



# LifeTimes<sup>®</sup>

Summer 2024

## Your guide to **lifelong health**

Health and wellness and prevention information

### STAR Plan Updates

Thank you for choosing Blue Cross and Blue Shield of Texas. We want to make sure you have the latest updates about the services and benefits we offer to STAR members. Please read the important information in this notice. It is our goal to provide care to all members in a culturally competent manner regardless of gender, sexual orientation or gender identity. BCBSTX complies with all applicable federal and state laws.

The STAR Member Handbook is the best way to stay up to date on the benefits and programs we offer members. We did not have major changes over the last year. You can view the most up-to-date version of the member handbook at [www.bcbstx.com/star](http://www.bcbstx.com/star).

The Customer Advocate Department is open Monday–Friday, 8 a.m. to 5 p.m. Central time, except state-approved holidays. During after-hours and weekends, leave a non-urgent message and your call will be returned the next business day. For TTY after hours and weekends, call Texas Relay at **711**. Help is offered in English and Spanish. Interpreter services are available.



In an emergency, call **911**. The Behavioral Health and Substance Use Crisis Line is available 24 hours a day, seven days a week.

Customer Advocates can answer questions about your benefits, help you log into Blue Access for Members<sup>SM</sup> and help you find or change your primary care provider (PCP).

Go to [www.bcbstx.com/star](http://www.bcbstx.com/star) and click 'Sign Up' or 'Login' at the top-right side of the page. If you have questions about how to sign up for or use BAM<sup>SM</sup>, please call the Customer Advocate Department at **1-888-657-6061** (TTY: **711**).

*LifeTimes* is published for Blue Cross and Blue Shield of Texas STAR members. Each issue brings you news about your health plan and staying healthy, along with important phone numbers for you to keep. If you have questions or need help, call the Customer Advocate Department. Articles in *LifeTimes* are meant to educate. They are not meant as medical advice. Please check with your doctor for any advice about your health.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



## Find Help Near You

Go to [communityservices.bcbstx.com](https://www.communityservices.bcbstx.com) to find health and community resources in your local area.

## Renew or Manage Your Medicaid Benefits

The COVID-19 public health emergency ended on March 31, 2023. It is important for you to respond to requests for information from the Health and Human Services Commission (HHSC) to keep your coverage if you are still eligible. HHSC may send you requests for information to renew your Medicaid each year. Be sure to respond by the due date for your case to keep your health care coverage. Even if adults in a family are not eligible for Medicaid, children could still be eligible for health care programs. Log in to your account at [YourTexasBenefits.com](https://www.YourTexasBenefits.com) and click 'Select Details' for your case. If it is time for you to renew your benefits, it will say 'Yes' in the Time to Renew column.

Call HHSC at **2-1-1** to report any changes to your information as soon as possible. If you need help with your renewal application, call Member Outreach at **1-877-375-9097** (TTY: **711**).

If you no longer qualify for a Medicaid plan, go to [www.needcoveragenowtx.com](https://www.needcoveragenowtx.com) to find a health plan that meets your family's health care needs. This site lets you compare BCBSTX health plans for individuals and families.

## Preventive Health Guidelines

Preventive Health Guidelines let you know when to set up doctor visits for you and your children. These guidelines can help you and your doctor find out what health measures are normal for you so they can be compared to future visits. BCBSTX might not pay for all the tests listed in the Preventive Health Guidelines.

Ask your doctor which exams, tests and vaccines are right for you, when you should get them and how often. Some of these tests and routine wellness exams can find disease early to help you and your family stay well.

To learn more about what BCBSTX pays for, call the Customer Advocate Department toll-free at **1-888-657-6061** (TTY: **711**) or read your STAR Member Handbook to learn more about your plan benefits. You can also check the Health and Wellness page at [www.bcbstx.com/star](https://www.bcbstx.com/star) for more information.



## Programs to Keep You Well

BCBSTX offers many programs and services to keep you well. The programs and services below are offered at no cost to you:

- Disease Management services for members at high risk for chronic conditions such as asthma, diabetes, hypertension and heart disease.
- Case Management services for members with physical and mental health conditions ranging from simple to complex health needs.
- Help with transition of care after a hospital discharge and between health care settings to make sure members get the same delivery of care.
- Pharmacy programs to help with medication management and education.
- Yearly flu shot reminders.

To learn about your eligibility for any of these programs, how you can opt in or out and how to use these programs and services, call Service Coordination toll-free at **1-877-214-5630** (TTY: **711**), 8 a.m. to 5 p.m., Central time, Monday through Friday. You can also find out more about these programs on the Member Resources page at [www.bcbstx.com/star](http://www.bcbstx.com/star).



