

# Here for You

Member Newsletter | DELAWARE



## FEATURED ARTICLES:

Does your child have asthma? Find helpful tips here.

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What is prediabetes?

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What Healthy Rewards can you earn in 2024?

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Get important checkups and tests when you're pregnant.

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...And more.

Did you know Highmark Health Options is on Facebook?

 @HighmarkHealthOptions

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# Know these important phone numbers.

## Highmark Health Options Phone Numbers

### MEMBER SERVICES

**1-844-325-6251 (TTY: 711 or 1-800-232-5460)**

Monday-Friday, 8 a.m. - 8 p.m.

### 24-HOUR NURSE LINE

**1-844-325-6251**

### CARE COORDINATION

**1-844-325-6251**

Monday-Friday, 8 a.m. - 5 p.m.

### BEHAVIORAL HEALTH

(mental health and substance use disorder)

**1-844-325-6251 (TTY: 711)**

Monday-Friday, 8 a.m. - 5 p.m.

### LTSS MEMBER SERVICES

**1-855-401-8251**

Monday-Friday, 8 a.m. - 5 p.m.

### MEMBER ADVOCATES

**1-855-430-9852**

### FRAUD AND ABUSE HOTLINE

**1-844-325-6256**

If you cannot see or read information from Highmark Health Options, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Health Options can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Health Options, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Health Options puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

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# Is it time for a preventative care screening?



Now is the perfect time to prioritize your health with some preventative care screenings. These are important for keeping you healthy and catching any potential issues early on.

## Here are a few screenings you may be due for:

**Blood pressure check:** It's as easy as wrapping a cuff around your upper arm.

**Cholesterol screening:** Another lab test to see how your cholesterol levels are looking.

**Colonoscopy:** This exam looks for any abnormalities in your large intestine, like colon cancer.

**Diabetes screening:** A quick lab test to check your blood sugar levels.

**Mammogram:** This screening is essential for checking for breast cancer.

Ready to schedule your preventative care appointment? Your health is worth it! Let's make sure you're on track with these screenings and keep you feeling great. Contact your health care provider today.

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## Don't forget!

**Sign up for Healthy Rewards online or call 1-866-469-7973 to earn rewards for qualifying preventative screenings.**

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# Does your child have asthma?

Find helpful tips here.



Asthma makes it hard for your child to breathe. It causes **swelling and inflammation** in the airways that lead to the lungs. When asthma flares up, the airways tighten and become narrower. This keeps the air from passing through easily and makes it hard for your child to breathe. These flare-ups are also called asthma attacks.

Asthma affects children in different ways. Some children only have **asthma attacks** during allergy season, when they breathe in cold air, or when they exercise. Others have many bad attacks that send them to the doctor often.

## Find more information you can trust.

The American Lung Association is a great resource for parents who have children with asthma:

- **Asthma basics**
- **Spring allergies**
- **Kickin' asthma**  
(program for kids age 11-16)

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## Earn a Healthy Reward

Healthy Rewards members can earn \$15 per fill, up to six fills, for members age 18 and younger.

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Find more information in the **Health Library**. Pick a short video to watch:

- **Asthma Action Plan for Your Child** (2 minutes)
- **Helping Your Child Deal with Asthma** (2 minutes)
- **Teaching Your Child to Use an Inhaler** (2 minutes)
- **Testing for Asthma in Children** (2 minutes)

Source: Healthwise



# What is prediabetes?

Prediabetes is a warning sign that you are at risk for getting type 2 diabetes. It means that your blood sugar is higher than it should be but not high enough to be diabetes. Prediabetes is also called impaired glucose tolerance or impaired fasting glucose. Most people who get type 2 diabetes have prediabetes first.

## What causes prediabetes?

The food you eat turns into sugar, which your body uses for energy. Normally, an organ called the pancreas makes insulin, which allows the sugar in your blood to get into your body's cells. But when your body can't use insulin the right way, the sugar doesn't move into cells. It stays in your blood instead. This is called insulin resistance. The buildup of sugar in the blood causes prediabetes.

People who are overweight, aren't physically active, and have a family history of diabetes are more likely to get prediabetes. Women who have had gestational diabetes are also more likely to get prediabetes.

