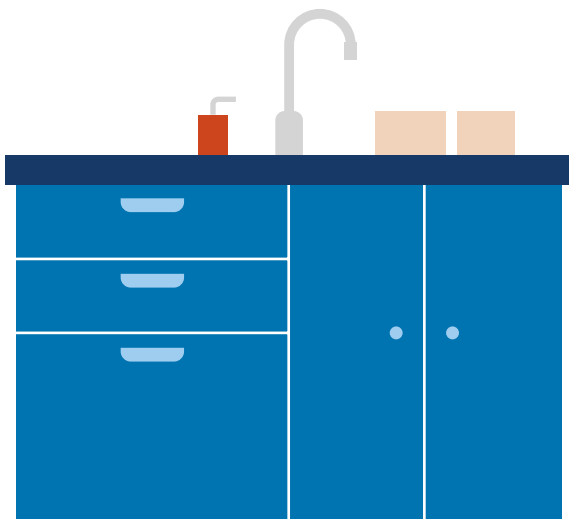
¹This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT. If you need emergency or out-of-area urgent care, you can get care from any provider. ²The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Healthcare Intellectual Property, Inc. ³First Health Network is only available outside the states in which First Choice Health operates.

Tier 3: Nonparticipating providers

Choose a nonparticipating provider nationwide, including any licensed providers who are not KP Select providers or PPO providers. If you are unsure whether your provider falls under the nonparticipating category, give us a call at **1-866-616-0047**.

Please see your *Evidence of Coverage (EOC)* for definitions of KP Select provider, PPO provider, and nonparticipating provider.

 Find out how to request or release your medical records, receive work-related leave authorization, and manage your care and treatment or that of a loved one at **kp.org/recordsformsauthorizations/nw**.





Convenient ways to get care

You've got many ways to connect to quality care when and where it's most convenient for you and your family. Visit kp.org/getcare to learn more.



Schedule an appointment:

Call us at **1-800-813-2000 (TTY 711)**, 24/7, to make an appointment or get medical advice. You can also schedule routine appointments by signing in to your online account from your computer or the Kaiser Permanente app.¹



Advice:

Email your care team: Message your doctor's office anytime with nonurgent health questions.²

24/7 nurse advice: Talk with a registered nurse day or night for advice, prescription refills, and more.



Routine care:

Video visits: Meet face-to-face with a clinician by video, straight from your smartphone, tablet, or computer.^{2,3,4}

Phone appointments: Talk with a clinician over the phone for the same high-quality care as an in-person visit.^{2,3,4}

In person: Most locations offer many services under one roof to help you save time with a single trip.



Same- and next-day care options:

E-visits: Complete an online questionnaire and receive a treatment plan or advice from a Kaiser Permanente doctor, including most prescriptions if needed, in less than one hour.

Get care now: Talk to a clinician 24/7, by video or phone, for quality care when you need it — no appointment needed.

Urgent care: Visit a walk-in clinic if you have a condition that requires prompt medical attention (usually within 1 or 2 days) but is not an emergency.⁵ Open 7 days a week, weekends, and holidays.

Emergency care: If you ever need emergency care, you're covered — anywhere, anytime.⁶ You can get care at any Kaiser Permanente hospital or any other hospital emergency department.

Seeing a specialist

You don't need a referral for obstetrics-gynecology, optometry, mental health services, or treatment for substance use disorders.

If you believe you have an emergency medical condition, call **911** or go to the nearest hospital.

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. ²These features apply to care you get at Kaiser Permanente facilities. ³When appropriate and available. ⁴If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. ⁵An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. ⁶If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage (EOC)* or other coverage documents.



Healthy resources

You have access to these value-added programs and resources at no cost, unless otherwise noted below. You can register online at kp.org/register or on the Kaiser Permanente app.¹ You'll need your medical record number, which you can find on your Kaiser Permanente ID card.

Sign up for healthy lifestyle programs



With our online wellness programs, you'll get advice, encouragement, and tools to help you create positive changes in your life. Our programs can help you lose weight, eat healthier, quit smoking, reduce stress, and manage ongoing conditions like diabetes or depression.

Start with a Total Health Assessment, a simple online survey to give you a complete look at your health. You can also share and discuss the results with your doctor. Visit kp.org/healthylifestyles.



Get a wellness coach

If you need a little extra support, we offer Wellness Coaching by Phone. You'll work one-on-one with your personal coach to make a plan to help you reach your health goals. Visit kp.org/wellnesscoach.



Join health classes

You can sign up for health classes and support groups. Classes may be virtual and/or vary at each location. Visit kp.org/classes.

More ways to help improve your total health^{2,3,4}



Calm

Use meditation and mindfulness to help build mental resilience, reduce stress, and improve your sleep.



Headspace Care

Text one-on-one with an emotional support coach anytime, anywhere. Support is just a text message away.

Visit kp.org/selfcareapps for the most current app offerings and resources as well as helpful articles and activities to support emotional health.

The programs and resources described above are not covered under your health plan benefits and are not subject to the terms set forth in the *Evidence of Coverage* or other plan documents. Programs and resources are provided by third-party entities and may be discontinued at any time. If you would like additional information about these programs and resources, call Customer Service at **1-866-616-0047** (TTY **711**).

