



# Preventive Health Guidelines

## What is your plan for better health?

Make this year your best year for wellness. Your health plan may help pay for tests and routine wellness exams that find disease early and help you and your family stay well. Talk with your doctor about the care that is right for you.

Blue Cross and Blue Shield of Texas (BCBSTX) might not pay for all services and treatments in this guide. To learn more about what BCBSTX pays for, call the Customer Service number on the back of your ID card. You can also check [www.bcbstx.com/starkids](http://www.bcbstx.com/starkids) for more information.

The content in this guide is based in part on suggestions from these independent groups and state-specific requirements:

- American Academy of Family Physicians – AAFP
- American Academy of Pediatrics – AAP
- Advisory Committee on Immunization Practices – ACIP
- American College of Obstetrics and Gynecology – ACOG
- American Cancer Society – ACS
- Centers for Disease Control and Prevention – CDC
- Texas Health Steps – Texas Health Steps Periodicity Schedule – Texas Health and Human Services Commission, Centers for Medicare and Medicaid Services
- U.S. Preventive Services Task Force – USPSTF

Use this guide to know when to set up visits with your doctor for you and your children. Ask your doctor which exams, tests and vaccines are right for you, when you should get them and how often. How you get certain diseases is not talked about in this guide.

Please see your BCBSTX STAR Kids Member Handbook to check on your plan benefits.

To learn more about your health plan, go to [www.bcbstx.com/starkids](http://www.bcbstx.com/starkids).

To learn more about vaccines, go to the Centers for Disease Control and Prevention at [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).

## Well Baby and Well Child/Texas Health Steps screenings

**Well Baby/Texas Health Steps exam — birth to two years old\***: Infants who leave the hospital less than two days (48 hours) after birth need to be seen by a doctor within two to four days after being born. You might talk to the doctor if you are a first-time parent, are having a high-risk pregnancy or want to learn about feeding, circumcision or Well Baby care. At the Well Baby exam, you may get advice on your child's safety, dental exams and care. At these exams, your baby may get the vaccines and screenings below, such as tuberculin and/or sickle cell anemia testing.

Age (in months)

Screenings	Birth	1	2	4	6	9	12	15	18	24	
Weight, length and head circumference (the length around the head)	At each visit										
Development and behavior	At each visit										
Mental and behavioral health	At each visit										
Hearing	At each visit										
Oral/dental health	Dental exams starting at 6 months old – fluoride varnish on the teeth when your doctor suggests; fluoride prescription based on your drinking water										
Hemoglobin or hematocrit (blood count)							at 12				
Lead testing							at 12			at 24	
Tuberculin (testing if needed)							at 12 and each year				
Autism									at 18	at 24	
Newborn metabolic, sickle cell, and thyroid	Birth to 11 months (at 3–5 days after birth)										
Newborn blood, behavior assessment, bilirubin (if indicated), heart defects and immunizations			at 3-5 days after birth								

Texas Health Steps - Texas Health Steps Periodicity Schedule (07/2018) - Texas Health and Human Services Commission, Centers for Medicare and Medicaid Services; Texas Health Steps - Texas Health Steps Newborn Screening Module (06/2019) - Texas Health and Human Services Commission - Texas Department of State Health Services

\*This guide is for people enrolled in the BCBSTX plan. Some people might be at higher risk for health issues due to their family history, their race or ethnicity or other reasons. Talk to your doctor if you have concerns about your health.

**Well Child/Texas Health Steps exam — ages two to 10 years old\***: You may get advice about how to keep your child safe, how to prevent injuries, how to reduce the risks of getting skin cancer, good health, diet and physical activity and development. Annual dental referrals start at six months old. At these Well Child exams, your child may get the screenings below, such as tuberculin and/or body mass index (BMI) screening.

Screenings	Age (in years)									
	2	3	4	5	6	7	8	9	10	
Height and weight**	At each visit									
Body mass index (BMI)**	Each year starting at 2 years old									
Development and behavior	At each visit									
Mental and behavioral health	Each year									
Vision	Each year									
Hearing	Each year									
Oral/dental health	Each year									
Blood pressure	Each year starting at 3 years old									
Tuberculin (testing if needed)	Each year									

Sources: Texas Health Steps - Texas Health Steps Periodicity Schedule (07/2018) - Texas Health and Human Services Commission, Centers for Medicare and Medicaid Services

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\*\*Height and weight are used to find BMI. BMI is used to see if a person has the right weight for height, or is under or over weight for height.

