

Guide to Accessing Quality Health Care

Spring 2019



MolinaHealthcare.com



Your Extended Family.



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MyMolina

MyMolina is a secure web portal that lets you manage your own health from your computer. [MyMolina.com](https://www.mymolina.com) is easy to use. Here are some of the things that you can do in MyMolina:

- Do a health appraisal. A health appraisal is a tool that can help you and your provider (doctor) identify ways to improve your health.
- Get self-help in the following areas:
 - Healthy weight (BMI)
 - Stop tobacco use
 - Promote physical activity
 - Healthy eating
 - Manage stress
 - Avoid drinking alcohol
 - Identify signs of depression
 - Identify signs of lack of motivation
 - Testing for cancer
 - Vaccinations
 - Safety



- Other things you can do in the MyMolina member portal:
 - Request a Member ID card
 - Select or change a provider
 - Get online health records
 - Use secure email to get health advice from the 24-Hour Nurse Advice Line
 - Send email questions to Molina Member Services

To learn more or to sign up for MyMolina:

1. Call Medicaid Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711.
2. Create an account by following these easy steps:

Step 1: Go to [MyMolina.com](https://www.mymolina.com) ([MiMolina.com](https://www.mimolina.com) en Español)

Step 2: Enter your Member ID number, date of birth and ZIP Code

Step 3: Enter your email address

Step 4: Create a password

Molina Healthcare's Quality Improvement Plan and Program

Your health care is important to Molina. We want to hear how we are doing. That's why you may receive a survey about Molina Healthcare and your child's health care services. One of these surveys is called CAHPS®. CAHPS® stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your child's health care. It asks about the care your child receives from Molina Healthcare. We may send you a few questions about how we are doing. We want to know what is important to you. Please take the time to complete the survey if you receive it.

We use another tool called HEDIS® to improve care. HEDIS® stands for Healthcare Effectiveness Data and Information Set. We collect information on services that you may have received. These services include:

- Shots
- Well-check exams
- Pap tests
- Mammogram screenings
- Diabetes care

- Prenatal care
- Postpartum care

This process helps us learn how many of our members actually got needed services. Molina makes this information available to you. You may use it to compare one health plan to another health plan.

Molina strives to improve our services each year. We set goals to improve services. Molina's Quality Improvement (QI) plan includes these goals. We want to help you take better care of yourself and your family.

Molina wants to make sure you get the best service possible. Some of the ways we do this include:

- Mail or call you to make sure you and your child get needed well-exams and shots
- Help you learn about ongoing health problems, if you have them
- Make sure you get prenatal care and after-delivery exams, if you are pregnant
- Remind you to get Pap tests and mammogram screenings, if you need them
- Look at member grievances (complaints) when you send them in



- Help you find and use the information on the Molina Healthcare website
- Tell you about the special services we offer to all of our members

We review all of the services and care you receive each year to see how well we are doing. Please visit our website at [MolinaHealthcare.com](https://www.molinahealthcare.com). You can read the latest results of our progress on the Molina website.

To learn more, call Molina Healthcare Member Services. You can ask for a printed copy of Molina’s QI plan and results.

Protecting Your Privacy

Your privacy is important to Molina. We respect and protect your privacy. Molina Healthcare uses and shares data to provide you with health benefits.

Protected Health Information (PHI)

PHI stands for “protected health information.” PHI includes your name, member number, race, ethnicity, language needs, or other things that identify you. Molina Healthcare wants you to know how we use or share your PHI.

Why does Molina Healthcare use or share your PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To use or share PHI for other purposes, as required or permitted by law

When does Molina Healthcare need your written authorization (approval) to use or share your PHI?

Molina Healthcare needs your written approval to use or share your PHI for reasons not listed above.

What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI

- To amend your PHI
- To ask us not to use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

How does Molina Healthcare protect your PHI?

Your PHI can be in written word, spoken word, or on a computer. Molina Healthcare uses many ways to protect PHI across our health plan. Below are some ways Molina Healthcare protects your PHI:

- Molina Healthcare uses policies and rules to protect PHI.
- Only Molina Healthcare staff with a need to know PHI may use PHI.
- Molina Healthcare trains staff to protect and secure PHI, including written and verbal communications.
- Molina Healthcare staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina Healthcare secures PHI on our computers. PHI on our computers is kept private by using firewalls and passwords.