## Advance Directives

An advanced directive, also known as a living will, is a legal document that tells your health care provider how you want to be treated if you cannot talk or make decisions for yourself about your care. You can download forms at <https://www.hhs.texas.gov/formas/advance-directives> or call the Customer Advocate Department for more information.

## Helpful Toll-Free Phone Numbers

Service Coordination	<b>1-877-214-5630</b>	(TTY: <b>711</b> )
Mental Health Services Hotline	<b>1-888-657-6061</b>	(TTY: <b>711</b> )
Member Advocate and Value Added Services	<b>1-877-375-9097</b>	(TTY: <b>711</b> )
Medicaid Managed Care Helpline	<b>1-866-566-8989</b>	(TTY: <b>711</b> )
ModivCare: Non-Emergency Medical Transportation	<b>1-866-824-1565</b>	(TTY: <b>711</b> )
Vision Services	<b>1-888-657-6061</b>	(TTY: <b>711</b> )
Special Beginnings®	<b>1-888-421-7781</b>	(TTY: <b>711</b> )

STAR Customer Advocate **1-888-657-6061** (TTY: **711**)

Member Outreach **1-877-375-9097** (TTY: **711**)



## STAR Member Rights and Responsibilities

At BCBSTX, we want you and your family to get the health care you need. We also want to make sure your rights as a member are respected. You can find a full listing of your Member Rights and Responsibilities in your member handbook and on the STAR member website.

Click on 'Member Resources' and then 'Member Rights and Responsibilities'. You can also call Member Outreach at **1-877-375-9097** (TTY: **711**) to have a copy mailed to you.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at **1-800-368-1019**. You can also view information about the HHS Office of Civil Rights online at [www.hhs.gov](http://www.hhs.gov).

## Need Help Finding a Provider?

You can search the Provider Finder® tool to find a doctor, hospital or provider to give you the care you need. You can access the Provider Finder through your plan member website at [www.bcbstx.com/star](http://www.bcbstx.com/star).

The provider and pharmacy directories can be found in the Member Forms and Documents section of the STAR member website. You can download the directory to your computer or you can call the Customer Advocate Department to ask for a copy to be mailed to you at no cost. We will mail you a copy within five business days.

## Privacy Practice Notice

BCBSTX is committed to protecting your privacy and understands the importance of safeguarding medical information. We are required by the Health Insurance Portability and Accountability Act (HIPAA) to maintain the privacy of your protected health information (PHI) that identifies you or could be used to identify you. View more at <https://www.bcbstx.com/medicaid/pdf/medicaid-hipaa-notice-tx.pdf> or call a Customer Advocate to request a copy.





## Kids Need Texas Health Steps Visits and Dental Care Every Year

Regular visits to the doctor or PCP can help keep your child in the best possible health. These visits are at no cost to you. Call your child's doctor today and ask for a Texas Health Steps checkup. Ask the doctor what vaccines (shots) your child needs. If you want to talk to a nurse about checkups and vaccines, call the 24-Hour Nurse Hotline at **1-844-971-8906** (TTY: **711**).

Dental visits are also important to your child's health. Your child's STAR dental plan provides dental services that help prevent tooth decay and fix dental problems. Call your child's dental plan to learn more about the dental services offered. If you do not know your child's dental plan, call the STAR Enrollment Broker at **1-800-964-2777**.

## How We Make Decisions About Your Care

BCBSTX has strict rules about how decisions are made about your care. These rules are in place to make sure doctors and staff make decisions about your coverage based on your benefits and what your medical needs are. This includes seeing a specialist, having surgery or getting supplies and equipment to help you get better. BCBSTX does not ask doctors to give less care than you need and doctors are not paid to deny care.

If you want to know more about how decisions are made about your care, call your Service Coordinator at **1-877-214-5630** (TTY: **711**), 8 a.m. to 5 p.m. Central time, Monday through Friday. If you reach us after 5 p.m., leave a message and we will return your call the next business day. Health Services staff will always tell you they are employees of BCBSTX. They will also give you their names and titles.



## How to File a Complaint

We want you to be satisfied with your care. If you have a complaint about any service or care you received from BCBSTX or a provider, we want you to tell us if you are not satisfied.

You also have the right to file an appeal if you are not happy with a decision that was made about your care. Your appeal can be filed by your health care provider, friend, relative, lawyer or anyone else you choose.

When you file an appeal, we will take another look at your case and see if there is something more we can do to help. You must ask for an appeal by 60 days from the date your notice for denial of services was mailed. We will give you a decision on your appeal within 30 days.

If you are a STAR member and you have a complaint, call the Customer Advocate Department toll-free at **1-888-657-6061** (TTY: **711**) to get help.