## What are the symptoms?

Most people with prediabetes don't have any symptoms. But if you have prediabetes, you need to watch for signs of diabetes, such as:

- Feeling very thirsty.
- Urinating more often than usual.
- Feeling very hungry.
- Having blurred vision.
- Losing weight without trying.

## How is prediabetes diagnosed?

A blood test can tell if you have prediabetes. You have prediabetes if the results of your A1c test are 5.7% to 6.4%. Other tests include a fasting blood glucose test and oral glucose tolerance test.

## Can it be prevented?

The key to treating prediabetes and preventing type 2 diabetes is getting your blood sugar levels back to a normal range. You can do this by making some lifestyle changes.

- **Watch your weight.** If you are overweight, losing just a small amount of weight may help. Reducing fat around your waist is particularly important.
- **Make healthy food choices.** Limit the amount of unhealthy fat you eat, such as saturated fat and trans fat. Try to cut calories and limit sweets.
- **Be active.** You can do moderate activity, vigorous activity, or both. Bit by bit, increase the amount you do every day. You may want to swim, bike, or do other activities. Walking is an easy way to get exercise.



Making these changes may help delay or prevent diabetes. You may also avoid or delay some of the serious problems that you can get when you have diabetes, such as heart attack, stroke, and heart, eye, nerve, and kidney disease.



Prediabetes means you show warning signs that you may get diabetes. Watch this two-minute video about lifestyle changes.

Source: Healthwise



# What is a healthy weight?

A healthy weight is the weight at which you feel good about yourself and have energy for work and play. It's also one that lowers your risk for health problems.

## Why pay attention to your weight?

Staying at a healthy weight is one of the best things you can do for your health. It can help prevent serious health problems, including heart disease, stroke, and type 2 diabetes. Eating healthy foods and being more active also can help you feel better and have more energy.

## What can you do to get to a healthy weight and stay there?

If you want to get to a healthy weight and stay there, making healthy lifestyle changes will often work better than dieting. These steps can help.

- **Eat healthy foods.** On most days, eat a variety of whole grains, vegetables, fruits, dairy products, and lean meats. All foods, if eaten in moderation, can be part of healthy eating. Even sweets can be okay.
- **Change your thinking.** When you're trying to reach a healthy weight, changing how you think about certain things may help. Don't compare yourself to others. Healthy bodies come in all shapes and sizes. Focus on improving your health instead of dieting.
- **Be active.** When you're active, you burn calories. This makes it easier to reach and stay at a healthy weight. Try to be active for at least one hour every day.

## If you want to become more active, keep these key points in mind:

- Start with small, short-term goals that you can reach pretty easily. It's easier to stick to something new when you have early, frequent successes.
- Don't be afraid to let family and friends know what you're trying to do—and ask for their help. Their support can go a long way toward helping you find success.
- Have a checkup before you start. Follow any special advice that your doctor gives you for getting a smart start.



Watch this 2-minute video to help change your thinking about weight.

Source: Healthwise





# Have your young child screened for lead in their blood.



Delaware law requires lead screening for children at 12 and 24 months. Have your child tested at age one and again at age two.

Lead screenings are free. You can schedule an appointment with your child's pediatrician to have their blood levels checked. If you don't have a pediatrician and need one, **search the Provider Directory.**

Testing is important. Lead is a naturally occurring metal that can cause serious health problems. Potential lead sources include paint (especially in older homes), toys, soil, dust, and plumbing. Lead is toxic to everyone, but young children are at greatest risk for health problems from lead poisoning. Screening tests can find lead exposure early and prevent long-term damage.

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## Find out more about lead testing.

If you have questions or concerns about lead screening, call a Care Coordinator at **1-844-325-6251.**

## Earn a Healthy Reward

Healthy Rewards members can earn \$10 for a lead screening for members up to age 24 months.

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# What Healthy Rewards can you earn in 2024?



Healthy Rewards is one of your Highmark Health Options benefits. You can earn rewards when you complete certain healthy activities.

After you've signed up, you'll get a Healthy Rewards card in the mail. You can use your card like a credit card at most retail stores.

To sign up and see the rewards you can earn, visit [my.therapayrewards.com/hho](https://my.therapayrewards.com/hho) or call 1-866-469-7973.



Scan to get started.