**Well Child/Texas Health Steps exam — ages 11 to 20 years old\*:** The doctor might talk to you about health and wellness issues. These include: diet and physical activity, healthy weight, dental health, dentist referral each year, mental health, sexual behavior and screening for sexually transmitted infections or high-risk behaviors. You might also get counseling on: how to prevent injuries, how to reduce your risk of getting skin cancer, what special risks you might have for cancer (such as family history) and steps to reduce those risks, information on secondhand smoke, avoiding tobacco and misuse of alcohol and drugs.

At these exams, your child can get the screenings below, such as tuberculin and/or body mass index (BMI) screening.

Screenings	Age (in years)							
	11	12	13	14	15	16	17	18
Height and weight**					Each year			
Body mass index (BMI %)**					Each year			
Development and behavior					Each year			
Mental and behavioral health					Each year			
Blood pressure					Each year			
Vision					Each year			
Hearing					Each year			
Oral/dental health					Each year			
Chlamydia								For sexually active women 24 years old and younger
Tuberculin (testing if needed)					Each year			

Sources: Texas Health Steps - Texas Health Steps Periodicity Schedule (07/2018) - Texas Health and Human Services Commission, Centers for Medicare and Medicaid Services

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## Adult screenings — women\*

**Wellness exam:** The doctor might talk with you about health and wellness issues. These include:

- Diet and physical activity for all women including those diagnosed with heart disease
- Family planning for ages 19 to 39
- Folic acid for women who are of the age to get pregnant
- Sexual behavior and screening for sexually transmitted infections
- Screening for HIV
- Screening for hepatitis B (HBV) if high risk
- Screening for hepatitis C (HCV) if high risk
- Intimate partner violence
- How to prevent injuries
- Counseling to reduce your risk of getting skin cancer, special risks you might have for cancer (such as family history) and steps you can take to reduce those risks
- Misuse of drugs and alcohol
- Secondhand smoke
- How to stop using tobacco
- Dental health
- Mental health
- Cervical cancer screening
- Breast cancer screening
- Pre-diabetics should be considered for Metformin therapy to prevent Type 2 diabetes

At this visit, you can get these screenings:

Screenings	Age (in years)										
	19	20	25	30	35	40	45	50	55	60	65 and older
Height, weight	Each year or as your doctor suggests										
Behavior	Screening for high risk behaviors such as drug or alcohol use is recommended for adults ages 18 or older										
BMI and BMI Percentile	Each year or as your doctor suggests										
Blood pressure	Each year or as your doctor suggests										
Breast cancer: doctor exam	Doctor exam every one to three years										
Chlamydia	Sexually active women ages 24 and younger										
Cholesterol	Every five years starting at age 45 with more screenings as your doctor suggests or for women ages 20 to 45 if they are at increased risk for coronary heart disease										
Diabetes	For adult diabetics, perform lipid profile test each year. If lipid values are low-risk, test can be performed every two years. Pre-diabetics should test yearly. Testing should also be done for diabetes or pre-diabetes in adults with no symptoms who have the following health risks: <ul style="list-style-type: none"> <li>• High-risk ethnicity (African American, Latino, Native American, Asian American Pacific Islander); history of cardiovascular disease; high blood pressure; low HDL cholesterol or high triglyceride level; women with polycystic ovary syndrome; physical inactivity or other clinical conditions associated with insulin resistance such as severe obesity or acanthosis nigricans.</li> </ul>										
Hepatitis C	Most adults need to be screened only once										

Sources: U.S. Preventive Service Task Force (USPSTF); Centers for Disease Control and Prevention (CDC); Texas Health and Human Services Commission - Texas Department of State Health Services

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## Pregnant women\*

Pregnant women should see the doctor or OB/GYN in the first three months of pregnancy for a first visit and to set up a prenatal care plan. At this visit your doctor will check your health and the health of your baby.

Based on your past health, your doctor might want you to have these tests, screenings or vaccines:

- **Diabetes:** during pregnancy
- **Hematocrit/hemoglobin** (blood count)
- **Hepatitis B:** at first prenatal visit
- **Hepatitis C:** during each pregnancy
- **HIV**
- **Preexposure prophylaxis (PrEP):** with effective antiretroviral therapy to those at high risk of HIV
- **Rubella immunity:** to find out which women need the rubella vaccine after giving birth
- **Rh(D) blood type and antibody testing:** if Rh(D) negative, repeat test at 26 to 28 weeks
- **Syphilis**
- **Urinalysis:** when your doctor wants it

The doctor might talk to you about what to eat and how to be active when pregnant as well as staying away from tobacco, drugs, alcohol and other substances. You can also discuss breastfeeding support, supplies and counseling.