## To Report Waste, Abuse or Fraud, Choose One of These:

- Call the Office of the Inspector General Hotline at **1-800-436-6184**.
- Visit [oig.hhs.texas.gov](https://oig.hhs.texas.gov) and click 'Report fraud,' to fill out the online form.
- You can report to BCBSTX: Blue Cross and Blue Shield of Texas, PO Box 660044, Dallas, Texas 75266-9506  
Phone: **1-888-657-6061**

BCBSTX is committed to protecting your privacy and understands the importance of safeguarding medical information. We are required by the Health Insurance Portability and Accountability Act to maintain the privacy of your personal health information that identifies you or could be used to identify you. View our Privacy Practices online at <https://www.bcbstx.com/medicaid/pdf/medicaid-hipaa-notice-tx.pdf>. You can also call the Customer Advocate Department to ask for a copy mailed to you at no cost.





## Quality Performance Results

The Quality Management/Quality Improvement Program at BCBSTX wants to help members get the best quality of care possible. This means members get the right amount of care, delivered at the right time and in the right setting.

Every year, the Quality Improvement Program uses the results of an annual survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) to measure the care and services our members get. This survey tells us if we need to make changes to our programs

to help you stay healthy and to get the best care possible. You can find the results of the CAHPS under the 'Member Resources' tab at [www.bcbstx.com/star](http://www.bcbstx.com/star). Click on 'Forms and Documents' then 'Important Notices'.

If you need more information about the CAHPS survey, copies of our Annual Quality Program Plan or Work Plan call Member Outreach at **1-877-375-9097**. If you are speech or hearing impaired, call **711** for TTY service.



## Go Digital!

Learn more about online resources for STAR members at [www.bcbstx.com/star](http://www.bcbstx.com/star).

## Text and Email Updates

STAR members can get text messages with plan benefit updates, notices about member meetings, events in your area and health care tips. You can opt in to get text or email updates from HHSC and BCBSTX by updating your preferred method of contact at [YourTexasBenefits.com](http://YourTexasBenefits.com).

## BAM<sup>SM</sup>

Sign up for BAM to stay in the know about your health care. BAM is your secure online portal where you can view your health plan details quickly.

Through BAM, you can:

- Access your digital member ID card.
- Update your communication preferences.
- Find doctors, health care providers, pharmacies and hospitals.
- View your claims and prior authorizations.
- See health care benefits.
- Learn how to get no cost rides to your medical appointments.
- Access our new emotional well-being support platform from Learn to Live.





## ModivCare Transportation Mobile App

The ModivCare app gives you the flexibility to schedule your medical ride whenever and wherever you like. All you need to do is search 'ModivCare' on either Google Play® or the Apple App Store® to download. Make sure to have an email address handy to create your account.

With the ModivCare App you can:

- Book a trip.
- Change or cancel a ride.
- Know where your driver is in real time.
- Text or call the driver to make sure your ride is on time.
- Submit a trip mileage claim to get paid back.
- Contact support within the app to talk to a live agent.

Learn more about the ModivCare app and Extra Help Getting a Ride on the STAR member website.

## Learn to Live: Behavioral Health Online Resources

Learn to Live is a no cost online health program. It is offered to members and caregivers. If you have mild to moderate mental or emotional health concerns, Learn to Live gives self-paced mental health solutions. Plus, you get access to 24/7 therapy coaches for members. It can help with common challenges like stress, anxiety, depression, insomnia and substance use.

To start, register at

[www.learntolive.com/welcome/BCBSTXMedicaid](http://www.learntolive.com/welcome/BCBSTXMedicaid) (Access Code: TXMED).





## Language Help

Did you know BCBSTX provides free language services to members who speak English as a second language?

We have interpreters who can:

- Help you explain your question or issue to the Customer Advocate Representative.
- Interpret for you when you speak to your case manager or service coordinator over the phone.
- Interpret for you in person if you need an interpreter for a medical appointment.

We also provide:

- Free communication aids and services to people with disabilities.
- Information in large print, audio and electronic formats.
- Member documents and forms translated into other languages.
- Call the Customer Advocate Department toll-free at **1-877-657-6061** (TTY: **711**), 8 a.m. to 5 p.m. Central time, Monday through Friday to ask for help.





## Member Advisory Group

Every three months, we invite STAR members, parents or legally authorized representatives (LARs) to join our online Member Advisory Group (MAG) meeting. MAG members are asked to give us feedback on our member education materials, Value Added Services (VAS) and to get health plan program updates. Members, parents or LARs who join MAG are asked to commit to four quarterly meetings and will get a \$25 gift card per family for attending.