## Reward activities can include:

**\$10 per visit/up to 8 visits**

Well-baby visit series  
(through age 30 months)

**\$10**

Lead screening  
(up to age 24 months)

**\$15**

Annual well-child visit  
(age 3-19)

**\$15**

A1c test for people  
with diabetes

**\$15**

Annual wellness visit  
(age 20 and older)

**\$15**

Doctor visit after giving birth  
(up to 84 days after delivery)

**\$15 per fill/up to 6 fills**

Asthma controller medicine  
(age 18 and younger)

**\$15**

Retina exam for people  
with diabetes

**\$15**

Doctor visit after leaving  
the hospital

**\$25**

Cervical cancer screening

**\$25**

Breast cancer screening

**\$25**

Colorectal cancer screening



# Get important checkups and tests when you're pregnant.



As soon as you know you're pregnant, make an appointment with your doctor or certified midwife. Your first prenatal visit will provide information that can be used to check for any problems as your pregnancy progresses.

## Good care during pregnancy includes regularly scheduled prenatal exams:

- Every 4 weeks until week 28.
- Every 2 to 3 weeks from weeks 28 to 36.
- Every week from week 36 to birth.

At each prenatal visit, you will be weighed, have your abdomen measured, and have your blood pressure and urine checked. Use this time to tell your doctor, midwife, or doula about concerns or problems you have with your pregnancy.

At different times in your pregnancy, you may have additional exams and tests. Although some are routine, others are only done when you ask for them, when a problem is suspected, or if you have a risk factor for a problem.

- Your first prenatal visit includes a health history, physical exam, and blood and urine tests.

- First-trimester exams and tests may include fetal ultrasound, which uses reflected sound waves to provide an image of your fetus and placenta.
- Second-trimester exams and tests may include fetal ultrasound and electronic fetal heart monitoring. Later in the second trimester, you will have an oral glucose screening test for possible gestational diabetes. If you have Rh-negative blood, you may have an antibody screening test and will receive an injection of Rh immunoglobulin. Screening tests help your doctor look for certain diseases or conditions before any symptoms appear.
- Third-trimester exams and tests may include fetal ultrasound, hepatitis B screening, and group B strep screening.

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**Learn more about maternity benefits.**

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# Fraud, Waste, and Abuse scams use Artificial Intelligence.



Generative Artificial Intelligence, or Gen AI, reads information from photos, text, and data to create other content based off of things it learns. While Gen AI has many helpful uses, scammers also use Gen AI to get your personal information and commit fraud.

## Ways scammers use AI include:

**Text messages:** Gen AI can mimic personal interactions using well-crafted scripts that seem authentic. Plus, it can target multiple victims simultaneously with more frequent attacks.

**Fake video or images:** Gen AI can create realistic videos or pictures that look authentic. Scammers who aren't great at designing photos or videos can easily use these tools to put images of well-known people into believable scenarios. These fake images can trick people into reacting in a certain way.

**“Human” voice:** This scam is getting more common. Scammers use AI technology to mimic the sound and rhythm of a familiar voice, pretending to be a family member or friend. They ask for money in cash or gift cards to supposedly help out the family member in trouble, but it's all a made-up situation.

**Emails:** Criminals often trick people by sending emails that look real from banks or institutions, asking for personal information, like log-in details, to get into accounts.

**Chatbots:** Chatbots can help scammers build relationships with victims in order to trick them into sending money or sharing personal info. Advanced AI enables these bots to have conversations that seem human and last a long time, deepening emotional ties with the victim.

If you think there's Fraud, Waste, or Abuse going on, call Highmark Health Options at **1-844-325-6256**. We take all reports seriously, and your concerns will be checked out by our team. Don't worry; you can stay anonymous if you prefer.

## Additional references

- **Combating the next wave of AI fraud**
- **Generative AI financial scammers are getting very good at duping work email**





# Why your LTSS case manager works with your PCP.

Your case manager works with your PCP to make sure you have access to the services you need to stay healthy.



It is important that you see your PCP at least once a year so that they can sign a form that says you still meet the level of care needed to be part of the Long-term Services and Supports (LTSS) program.

If you have any questions, contact your case manager Monday-Friday, 8 a.m.-5 p.m. If you need help after 5 p.m., call the 24-Hour Nurse Line at 1-855-401-8251 (TTY: 711).