What are the duties of Molina Healthcare?

Molina Healthcare is required to:

- Keep your PHI private
- Provide you with a notice in the event of any breach of your unsecured PHI
- Not use or disclose your genetic information for underwriting purposes
- Not use your race, ethnicity or language data for underwriting or denial of coverage and benefits
- Follow the terms of this Notice

What can you do if you feel your privacy rights have not been protected?

- Call or write Molina Healthcare and file a complaint
- File a complaint with the U.S. Department of Health and Human Services

The above is only a summary. Molina's Notice of Privacy Practices gives more information about how we use and share our members' PHI. You may find our full Notice of Privacy Practices on our website at [MolinaHealthcare.com](https://www.molinahealthcare.com). You also may ask for a copy of Molina's Notice of Privacy Practices by calling Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711.

Patient Safety Program

Molina Healthcare wants you and your family to be safe and healthy. We have a Patient Safety Program to help us meet this goal. This program gives you safety facts so you can make better health care choices. Here are a few of the things we do to improve your safety:

- Keep track of our members' complaints about safety problems in their provider's office or hospital
- Give you information to learn more about how to make safe decisions about your care. These include:
 - Questions to ask your surgeon prior to surgery
 - Questions to ask about drug interactions
- Make programs available to help you manage your care and receive care in a timely manner

- Look at reports from groups that check hospital safety. Reports tell us about things like staffing levels in the Intensive Care Unit (ICU), use of computer drug orders, and so forth.

Groups that check safety:

- Leap Frog Quality Index Ratings (leapfroggroup.org)
- The Joint Commission National Patient Safety Goal Ratings (qualitycheck.org/consumer/searchQCR.aspx)

You can look at these websites to:

- See what hospitals are doing to be safer
- Help you know what to look for when you pick a provider or a hospital
- Get information about programs and services for patients with problems like diabetes and asthma
- Call Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711, to get more information about our Patient Safety Program.
- You can also visit us online at MolinaHealthcare.com.

How We Work with our Providers to Make Choices about Your Health Care

Molina Healthcare wants you to get the care you need. Sometimes your doctor may need to ask us to approve the service before you receive the service (prior authorization), while you are receiving services (concurrent) or after you have received the service (post-service). Molina will work with your doctor to decide if you need the services. We call this process Utilization Management (UM). We make choices about your care based on medical need and your benefits. Molina does not reward doctors or others to deny coverage for services you need. Molina does not pay extra money to doctors or our UM staff to make choices that result in giving less care.

If you have a question about our UM process or decisions, you can call us. Please call Molina Member Services toll-free at 1 (888) 999-2404, (TTY/TDD: 711). Staff can also accept collect calls. If you need help in your language, a bilingual staff member or interpreter is available. We also offer TTY/TDD services for members who have hearing or speech

disabilities. Our Member Services staff can answer your call Monday through Friday (except holidays) between 8 a.m. and 5 p.m. If you call after 5 p.m. or during the weekend, please leave a message and your phone number. The Member Services staff will return your call within one business day.

Looking at What's New

Molina looks at new types of services, and we look at new ways to provide those services. Molina reviews new studies to see if new services are proven to be safe for possible added benefits. Molina Healthcare reviews the type of services listed below at least once a year:

- Medical services
- Mental health services
- Medicines
- Equipment



What to Do When You Need Care After Hours or in an Emergency

After Hours Care

There may be times when you may need care when your Primary Care Provider's (PCP) office is closed. If it is after hours and your PCP's (doctor's) office is closed, you can call Molina Healthcare's 24-Hour Nurse Advice Line at 1 (888) 275-8750, TTY/TDD: 711; Español: 1 (866) 648-3537. Nurses are available to help you 24 hours a day, 7 days a week.

Highly trained nurses answer our 24-Hour Nurse Advice Line. They can help you decide if you should see a doctor right away. The nurses can also help you make an appointment if you need to see a doctor quickly. Sometimes, you may have questions but do not think you need to see your doctor. You can call the 24-Hour Nurse Advice Line and talk to a nurse.

