

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$1,550/Individual or \$3,100/Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your deductible?	Yes. <u>Preventive care</u> and services indicated in the chart starting on page 2.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	For <u>network providers</u> \$8,100 individual / \$16,200 family; for <u>out-of-network providers</u> there is no coverage unless Prior Authorized by Molina Healthcare.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-</u> <u>of-pocket limit</u> ?	Premiums, balance-billing charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See MolinaMarketplace.com or call 1-866- 472-9484 for a list of <u>network providers.</u>	This <u>plan</u> uses a <u>provider</u> <u>network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's <u>network</u> . You will pay the most if you use an <u>out-of-network</u> <u>provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider</u> 's charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

		What You Will Pay		Limitations, Exceptions, & Other	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information	
	Primary care visit to treat an injury or illness	\$20 <u>Copay</u> /visit, <u>deductible</u> does not apply	Not Covered	None	
If you visit a health care provider's office or	<u>Specialist</u> visit	\$50 <u>Copay</u> , <u>deductible</u> does not apply	Not Covered	Preauthorization may be required, or services not covered.	
clinic	Preventive care/screening/ immunization	No charge, <u>deductible</u> does not apply	Not Covered	You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services you need are <u>preventive</u> . Then check what your plan will pay for.	
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	\$15 Copay for blood work, <u>deductible</u> does not apply 25% <u>Coinsurance</u> after <u>deductible</u> /test for x-rays	Not Covered	None	
	Imaging (CT/PET scans, MRIs)	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Preauthorization is required or Imaging services are not covered	
If you need drugs to	Generic drugs - preferred	\$15 <u>Copay</u> /prescription, <u>deductible</u> does not apply	Not Covered	Preauthorization may be required, or services not covered. Mail-order Prescription Drugs are available at a 90-day supply and	
treat your illness or condition More information about prescription drug coverage is available at http://MolinaMarketplace.	Preferred brand drugs	\$50 <u>Copay</u> after <u>deductible</u> /prescription	Not Covered	are offered at two and a half times the 30- day retail prescription <u>Cost Sharing</u> .	
	Non-preferred brand drugs and non-preferred generic drugs	30% <u>Coinsurance</u> after <u>deductible</u> / prescription	Not Covered	For brand name drugs with a generic equivalent, coupons or any other form of third-party <u>prescription drug</u> cost sharing assistance will not apply toward any <u>deductibles</u> or annual <u>out-of-pocket limits.</u>	
<u>com/MSFormulary2024</u>	Specialty drugs	30% <u>Coinsurance</u> after <u>deductible</u> / prescription	Not Covered	Preauthorization may be required, or services not covered. Mail order not available.	
If you have outpatient	Facility fee (e.g., ambulatory	25% Coinsurance	Not Covered	Preauthorization may be required, or	

\* For more information about limitations and exceptions, see the plan or policy document at MolinaMarketplace.com

		What You Will Pay		Limitationa Exampliana 8 Other	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
surgery	surgery center)	after <u>deductible</u>		services not covered.	
	Physician/surgeon fees	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Preauthorization may be required, or services not covered.	
	Emergency room care	25% <u>Coinsurance</u> after <u>deductible</u>	25% <u>Coinsurance</u> after <u>deductible</u>	Emergency room care coinsurance does not apply, if admitted to the hospital.	
If you need immediate medical attention	Emergency medical transportation	25% <u>Coinsurance</u> after <u>deductible</u>	25% <u>Coinsurance</u> after <u>deductible</u>	None	
	<u>Urgent care</u>	\$20 <u>Copay</u> , <u>deductible</u> does not apply	Not Covered	None	
lf you have a hospital	Facility fee (e.g., hospital room)	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Preauthorization is required or services not covered.	
stay	Physician/surgeon fees	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	None	
If you need mental health, behavioral	Outpatient services	\$20 <u>Copay</u> /visit, <u>deductible</u> does not apply	Not Covered	Preauthorization is required for inpatient	
health, or substance abuse services	Inpatient services	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	care or services not covered.	
	Office visits	No charge, <u>deductible</u> does not apply	Not Covered	Cost sharing does not apply to routine prenatal care and first post-natal visit and	
If you are pregnant	Childbirth/delivery professional services	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	certain <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> may apply.	
	Childbirth/delivery facility services	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).	
	Home health care	No charge, <u>deductible</u> does not apply	Not Covered	Services must be provided by an in network Home health agency.	
If you need help recovering or have other special health needs	Rehabilitation services	\$20 <u>Copay</u> /visit, <u>deductible</u> does not apply	Not Covered	20 combined visits/year – Physical Therapy, Occupational Therapy, Chiropractic Care 20 visits/year – Speech Therapy 36 visits/year – Cardiac Rehabilitation <u>Preauthorization</u> may be required, or services not covered.	