# Find a program that's just right for you.



Highmark Health Options Lifestyle Management and Wellness Programs are offered at no cost to members with chronic illnesses like asthma, COPD, diabetes, and heart disease. There are also programs especially for people who want to lose weight and for expecting moms. Participation in these programs is voluntary. You can opt out of these programs at any time.

## Healthy Weight Management Program

- Learn simple ways to take care of your health that will help you live longer.
- Understand how to manage your weight with better choices, such as diet and activity.
- Identify the tools you need to give you the best health and nutritional options.
- Learn how smart choices may prevent other health problems, such as high blood pressure or diabetes.
- Learn if you qualify to participate in our LEAN (weight loss) Program or our Diabetes Prevention Program (age 18 and older) offered through the YMCA of Delaware.

## Asthma Program

- Learn the difference between a long-term asthma controller medicine and a rescue inhaler.
- Identify asthma triggers.
- Understand how an Asthma Action Plan can help you make good choices.
- Understand the long-lasting effects of uncontrolled asthma.

## Chronic Obstructive Pulmonary Disease (COPD) Program

- Learn why diet and exercise are important to help you breathe easier.
- Identify which inhalers to use and how to use them correctly.
- Understand the warning signs of a flare-up so it can be caught and controlled early.
- Understand how to use oxygen safely.



## Maternity Program

- Learn how to be a healthy mom and have a healthy baby.
- Understand the importance of early prenatal care, a healthy diet, and prenatal vitamins.
- Learn what symptoms indicate that you should call your doctor immediately.
- Understand the importance of seeing your doctor after your baby is born.

## Cardiac Program

- Learn how small changes in diet and activity can go a long way.
- Find out how to prevent a cardiac (heart) condition from getting worse.
- Understand the importance of your medications and how to take them.
- Understand how uncontrolled blood pressure may lead to heart disease.

## Diabetes Program

- Learn how to prevent diabetic complications by keeping blood sugar under control.
- Identify and complete the necessary tests you need to be “in control.”
- Understand what is normal, what is not, and when to call the doctor.
- Understand how uncontrolled diabetes may lead to heart disease.

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## Questions?

Call Highmark Health Options Lifestyle Management at **1-844-325-6251 (TTY: 711)**.

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# Reach your health goals with Care Management.



Our Care Management team is here to help.

**Nurses, social workers, and other health care staff can help you understand how to reach your health goals. We'll help you:**

- Follow your doctor's orders.
- Learn about your medicines.
- Improve your physical and mental health.
- Connect with local resources.

**If you have a complex chronic condition or if you want to learn how to take better care of yourself, you can choose to join a Lifestyle Management and Wellness Program to help you with:**

- Chronic conditions (such as asthma, lung or heart disease, diabetes, or high blood pressure).
- Mental health.
- Substance misuse.
- Women's health, including pregnant moms.
- Preventing type 2 diabetes.
- Weight management.



**Our community-based Care Management team (available 24/7) will work with you and your providers to make sure you get the health care services you need.**

If you have any questions, think you may benefit from our programs, or do not want to be a part of these programs, call Member Services at 1-844-325-6251 (TTY: 711).





# Statement of Members' Rights and Responsibilities.

## Your Rights

- Learn about your rights and responsibilities.
- Get the help you need to understand your Member Handbook.
- Learn about us, our services, doctors, and other health care providers.
- See your medical records as allowed by law.
- Have your medical records kept private unless you tell us in writing that it is OK for us to share them, or it is allowed by law.
- All facts from your doctor of any information about your medical condition, treatment plan, or ability to look at and offer corrections to your own medical records.
- Be part of honest talks about your health care needs and treatment options no matter the cost and whether your benefits cover them. Be part of choices that are made by your doctors and other providers about your health care needs.
- Be told about other treatment choices or plans for care in a way that fits your condition.
- Get news about how doctors are paid.
- Find out how we decide if new technology or treatment should be part of a benefit.
- Be treated with respect, dignity, and the right to privacy all the time.
- Know that we, your doctors, and your other health care providers cannot treat you in a different way because of your age, sex, race, national origin, language needs, or degree of illness or health condition.
- Talk to your doctor about private things.
- Have problems taken care of fast, including things you think are wrong, as well as issues about your coverage, getting an approval from us, or payment of service.
- Be treated the same as others.
- Get care that should be done for medical reasons.