### Other tests and screenings:

Some tests given alone or with other tests can be used to check the baby for health concerns. These tests are done at certain times while you are pregnant. The best test to use and the best time to do it depends on many things. These include your age as well as your medical and family history. Talk to your doctor about what these tests can tell you about your baby, the risks of the tests and which tests might be best for you.

- **Amniocentesis**
- **Chorionic villus sampling**

- **Special blood tests**

- **Ultrasound tests:** including special tests (used with blood tests during the first three months for chromosomal abnormality risk) and routine two-dimensional tests to check on the baby

### Medication:

If you are high risk for a condition called preeclampsia (a sudden increase in blood pressure after the 20th week of pregnancy), your doctor can recommend the use of low-dose aspirin as preventive medication.

### Vaccines:

If you are pregnant in flu season (October to March) your doctor may want you to have the inactivated flu vaccine. You might need the tetanus, diphtheria, pertussis (Tdap) vaccine if you have not had it before. While other vaccines may be given in special cases, it is best to get the vaccines you need before you get pregnant. Women should always check with their doctor about their own needs.

You should NOT get these vaccines while you are pregnant:

- **Measles, mumps, rubella (MMR)**
- **Varicella**

### Mental health:

If you are pregnant or recently had a baby, your doctor can provide treatment options or refer you to another provider if you are showing signs or symptoms of depression.

### Postpartum followup:

All women should complete a comprehensive postpartum visit within 12 weeks after delivery.

## Adult screenings — men\*

The doctor might talk with you about health and wellness issues. These include:

- Diet and physical activity for all men including those diagnosed with heart disease
- Family planning for ages 19 to 39
- How to prevent injuries
- Misuse of drugs and alcohol
- How to stop using tobacco
- Secondhand smoke
- Sexual behavior and screening for sexually transmitted infections
- Screening for HIV
- Preexposure prophylaxis (PrEP) with effective antiretroviral therapy to those at high risk of HIV
- Screening for hepatitis B (HBV) if high risk
- Screening for hepatitis C (HCV) if high risk
- Counseling to reduce your risk of getting skin cancer, special risks you might have for cancer (such as family history) and steps you can take to reduce those risks
- Dental health
- Mental health
- Pre-diabetics should be considered for Metformin therapy to prevent Type 2 diabetes

At this visit, you may get these screenings:

Screenings	Age (in years)											
	19	20	25	30	35	40	45	50	55	60	65 and older	
Height, weight	Each year or as your doctor suggests											
BMI and BMI Percentile	Each year or as your doctor suggests											
Blood pressure	Each year or as your doctor suggests											
Cholesterol			Every five years starting at age 20 with more screenings as your doctor suggests									
Diabetes	For adult diabetics, perform lipid profile test each year. If low-risk, perform lipid profile every two years. Pre-diabetics should test yearly. Testing should also be done for diabetes or pre-diabetes in adults with no symptoms who have the following health risks: <ul style="list-style-type: none"> <li>• High-risk ethnicity (African American, Latino, Native American, Asian American Pacific Islander); history of cardiovascular disease; high blood pressure; low HDL cholesterol or high triglyceride level; physical inactivity or other clinical conditions associated with insulin resistance such as severe obesity or acanthosis nigricans.</li> </ul>											
Hepatitis C											Most adults need screening only once	

Sources: U.S. Preventive Service Task Force (USPSTF); Centers for Disease Control and Prevention (CDC); Texas Health and Human Services Commission - Texas Department of State Health Services

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# Suggested vaccine schedule\*