Emergency Care

Emergency care is for sudden or severe problems that need care right away. It can also be needed care if your life or health is in danger. Emergency care is a covered benefit for services in the United States.

However, Molina Healthcare of Wisconsin does not cover any services, including emergency services, provided outside the United States, Canada and Mexico. If you need emergency services while in Canada or Mexico, Molina Healthcare of Wisconsin will cover the service only if the doctor's or hospital's bank is in the United States. Other services may be covered with Molina Healthcare of Wisconsin approval if the provider has a U.S. bank. Please call Molina Healthcare of Wisconsin if you get any emergency services outside of the United States.

If you get a bill for services, call Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711.

Where to Find Answers to Drug Benefits

You may get a prescription from a Molina Healthcare doctor, specialist or dentist. You can get covered prescriptions and certain over-the-

counter items at any pharmacy that will accept your ForwardHealth ID card. If you have questions about pharmacy coverage, call Wisconsin Medicaid Member Services at 1 (800) 362-3002.

Getting you Extra Help when you have Ongoing Health Problems

Taking care of your own health problems can be hard. Molina Healthcare has a program that can help. We offer a Case Management Program to help members deal with difficult health problems. Molina offers this help to anyone receiving health services for an ongoing health problem. Molina staff will work with you to make sure you receive the right care.

Molina Healthcare staff can help you:

- Find and access eligible services.
- Arrange doctor visits and tests.
- Arrange transportation.
- Identify any gaps in care or health care needs.
- Access resources to help individuals with special health care needs and/or their caregivers deal with day-to-day stress.
- Coordinate moving from one setting to another. This can include working with you and your caregiver(s) when a hospital discharges you.



- Assess eligibility for long-term care services.
- Connect with community resources.
- Find services that might not be covered benefits. This can include physical therapy with schools or in community settings, or “Meals on Wheels.”
- Arrange services with a primary care provider (PCP), family members, caregivers, representatives and any other identified doctors.

Members can be referred to Molina Case Management through:

- A doctor
- Molina Member Services, the Health Education line or 24-Hour Nurse Advice Line
- A family member or caregiver
- Yourself

These programs are voluntary. Molina Healthcare offers them at no cost to you. You can choose to be removed from any program at any time.

Please call Molina Healthcare’s Member Services to:

- Be removed from a program
- Learn more about a program
- Ask for a referral

Population Health (Health Education, Disease Management, Care Management and Complex Case Management)

The tools and services described here are educational support for Molina members. We may change them at any time as necessary to meet the needs of our members.

Health Education/Disease Management

Molina Healthcare offers programs to help you and your family manage a diagnosed health condition. Our programs include:

- Asthma management
- Depression management

- Diabetes management
- High blood pressure management
- Cardiovascular Disease (CVD) management
- Chronic Obstructive Pulmonary Disease (COPD) management

You can learn more, enroll in or dis-enroll from any of the programs above by calling the Molina Health Management Department at 1 (866) 891-2320, TTY/TDD: 711, 8 a.m. to 8 p.m., Monday through Friday.

Newsletters

Newsletters are posted on the [MolinaHealthcare.com](https://www.MolinaHealthcare.com) website. The articles are about topics asked by members like you. The tips can help you and your family stay healthy.

Health Education Materials

Our materials are on nutrition, preventive services guidelines, stress management, exercise, cholesterol management, asthma, diabetes and other topics. To get these materials, ask your doctor or visit our website at www.MolinaHealthcare.com/MHWIMedicaidPublications.