		What You Will Pay		Limitations, Exceptions, & Other
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information
	Habilitation services	\$20 <u>Copay</u> /visit, <u>deductible</u> does not apply	Not Covered	Preauthorization may be required, or services not covered.
	Skilled nursing care	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	30 days/calendar year. <u>Preauthorization</u> is required or services not covered.
	Durable medical equipment	25% <u>Coinsurance</u> after <u>deductible</u>	Not Covered	Excludes vehicle modifications, home modifications, exercise, and bathroom equipment.
	Hospice services	No charge, <u>deductible</u> does not apply	Not Covered	Preauthorization is not required. Please notify Molina before services are rendered.
	Children's eye exam	No charge, <u>deductible</u> does not apply	Not Covered	Coverage limited to one exam/year.
If your child needs dental or eye care	Children's glasses	No charge, <u>deductible</u> does not apply	Not Covered	Coverage limited to one pair of glasses/year.
	Children's dental check-up	Not Covered	Not Covered	Not Applicable. Coverage can be purchased as a standalone product; it is not covered by this policy.

## **Excluded Services & Other Covered Services:**

<ul> <li>Services Your <u>Plan</u> Generally Does NOT Cover (Chect</li> <li>Abortion (except in cases of rape, incest, or when the life of the mother is endangered)</li> <li>Acupuncture</li> <li>Bariatric surgery</li> <li>Cosmetic surgery</li> </ul>	<ul> <li>k your policy or <u>plan</u> document for</li> <li>Dental care (Adult)</li> <li>Hearing aids</li> <li>Infertility treatment</li> <li>Long-term care</li> </ul>	<ul> <li>more information and a list of any other <u>excluded services</u>.)</li> <li>Non-emergency care when traveling outside the U.S.</li> <li>Private-duty nursing</li> <li>Routine eye care (Adult)</li> <li>Weight loss programs</li> </ul>	
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)			

• Chiropractic care

Routine foot care

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Molina Healthcare of Mississippi at 1-(866) 472-9484 or the Mississippi Insurance Department, P.O. Box 79, Jackson, MS 39205-0079 or phone 1-601-359-3569. Other coverage options may be available to you, too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call 1-800-318- 2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a

\* For more information about limitations and exceptions, see the <u>plan</u> or policy document at MolinaMarketplace.com

<u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Mississippi Insurance Department, P.O. Box 79 Jackson, MS 39205-0079, or phone 601-359-3569 or contact Molina Healthcare of Mississippi at 1-(866) 472-9484.

## Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

## Does this plan meet the Minimum Value Standards? Yes

If your <u>plan</u> doesn't meet the <u>Minimum Value Standards</u>, you may be eligible for a <u>premium tax credit</u> to help you pay for a <u>plan</u> through the <u>Marketplace</u>.

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

# About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost-sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby
9 months of in-network pre-natal care and a
hospital delivery)

The plan's overall deductible	\$1,550
Specialist Copay	\$50
Hospital (facility) Coinsurance	25%
Other <u>Coinsurance</u>	25%

This EXAMPLE event includes services like: <u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood work) <u>Specialist</u> visit (anesthesia)

Total Example Cost	\$12,700	
In this example, Peg would pay:		
Cost Sharing		
Deductibles	\$1,550	
Copayments	\$300	
<u>Coinsurance</u>	\$2,500	
What isn't covered		
Limits or exclusions	\$0	
The total Peg would pay is	\$4,350	

Managing Joe's Type 2 Diabetes (a year of routine in-network care of a wellcontrolled condition)

The <u>plan's</u> overall <u>deductible</u>	\$1,550
Specialist Copay	\$50
Hospital (facility) Coinsurance	25%
Other <u>Coinsurance</u>	25%

This EXAMPLE event includes services like: <u>Primary care physician</u> office visits (including disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose meter)

Total Example Cost	\$5,600	
In this example, Joe would pay:		
Cost Sharing		
Deductibles	\$1,550	
Copayments	\$900	
Coinsurance	\$100	
What isn't covered		
Limits or exclusions	\$0	
The total Joe would pay is	\$2,550	

Mia's Simple Fracture (in-network emergency room visit and follow up care)

The plan's overall deductible	\$1,550
Specialist Copay	\$50
Hospital (facility) Coinsurance	25%
Other Coinsurance	25%

# This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

Total Example Cost	\$2,800

In this example, Mia would pay:	
Cost Sharing	
<u>Deductibles</u>	\$1,550
<u>Copayments</u>	\$200
<u>Coinsurance</u>	\$40
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,790

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.