✓ Shows when vaccines are suggested

Vaccine	Birth	1 to 2 months	2 months	4 months	6 months	6 to 18 months	12 to 15 months	16 to 18 months	19 to 23 months
Hepatitis B	✓	✓				✓			
Rotavirus (RV)			✓ Two-dose or three-dose series						
Diphtheria, tetanus, pertussis (DTaP)			✓	✓	✓			✓	
Haemophilus influenza type b (Hib)			✓ Three-dose or four-dose series						
Inactivated Polio Virus (IPV)			✓	✓		✓			
Influenza (flu)						✓ Suggested each year from 6 months to 2 years old			
Measles, mumps, rubella (MMR)							✓		
Varicella (chicken pox)							✓		
Hepatitis A							✓ Two-dose series		
Meningococcal			Your doctor may suggest from 2-23 months old based on where you have traveled						
Pneumococcal polysaccharide (PPSV23)			Your doctor may suggest one dose in special conditions between 2-18 years old						
Pneumococcal 13-valent conjugate (PCV13)			✓	✓	✓		✓ One dose		
COVID-19	✓ Ages 12+ (or younger as recommended by the CDC)								

Source: Centers for Disease Control and Prevention (CDC), Recommended Child and Adolescent Immunization Schedule for ages 18 years or younger, United States, 02/2021

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# Suggested vaccine schedule\*

✓ Shows when vaccines are suggested

Vaccine	4 to 6 years	11 to 12 years	13 to 18 years	19 to 60 years	60 to 64 years	65+ years
Diphtheria, tetanus, pertussis (DTaP)	✓					
Tetanus, diphtheria, pertussis (Td/Tdap)		✓ Tdap		✓ Td booster every 10 years after the initial Tdap vaccine		
Inactivated Polio Virus (IPV)	✓					
Influenza (flu)	✓ Suggested each year					
Measles, mumps, rubella (MMR)	✓			✓ 1 or 2 doses of MMR depending on indication (if born in 1957 or later)		
Varicella (chicken pox)	✓			✓ 2 doses (if born in 1980 or later) depending on indication		
Human papillomavirus (HPV)		✓ 2-3 dose series ages 11-12 (can start at age 9)				
Meningitis B			✓ Suggested from 16-18 years old			
Meningococcal (Serogroup A, C, W, Y)		✓	✓ 16 years			
Pneumococcal polysaccharide (PPSV23)	2-64 years old depending on indication, all adults 65 years and older and adults 19-64 years who smoke					
Zoster				✓ 2 doses for ages 50+		
Pneumococcal 13-valent conjugate (PCV13)	All adults 65 years and older, those 2-64 years old depending on indication and adults ages 19-64 who smoke					

Sources: Centers for Disease Control and Prevention (CDC), Recommended Child and Adolescent Immunization Schedule for ages 18 years or younger, United States, 02/2020; CDC, Recommended Adult Immunization Schedule for ages 19 years or older, United States, 02/2021

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**Hepatitis B** - You can get an extra dose (four-dose series) at four months old if the combination vaccine is used after the birth dose.

**Rotavirus (RV)** - Get a two-dose or three-dose series (depends on brand of vaccine used).

**Tdap (teens)** - If you are 13 to 18 years of age and have not had this vaccine before, talk to your doctor about a catch-up vaccine.

**Tdap (adults)** - If you are 19 years of age or older and have not gotten a dose of Tdap before, you should get a single dose.

**Haemophilus influenzae type b (Hib)** - Get a three-dose or four-dose series (depends on brand of vaccine used).

**Influenza (flu)** - Refer to [www.cdc.gov/flu](http://www.cdc.gov/flu) to learn more about this vaccine. (Note: Children six months to eight years old having the vaccine for the first time should have two doses separated by four weeks.)

**Measles, mumps, rubella (MMR) and varicella (chicken pox)** - If you were born after 1957, you should have records of one or more doses of MMR vaccine unless you have a medical reason not to have the vaccine or laboratory records of immunity to these three diseases.

**Human papillomavirus (HPV)** - This vaccine is for girls (HPV2, HPV4, or 9vHPV) and boys (HPV4 or 9vHPV) 11 to 12 years old, but it can be given as early as nine years old. This vaccine can be given up to age 26. Administer second dose one to two months after first dose; administer third dose 24 weeks after the first dose and 16 weeks after the second dose.

**Meningococcal (A,C, W, Y)** - Two doses of this routine vaccine are given (excludes Meningococcal B). Administer the first dose at 11 or 12 years old and the next dose at 16 years old.

**Meningococcal B** - Teens should also get a MenB vaccine, preferably at 16-18 years old.

**Pneumococcal Conjugate (PCV13)** - Children two through 15 months of age should get a series of four doses.

**Pneumococcal polysaccharide (PPSV23)** - All adults 65 years or older and ages two through 64 with certain medical conditions, as well as adults ages 19 through 64 who smoke.