You can visit [www.bcbstx.com/star](http://www.bcbstx.com/star) to find a schedule of MAG meetings and events or call a Member Advocate at **1-877-375-9097** to get details.

## Value Added Services

BCBSTX has many VAS to help members stay healthy. These services are offered at no cost to you. VAS include:

- Extra Help Getting a Ride: Free rides to medical and dental visits, member events and meetings, VAS services and approved health classes.
- Infant Texas Health Steps Gift Card
- Child and Adolescent Checkup Gift Card
- Enhanced Eyewear for Kids
- Sports and Camp Physicals
- Health and Wellness Activity Reimbursement
- Prenatal Care Incentive with Infant Car Seat or Pack and Play Playard
- Prenatal Class with Incentive Diaper Bag
- Prenatal Visit Gift Card Incentive
- Postpartum Visit Gift Card Incentive
- Breastfeeding education through our Special Beginnings Program
- Fresh and Healthy Produce Delivery for Pregnant Members

- In-Home delivery meal services after a qualifying hospitalization
- In-Home Support for high-risk pregnant members enrolled in Special Beginnings
- Learn to Live: Online Behavioral Health (BH) Resources
- Gift Card for Getting Follow-up Care after a BH inpatient discharge
- Online Community Resource Platform
- Blue365® Discount Pharmacy Program
- Asthma Prescription Refill Incentive
- 24/7 Nurseline
- Human Papillomavirus (HPV) Vaccine Gift Card

To learn more about the VAS available to STAR members, visit [www.bcbstx.com/star](http://www.bcbstx.com/star) or call Member Outreach toll-free at **1-877-375-9097** (TTY: **711**). These VAS are effective Sept. 1, 2024, through Aug. 31, 2025. For a full list of VAS, read the member handbook. VAS may have restrictions and limitations.

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Members should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice. The relationship between the Blue365 vendors and BCBSTX is that of independent contractors.

ModivCare is an independent company that has contracted with Blue Cross and Blue Shield of TX to provide transportation services for members with coverage through BCBSTX.

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Texas.



# Family Food Favorites



## Berry-Lemon Ice Pops

### Ingredients:

- 1 lemon
- 1½ cups fresh strawberries, quartered
- 1½ cups fresh blueberries
- ¼ cup water
- ¼ cup honey

### Step 1

Remove two teaspoons of zest and squeeze one tablespoon of juice from lemon.

In a blender or food processor combine strawberries, blueberries and the water. Cover and blend or process until nearly smooth (see Tip).

Add lemon zest, juice and honey. Cover and blend or process until combined.

■ Source: Eatingwell.com

### Step 2

Pour mixture into eight 3-oz. paper cups or ice pop molds. Insert sticks in molds. If using paper cups, cover each cup with foil. Cut a small slit in foil and insert a wooden stick into each pop. Freeze overnight or until firm.

### Tip

For a smoother pop, blend or process fruit until nearly smooth as directed in Step 1, then press through a fine-mesh sieve to remove seeds. Continue as directed.



## We Want to See You!

Outreach staff hosts member meetings and community events that provide important health information and resources for our members.

Go to <https://www.bcbstx.com/star/pdf/star-community-calendar-tx.pdf> to view a list of upcoming events near you. If you need help completing your STAR renewal packet, come out and see us. We can help!

# Kid's Activity



## Sponge Ball War

Water balloons are fun, but sponge balls are a total blast! Made from sponges, these easy-to-make balls don't hurt when they hit their target and refilling them is as simple as tossing them into a bucket of water.

### What You Will Need:

- Pick up a bunch of sponges and rubber bands from a dollar store.
- Two buckets of water

### How to Make Them:

Stack three sponges on top of one another and cut them lengthwise into three strips. Cinch them in the middle with a rubber band, then fan out the strips to create a ball shape. Fill up a bucket of water, dunk them in, then fire away!

Or make a game out of it by placing two buckets throwing distance apart. Divide into teams and stand behind the buckets, taking turns chucking sponge balls into the opposite one. The team that gets the most in the bucket wins this water game. Whether your kids get a direct swish or miss, they are bound to get wet in the process.

■ Source: Parents.com



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 STAR Customer Advocate Department at 1-888-657-6061 (TTY: 711).

### **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 o en otros idiomas, llame al departamento de especialistas en Servicio al Cliente de STAR de Blue Cross and Blue Shield of Texas al 1-888-657-6061 (TTY: 711).

### **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: 1-855-661-6960

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 تساعدته أسئلة، ف لديك 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 निःशुल्क 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 bika anánlwo'ígíí, na'idíłkidgo, ts'idá bee ná ahóótí'i' t'áá níłk'e níka a'doolwoł dóó bina'idíłkidígíí 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.