#### Your Extended Family.

Molina Healthcare (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members and does not discriminate based on race, color, national origin, ancestry, age, disability, or sex.

Molina also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

To help you talk with us, Molina provides services free of charge, in a timely manner:

- Aids and services to people with disabilities
  - Skilled sign language interpreters
  - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
  - Skilled interpreters
  - Written material translated in your language

If you need these services, contact Molina Member Services. The Molina Member Services number is on the back of your Member Identification card. (TTY: 711).

If you think that Molina failed to provide these services or discriminated based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY: 711.

Mail your complaint to: Civil Rights Coordinator, 200 Oceangate, Long Beach, CA 90802. You can also email your complaint to civil.rights@molinahealthcare.com.

You can also file your complaint with Molina Healthcare AlertLine, twenty four hours a day, seven days a week at: <u>https://molinahealthcare.alertline.com</u>.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <a href="https://www.hhs.gov/ocr/complaints/index.html">https://www.hhs.gov/ocr/complaints/index.html</a> You can mail it to:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf.

If you need help, call (800) 368-1019; TTY (800) 537-7697.



ATTENTION: Aids and services for people with disabilities, like documents in braille and large print, arealso available. If you need help in your language call Member Services located on back of your ID card.(TTY: 711). These services are free of charge.

ATENCIÓN: Si necesita ayuda en su idioma llame a Servicios para Miembros. El número está en el reverso de su tarjeta de identificación de miembro. (TTY: 711). También hay disponibles ayudas y servicios para personas con discapacidades, como documentos en braille y letra grande. Estos serviciosson gratuitos. (Spanish)

. تنبه: إذا كنت بحاجة الى مساعدة في لغتك ، فاتصل، بخدمات الأعضاء. الرقم موجود على ظهر بطاقة هوية العضو الخاصة بك |

(Arabic) .( الهاتف النصي: 711). تتوفر أيضا مساعدات وخدمات للأشخاص ذوي الإعاقة، مثل المستندات بطريقة برايل والطباعة الكبيرة. هذه الخدمات مجانية

ՌԻՇԱԴՐՈԻԹՅՈԻՆ։ Եթե ձեր լեզվով օգնության կարիք ունեք, զանգահարեք Member Services։ ጓամարը գտնվում է Ձեր Member ID քարտի ետեւի մասում։ (TTY: 711)։ Առկա են նաեւ հաշմանդամություն ունեցող անձանց համար նախատեսված օժանդակ միջոցներ եւ ծառայություններ, ինչպես բրեյլի եւ մեծ տպաքանակի փաստաթղթեր։ Այս ծառայությունները անվճար են։ (Armenian)

ការយកចំនូទុកដាក់រជំនួយនឹងសេវាកម្មសម្រាប់ជនពិការរួចជាឯកសារក្នុងអាវទ្រនាប់នឹងព្រីនធំកំមានជងដែរ ប្រសិនបើអ្នកត្រូវការជំនួយក្នុងការហៅភាសារបស់អ្នកថាសមាជិកសេវាកក្ខដែលមានទីតាំងនៅខាងក្រោយអនុសញ្ញាណប័ណ្ណរបស់អ្នក, (TTY: ៧១១), សេវាកម្មទាំងនេះដោយមិនកិតថ្លៃ, (Cambodian)

# 注意:如果您需要语言方面的帮助,请致电会员服务部。该号码位于您的会员 ID 卡背面。(TTY: 711)。 还为残疾人提供辅助工具和服务,如盲文和大字体文件。这些服务是免费的。(Chinese Simplified)

توجه: کمک ها و خدمات برای افراد معلول, مانند اسناد بریل . و چاپ بزرگ نیز در دسترس هستند. در صورت نیاز به کمک در زبان خود با خدمات عضو واقع در پشت کارت شناسایی خود تماس بگیرید (Farsi) .این خدمات رایگان هستند . (TTY: 711)

ध्यान दें: यदि आपको अपनी भाषा में सहायता की आवश्यकता है, तो सदस्य सेवाओं को कॉल करें। नंबर आपके सदस्य आईडी कार्ड के पीछे हैं। (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में दस्तावेज, भी उपलब्ध हैं। ये सेवाएं नि: शुल्क हैं। (Hindi)

XIM: Yog koj xav tau kev pab los ntawm koj cov kev pab. Tus naj npawb nyob sab nraum qab ntawm koj tus ID card. (TTY: 711). Aids thiab kev pab rau cov neeg uas muaj mob xiam oob qhab, xws li cov ntaub ntawv nyob rau hauv braille thiab loj print, kuj muaj. Cov kev pab no yog pab dawb xwb. (Hmong)