To get auxiliary aids and services, or to get written or oral interpretation to understand the information given to you, including materials in alternative formats such as large print, Braille or other languages, please call the Blue Cross and Blue Shield of Texas Customer Advocate Department on the back of your Member ID card.

### **Health care coverage is important for everyone.**

We provide free communication aids and services for anyone with a disability or who needs language assistance. We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability.

To receive language or communication assistance free of charge, please call us at 1-855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator  
300 E. Randolph St., 35th Floor  
Chicago, Illinois 60601

Phone: 1-855-664-7270 (voicemail)  
TTY/TDD: 1-855-661-6965  
Fax: 1-855-661-6960

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building 1019  
Washington, DC 20201

Phone: 1-800-368-1019  
TTY/TDD: 1-800-537-7697  
Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
Complaint Forms: <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Para solicitar ayuda y servicios auxiliares o servicios de interpretación oral o escrita para entender la información que se le brinda, incluidos los documentos en formatos alternativos como los impresos en letra grande, Braille u otros idiomas, llame al departamento de especialistas en Servicio al Cliente de Blue Cross and Blue Shield of Texas al número en su tarjeta de asegurado.

### **Tener cobertura médica es importante para todos.**

Ofrecemos comunicación y servicios gratuitos para cualquier persona con impedimentos o que requiera asistencia lingüística. No discriminamos por motivos de raza, color, país de origen, sexo, identidad de género, edad, orientación sexual, estado de salud o discapacidad.

Para recibir asistencia lingüística o comunicativa de manera gratuita, llámenos al 1-855-710-6984.

Si cree que no hemos proporcionado un servicio, o si cree que ha sido discriminado de cualquier otra manera, comuníquese con nosotros para presentar una inconformidad.

Office of Civil Rights Coordinator  
300 E. Randolph St., 35th Floor  
Chicago, Illinois 60601

Teléfono: 1-855-664-7270 (correo de voz)  
TTY/TDD: 1-855-661-6965  
Fax: 81-55-661-6960

Tiene el derecho de presentar una queja por derechos civiles en la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. (U.S. Department of Health and Human Services, Office for Civil Rights) por estos medios:

U.S. Dept. of Health & Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building 1019  
Washington, DC 20201

Teléfono: 1-800-368-1019  
TTY/TDD: 1-800-537-7697  
Portal de quejas: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
Formulario de quejas: <https://www.hhs.gov/sites/default/files/ocr/civilrights/resources/factsheets/spanish/cmpltfrmspanish.pdf>

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984.

Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.
العربية Arabic	إن كان لديك أو لدى شخص تساعد أسئلة، فلدك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم فوري، اتصل على الرقم 855-710-6984.
繁體中文 Chinese	如果您，或您正在協助的對象，對此有疑問，您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員，請撥電話號碼 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.
ગુજરાતી Gujarati	જો તમને અથવા તમે મદદ કરી રહ્યા હોય એવા કોઈ બીજા વ્યક્તિને એસ.બી.એમ. કાયદમ બાબતે પ્રશ્નો હોય, તો તમને વિના ખર્ચે, તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો હક્ક છે. દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કોલ કરો.
हिंदी Hindi	यदि आपके, या आप जिसकी सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में नि:शुल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के लिए 855-710-6984 पर कॉल करें।
Italiano Italian	Se tu o qualcuno che stai aiutando avete domande, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare il numero 855-710-6984.
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면 855-710-6984 로 전화하십시오.
Diné Navajo	T'áá ni, éí doodago ła'da bíká anánílwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóótí'i' t'áá níłk'e níká a'doolwoł dóó bína'ídíłkidígíí bee níł h odoonih. Ata'dahalne'ígíí bich'í' hodíłłnih kwe'e 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به او کمک می کنید، سوالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با شماره 855-710-6984 تماس حاصل نمایید.
Polski Polish	Jeśli Ty lub osoba, której pomagasz, macie jakiegokolwiek pytania, macie prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 855-710-6984.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.
اردو Urdu	اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں، کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، 855-710-6984 پر کال کریں۔
Tiếng Việt Vietnamese	Nêu quý vị, hoặc người mà quý vị giúp đỡ, có câu hỏi, thì quý vị có quyền được giúp đỡ và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, gọi 855-710-6984.