Your Health Care Quick Reference Guide

Department/ Program	Type of Help Needed	Number to Call/Contact Information
Molina Member Services	If you have a problem with any of Molina's services, we want to help fix it. You can call Molina Member Services for help or to file a grievance or complaint Monday through Friday from 8 a.m. to 5 p.m.	Molina Member Services Toll-Free: 1 (888) 999-2404 TTY/TDD: 711 Telecommunications Relay Service
Health Management	Member Services also helps with information on asthma, diabetes, high blood pressure, Cardiovascular Disease (CVD), or Chronic Obstructive Pulmonary Disease (COPD).	1 (866) 891-2320 TTY/TDD: 711 8 a.m. to 8 p.m., Monday through Friday
Health Education	To request information on smoking cessation, weight management and other health topics.	1 (866) 472-9483 TTY/TDD: 711 8 a.m. to 8 p.m., Monday through Friday
High Risk OB Support	For information on our pregnancy and maternity screening programs, contact Molina Member Services.	Molina Member Services 1 (888) 999-2404 TTY/TDD: 711
Nurse Advice Line 24-Hour, 7 days a week	For health questions or concerns you have for yourself or a family member. The Nurse Advice Line is staffed by registered nurses. These nurses can advise you on where to go if same-day care is needed.	1 (888) 275-8750 For Español: 1 (866) 648-3537 TTY/TDD: 711

<p>Secretary of the U.S. Department of Health and Human Services Office for Civil Rights</p>	<p>If you believe that Molina has not protected your privacy and wish to complain, you may call to file a complaint (or grievance).</p>	<p>1 (800) 368-1019 TDD: 1 (800) 537-7697 FAX: 1 (202) 619-3818</p>
<p>Medicare</p>	<p>Medicare is health insurance offered by the federal government to most people who are 65 and older. Medicare helps pay for health care, but does not cover all medical expenses.</p>	<p>1 (800) MEDICARE 1 (800) 633-4227</p> <p>TTY: 1 (877) 486-2048 www.Medicare.gov</p>
<p>Wisconsin Office of the Commissioner of Insurance</p>	<p>The Wisconsin Office of the Commissioner of Insurance is responsible for regulating health care services plans. If you have a grievance against your health plan, you should first call Molina at 1 (888) 999-2404, and use Molina’s grievance process before contacting this department.</p>	<p>Within Wisconsin: 1 (608) 266-3585 Outside of Wisconsin 1 (800) 236-8517 https://oci.wi.gov/Pages/Homepage.aspx</p>
<p>Wisconsin Department of Health Services/ ForwardHealth</p>	<p>ForwardHealth brings together many Department of Health Services health care and nutritional assistance benefit programs with the goal of improving health outcomes for members.</p>	<p>1 (800) 362-3002 dhs.wisconsin.gov/forwardhealth</p>

Behavioral Health

Molina Healthcare offers behavioral health services to help with problems such as stress, depression or confusion. There are services to help with substance abuse as well. Your PCP can offer a brief screening and help guide you to services. You can also look for services on your own by calling Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711. You can access many types of services. These types of problems can be treated. Molina Healthcare will assist you in finding the support or service you need.

Your Rights as a Molina Healthcare Member

Did you know that as a member of Molina Healthcare, you have certain rights and responsibilities? Knowing your rights and responsibilities will help you, your family, your provider and Molina Healthcare ensure that you get the covered services and care that you need. You have the right to:

- Receive the facts about Molina Healthcare, our services, our practitioners, and providers who contract with us to provide services, and member rights and responsibilities.
- Have privacy and be treated with respect and dignity.
- Help make decisions about your health care. You may refuse treatment.
- Request and receive a copy of your medical records.
- Request a change or correction to your medical records.
- Discuss your treatment options with your doctor or other health care provider in a way you understand them. Cost or benefit coverage does not matter.
- Voice any complaints or send in appeals about Molina Healthcare or the care you were given.
- Use your member rights without fear of negative results.
- Receive the Members' Rights and Responsibilities Policy each year.
- Suggest changes to Molina Healthcare's Members' Rights and Responsibilities Policy.

You also have the responsibility to:

- Give, if possible, all facts that Molina Healthcare and our practitioners and providers need to care for you.
- Know your health problems and take part in making mutually agreed upon treatment goals as much as possible.
- Follow the treatment plan instructions for the care you agree to with your doctor.
- Keep doctor visits and be on time. If you are going to be late or cannot keep a doctor visit, call your doctor.

Please visit the [MolinaHealthcare.com](https://www.molinahealthcare.com) website to view your Member Handbook for a complete list of Members' Rights and Responsibilities.

Second Opinions

If you do not agree with your doctor's plan of care for you, you have the right to a second opinion. Talk to another provider. This service is at no cost to you. Call Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711 to learn how to get a second opinion.