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. ²Only available to Kaiser Permanente members with medical coverage. ³Calm can be used by members 13 years and older. The Headspace Care app and services are not available to members under 18 years of age. ⁴Calm and Headspace Care are not available to Kaiser Permanente Dental-only members. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. Eligible Kaiser Permanente members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost.



Getting care

No matter what kind of care you need, we've got you covered

Claims

When you receive care from KP Select or PPO providers, you will not need to file any claims.

If you do need to file a claim (most likely when using a nonparticipating provider), you can get a claim form by visiting kp.org/choiceproducts/nw or calling Customer Service at **1-866-616-0047** (TTY **711**).

Prior authorization

Prior authorization helps ensure that care is medically necessary, cost effective, and the most appropriate treatment for your condition based on nationally recognized standards.

KP Select providers and PPO providers

Providers will obtain any necessary prior authorization and will submit claims on your behalf.

Nonparticipating providers

You are responsible for ensuring that your nonparticipating provider has obtained necessary prior authorization. If a nonparticipating provider recommends services that require prior authorization, you need to ask them to request prior authorization by calling us at **1-855-281-1840** (TTY **711**). If you don't get prior authorization for services from nonparticipating providers, you may be responsible for all costs.

Please note that if you don't get prior authorization for a service that requires it, your claim may be denied. If any service is denied, you have the right to appeal.



Your ID card

By now, you should have received your ID card. Bring this wherever you go to receive care or services. If you still need an ID card, call Customer Service at **1-866-616-0047** (TTY **711**).

When getting care outside of Kaiser Permanente, tell the provider you have a POS Plan with Kaiser Permanente that provides care and coverage outside of Kaiser Permanente. This includes access to participating KP Select and PPO providers (through various networks) and nonparticipating providers. Show your ID card to the provider. This will help answer questions by providing phone numbers, network logos, prior authorization, and claims billing information needed for your care.

Lab tests, X-ray and other imaging services

When getting care from a doctor in a Kaiser Permanente medical office, most locations have lab and X-ray services right in the same building. A few locations also have MRI, CT, and other imaging services. You have access to lab, X-ray and imaging services outside of Kaiser Permanente. To choose a PPO participating provider/facility, please visit kp.org/choiceproducts/nw. You may also choose a licensed nonparticipating provider/facility in the community for these services.



Contact Kaiser Permanente

Customer Service

Call us if you have questions, need information about eligibility, would like to verify your coverage, or would like to confirm that a doctor, pharmacy, or urgent care center is a KP Select or PPO network provider:

1-866-616-0047 (TTY 711)

Monday through Friday, 8 a.m. to 6 p.m.

You can also visit kp.org/choiceproducts/nw for information.

Find more information about Kaiser Permanente benefits, availability, and restrictions and member rights and responsibilities at kp.org/disclosures.

Kaiser Permanente Advice Line

To make an appointment or get 24/7 medical advice, call:

1-800-813-2000 (TTY 711)

Plan information

See your plan information:

Sample plan documents, your own *EOC*, and a glossary are included at kp.org/choiceproducts/nw.

For more information about Kaiser Permanente benefits, availability, and restrictions, go to kp.org/disclosures.

Information for your health care provider

Please provide a copy of this letter to any provider outside Kaiser Permanente.

About Added Choice[®] point-of-service

INFORMATION FOR PROVIDERS

Kaiser Permanente offers enrolled members the opportunity to access covered services from any licensed community provider outside Kaiser Permanente.

Members are issued an identification card that includes their health record number and the logos for all approved network providers. The front of the member ID card indicates if the member is enrolled with an Oregon or Washington employer. The back of the member ID card provides information for claims and prior authorization.

PRIOR AUTHORIZATION & MEDICAL CLAIMS

Some services may require medical prior authorization from Kaiser Foundation Health Plan:

Cigna HealthcareSM PPO Network providers call: 1-888-831-0761

(Members enrolled with an Oregon employer)

All other providers call: 1-855-281-1840

(Members enrolled with an Oregon or Washington employer)

For any questions about qualifying care, benefits, claims, or billing, please contact Kaiser Permanente Customer Service at **1-866-616-0047** or visit kp.org/choiceproducts/nw.

FOR MEMBERS ENROLLED WITH AN OREGON EMPLOYER

Members can receive care from First Choice Health providers in Oregon and Washington and First Health Network providers in California, Colorado, Georgia, Hawaii, Maryland, Virginia, and District of Columbia. In all other states, members can visit Cigna HealthcareSM PPO Network providers.*

FOR MEMBERS ENROLLED WITH A WASHINGTON EMPLOYER

Members can receive care from First Choice Health providers in Washington, Oregon, Alaska, Idaho, Montana, North Dakota, South Dakota, and Wyoming. Members can get care from First Health Network providers in all remaining states.

OUT-OF-NETWORK/NONPARTICIPATING PROVIDERS

(Members enrolled with Oregon and Washington employers)

Members may see any nonparticipating licensed provider using their out-of-network plan benefits.

*The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Healthcare Intellectual Property, Inc.





Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call Member Services at **1-800-813-2000** (TTY: **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: **1-800-813-2000** (TTY: **711**), Fax: **1-855-347-7239**.

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, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

For Washington Members

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 1-800-562-6900, or 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online-services/cc/pub/complaintinformation.aspx>.

Help in Your Language

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**).

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **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**1-800-813-2000** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-813-2000** (TTY: **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。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ແຈ້ງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-813-2000** (TTY: **711**).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: **711**).

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