ACHTUNG: Wenn Sie Hilfe in Ihrer Sprache benötigen, rufen Sie den Mitgliederservice an. Die Nummer finden Sie auf der Rückseite Ihres Mitgliedsausweises. (TTY: 711). Hilfsmittel und Dienstleistungen für Menschen mit Behinderungen, wie Dokumente in Blindenschrift und Großdruck, sind ebenfalls verfügbar. Diese Dienstleistungen sind kostenlos. (German)

Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, German, Japanese, Korean, Loatian, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, Vietnamese



#### 注意:あなたの言語で助けが必要な場合は、メンバーサービスに電話してください。番号は会員証の裏面に記載されています。(TTY: 711)。 点字や大活字の書類など、障害者のための援助やサービスも利用できます。これらのサービスは無料です。(Japanese)

주의: 귀하의 언어로 도움이 필요하면 회원 서비스에 전화하십시오. 이 번호는 가입자 ID 카드 뒷면에 있습니다. (TTY: 711) 입니다. 점자 및 큰 활자로 된 문서와 같은 장애인을 위한 보조 및 서비스도 제공됩니다. 이러한 서비스는 무료입니다. (Korean)

ຂໍ້ຄວນລະວັງ: Aids ແລະການບໍລິການສໍາລັບຄົນພຶການ, ເຊັ່ນດຽວກັບເອກະສານໃນ braille ແລະການພິມຂະຫນາດໃຫຍ່, ຍັງມີ. ຖ້າ ທ່ານ ຕ້ອງ ການ ຄວາມ ຊ່ວຍ ເຫຼືອ ໃນ ພາ ສາ ຂອງ ທ່ານ call Member Services ທີ່ ຕັ້ງ ຢູ່ ທາງ ຫລັງ ຂອງ ນັດ ID ຂອງ ທ່ານ. (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ແມ່ນບໍ່ເສຍຄ່າ. (Loatian)

attention: aids caux services bun mienh caux disabilities oix documents yie braille caux large print naaic yaac available da'faanh meih oix zuqc tengx yie meih nyei language heuc member services located zieqc back of meih nyei yie cie (tty: 711) these services naaic free of charge. (Mien)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਨੂੰ ਕਾਲ ਕਰੋ। ਨੰਬਰ ਤੁਹਾਡੇ ਮੈਂਬਰ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਹੈ। (TTY: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ। (Punjabi)

ВНИМАНИЕ: Если вам нужна помощь на вашем языке, позвоните в службу поддержки. Номер указан на обратной стороне вашей идентификационной карты. (Телетайп: 711). Также доступны вспомогательные средства и услуги для людей с ограниченными возможностями, такие как документы, напечатанные шрифтом Брайля и крупным шрифтом. Эти услуги бесплатны. (Russian)

ATTENTION: Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Kung kailangan mo ng tulong sa iyong wika tumawag sa Member Services na matatagpuan sa likod ng iyong ID card. (TTY: 711). Ang mga serbisyong ito ay libre. (Tagalog)

ความสนใจ: หากคุณต้องการความช่วยเหลือในภาษาของคุณโทรติดต่อฝ่ายบริการสมาชิก หมายเลขจะอยู่ด้านหลังบัตรประจำตัวสมาชิกของคุณ (TTY: 711) นอกจากนี้ยังมีบริการช่วยเหลือสำหรับคนพิการ เช่น เอกสารอักษรเบรลล์และสิ่งพิมพ์ขนาดใหญ่ บริการเหล่านี้ไม่มีค่าใช้จ่าย (Thai)

УВАГА: Якщо вам потрібна допомога вашою мовою, зателефонуйте до служби підтримки. Номер вказано на зворотному боці посвідчення учасника. (ЛТАЙП: 711). Також доступні допоміжні засоби та послуги для людей з обмеженими можливостями, такі як документи шрифтом Брайля та великим шрифтом. Ці послуги безкоштовні. (Ukrainian)

CHÚ Ý: Nếu bạn cần trợ giúp bảng ngôn ngữ của mình, hãy gọi cho Dịch vụ Hội viên. Số này nằm ở mặt sau thẻ ID Hội viên của bạn. (TTY: 711). Hỗ trợ và dịch vụ cho người khuyết tật, như tài liệu bằng chữ nổi và chữ in lớn, cũng có sẵn. Các dịch vụ này là miễn phí. (Vietnamese)

Languages: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, German, Japanese, Korean, Loatian, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, Vietnamese