Out-of-Network Services

If a Molina Healthcare provider is unable to provide you with necessary and covered services, Molina Healthcare must cover the needed services through an out-of-network provider. The cost to you should be no greater than it would be if the provider were in Molina Healthcare's network. This must be done in a timely manner for as long as Molina's provider network is unable to provide the service.

Grievances and Appeals

Molina would like to know if you have a complaint or grievance about your care at Molina. Call Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711, if you have a complaint or grievance.

A grievance can be for things like:

- The care you get from your doctor or hospital
- The time it takes to get an appointment or be seen by a doctor
- Doctor availability in your area

If you want the State to review your complaint or grievance, call the Managed Care Ombuds at 1 (800) 760-0001. Or you may write them at:

BadgerCare Plus and Medicaid SSI Managed Care Ombuds
PO Box 6470
Madison, WI 53716-0470

If your complaint or grievance needs action right away because a delay in treatment would greatly increase the risk to your health, call Molina's Member Services as soon as possible at 1 (800) 999-2404, TTY/TDD: 711.

We cannot treat you differently than other members because you file a complaint or grievance. Your health care benefits will not be affected.

You also have the right to appeal to the State of Wisconsin Division of Hearing and Appeals (DHA) for a fair hearing if you believe your



benefits are wrongly denied, limited, reduced, delayed or stopped by Molina. An appeal must be made no later than 45 days after the date of the action being appealed. If you appeal this action to DHA before the effective date, the service may continue. You may need to pay for the cost of services if the hearing decision is not in your favor. If you want a fair hearing, send a written request to:

Department of Administration Division of Hearings and Appeals
PO Box 7875
Madison, WI 53707-7875

You will not be treated differently from other members because you request a fair hearing. If you need help writing a request for a fair hearing, call either the BadgerCarePlus and Medicaid SSI Ombuds at 1 (800) 760-0001 or the HMO Enrollment Specialist at 1-800-291-2002.

Call Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711, if you have any grievance questions.

Your Right to Appeal Denials

What is a denial?

A denial means that services or bills will not be paid. If Molina denies your service or claim, you have the right to request why your services or bills were denied. You have a right to appeal.

If we deny your service or claim, you will get a letter from Molina Healthcare telling you about this decision. This letter will tell you about your right to appeal. You can read about these rights in your Molina Member Handbook. You can learn how to file an appeal on the, [MolinaHealthcare.com](https://www.molinahealthcare.com) website. Molina Member Services can also help you file an appeal.

If you are not happy with the result of your appeal, you can ask for an independent review. This means providers outside Molina Healthcare review all the facts in your case and make a decision. We will accept that finding.

Would you like to ask for a review of an appeal? Call Molina Member Services at 1 (888) 999-2404, TTY/TDD: 711, and ask them to help set this up for you.

Finding Information about Molina Providers Using our Website (POD)

Molina Healthcare offers a Provider Online Directory. To access the Provider Online Directory, visit the [MolinaHealthcare.com](https://www.molinahealthcare.com) website. Click on “Find a Doctor.” The Provider Online Directory includes information, such as:

- A current list with the names, addresses and phone numbers of Molina Healthcare providers.
- A provider’s board certification status. You can also visit the American Board of Medical Specialties at <https://www.abms.org/> to check if a provider is board certified.
- Office hours for all sites.
- Providers accepting new patients.
- Languages spoken by the provider or staff.
- Hospital information, including name, location and accreditation status.



If you cannot access the Internet, or need additional information (such as your doctor's medical school or residency information), Molina Member Services can help. Call 1 (888) 999-2404, TTY/TDD: 711. They can send you a printed copy of the Provider Online Directory.

Your Right to an Advance Directive

All members have the right to accept or refuse treatment offered by a provider. However, what if you are not able to tell the provider what you want? To avoid decisions that may be made against your will, it is important to have an Advance Directive.

An Advance Directive is a legal form that tells medical providers what kind of care you want if you cannot speak for yourself. You can write an Advance Directive before you have an emergency. This keeps other people from making important health decisions for you if you are not well enough to make your own. There are different types of Advance Directive forms. Some examples are:

- Power of Attorney for Health Care
- Living Will

It is your choice to complete an Advance Directive. No one can deny you care based on whether or not you have an Advance Directive. Talk with someone you trust, like a family member or friend. They can help you make decisions about your health care. You can also talk with your lawyer or doctor if you have questions, or would like to complete an Advance Directive form.

You may call Molina Healthcare to get information on how to obtain Advance Directive forms that comply with applicable state laws.

If you have signed an Advance Directive and you believe the provider has not followed your instructions, you may file a complaint. Please visit the [MolinaHealthcare.com](https://www.molinahealthcare.com) website or call Molina Member Services for more information on how to file a complaint.

Visit the Molina Healthcare Website

Stay informed about your Molina Healthcare benefits. Visit our website at [MolinaHealthcare.com](https://www.MolinaHealthcare.com). Choose your state at the top of the page. You can get information on the Molina website about:

- Benefits and services, included and excluded from coverage and restrictions
- Co-payments and other charges for which you are responsible (if they apply)
- What to do if you get a bill for a claim
- FAQs (frequently asked questions and answers)
- Preventive health guidelines and shot schedules
- How to obtain specialty care and hospital services

You can ask for printed copies of anything posted on the website by calling Member Services at 1 (888) 999-2404, TTY/TDD: 711. Your Molina Member Handbook is also a good resource. You can find it on the Molina website.

Translation Services

Molina can provide information in your preferred language. Molina can have an interpreter to help you speak with us or your provider in almost any language (including sign language). Molina also provides written materials in different languages and formats. If you need an interpreter or written materials in a language other than English, please contact Member Services at 1 (888) 999-2404. TTY/TDD users should dial 711. There is no cost to you for these services.



Molina Healthcare of Wisconsin (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Molina provides services free of charge:

- 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
 - Material that is simply written in plain language

If you need these services, contact Molina Member Services at (888) 999-2404, TTY: (800) 947-3529 or 711.

If you think that Molina failed to provide these services or treated you differently 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. Mail your complaint to:

Civil Rights Coordinator
200 OceanGate
Long Beach, CA 90802

You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint to (414) 831-2886.

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 <http://www.hhs.gov/ocr/office/file/index.html>. 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, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.

MOLINA HEALTHCARE NOTICE 1557 - WI MEDICAID
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English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-999-2404 (TTY: 711).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-999-2404 (TTY: 711).
Hmong	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-999-2404 (TTY: 711).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-999-2404 (TTY : 711)。
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-999-2404 (TTY: 711).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-999-2404 (رقم هات فالصم والبكم: 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-999-2404 (телетайп: 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-999-2404 (TTY: 711) 번으로 전화해 주십시오.
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-999-2404 (TTY: 711).

Pennsylvanian Dutch	Wann du Deitsch (Pennsylvania German schwetzscht, kanschdt du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-999-2404 (TTY: 711).
Laotian	ໂປດຊາບ: ຖ້າ ວ່າ ທ່ານຕົວພາສາ ລາວ, ການບໍລິການ ຊ່ວຍຕໍ່ຫ້ອ ດ້ານພາສາ, ໂດຍບໍ່ ສ່ຽ ຄ່າ, ຕ ມນົມ ພ້ອມໃຫ້ ທ່ານ. ໂທ 1-888-999-2404 (TTY: 711).
French	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-999-2404 (TTY : 711).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-999-2404 (TTY: 711).
Hindi	ध्यान दें: यदद आप ह दिी बोलते हैं तो आपके ललए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-999-2404 (TTY: 711) पर कॉल करें।
Albanian*	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-999-2404 (TTY: 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-999-2404 (TTY: 711).
Somali	Somali FIIRO GAAR AH: Hadii aad ku hadasho Ingiriisiga, adeega kaalmada luuqada, oo bilaa lacag ah, ayaa kuu diyaar ah. Lahadal 1-888-999-2404 (TTY: 711).
Serbo-Croatian	PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-888-999-2404 (TTY: 711).
Burmese	ကျေးဇူးပြု၍ နား ဆင်ပါ - သင်သည် မြန်မာစကား ပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-888-999-2404 (TTY: 711) တွင် ဖုန်းခေါ် ဆိုပါ။