*Continues on the next page*



- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Choose your PCP from the PCPs in our Provider Directory that are taking new patients.
- Use doctors who are in our network.
- Get medical care in a timely manner.
- Get services from doctors outside our network in an emergency.
- Refuse care from your PCP or other caregivers.
- Be able to make choices about your health care.
- Make an Advance Directive (also called a living will).
- Tell us your worries about Highmark Health Options and the health care services you get.
- Question a choice we make about coverage for care you got from your doctor.
- File a complaint or an appeal about Highmark Health Options, any care you get, or if your language needs are not met.
- Ask how many grievances and appeals have been filed and why.
- Tell us what you think about your rights and responsibilities and suggest changes.
- Ask us about our Quality Improvement program and tell us how you would like to see changes made. Ask us about our utilization review process and give us ideas on how to change it.
- Know that we only cover health care services that are part of your plan.
- Know that we can make changes to your health plan benefits as long as we tell you about those changes in writing.
- Ask for this Member Handbook and other member books and brochures in other formats such as other languages, large print, audio CD, or Braille at no charge to you.
- Ask for an oral interpreter and translation services at no cost to you.
- Use interpreters who are not your family members or friends.
- Know you are not responsible if your health plan becomes bankrupt (broke).
- Know your provider can object to the denial of service if you agree.
- Know that you can request a copy of the Member Handbook at any time. You will be told every year of your right to request a Member Handbook.

*Continues on the next page*



- You can get a list of network providers that includes the following details about the doctors: name, specialty, hospitals the doctor can visit, education, language spoken, gender, and office location.

## Your Responsibilities

- Tell us, your doctors, and other health care providers what they need to know to treat you.
- You can ask us to correct your health and claims records if you feel they are incorrect or incomplete. We may say “no” to your request, but we will tell you why in writing within 60 calendar days. If we cannot change your records, you may have a statement of your disagreement added to your personal medical information. If you would like to make a request, call Member Services at **1-844-325-6251**.
- Learn as much as you can about your health issue and work with your doctor to set up treatment goals you agree on with your doctor.
- Ask questions about any medical issue and make sure you know what your doctor tells you.
- Follow the care plan and orders that you have agreed on with your doctors or other health care professionals.
- Do the things that keep you from getting sick. Make and keep medical appointments and tell your doctor at least 24 hours in advance when you cannot make it.
- Always show your member Highmark Health Options ID card and Delaware Medicaid card when you get health care services.
- Use the emergency room only in cases of an emergency or as your doctor tells you.
- If you owe a copay to your pharmacies, pay at the time the services are received.
- Tell us right away if you get a bill that you should not have gotten or if you have a complaint.
- Treat all Highmark Health Options staff and doctors with respect and courtesy.
- Know and follow the rules of your health plan.
- Know that laws guide your health plan and the services you get.
- Know that we do not take the place of workers’ compensation insurance.
- Tell the DHSS Change Report Center and us when you change your address, family status, or other health care coverage.
- If a minor becomes emancipated, or legally freed from control by his or her parents (age 16 or older), or marries, he or she shall be responsible for following all Highmark Health Options member guidelines set forth above.



# Discrimination is against the law.

Highmark Health Options complies with applicable Federal civil rights laws and regulations and does not discriminate on the basis of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity. Highmark Health Options does not exclude people or treat them differently because of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity.

Highmark Health Options offers:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

You can file a civil rights complaint with the U.S. Department of Health and Human

Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>



# Find help in your language.

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

**ATENCIÓN:** Si usted habla español, se encuentran disponibles servicios de asistencia con el idioma sin costo alguno para usted. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).  
**注意:** 如果您讲中文, 可以免费为您提供语言协助服务。拨打您的卡背面的号码(听障人士专用号码: (TTY: 711))。

Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou do kat idantifikasyon w lan (TTY: 711).

**ધ્યાન આપશો:** જો તમે ગુજરાતી બોલતા હોવ તો, તમારા માટે ભાષા સહાયતા સેવાઓ મફતમાં ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર ફોન કરો (TTY: 711).

**ATTENTION :** Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

**주의:** 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 카드 뒷면의 번호로 전화하십시오(TTY: 711).

**ATTENZIONE:** Se parla italiano, per Lei sono disponibili servizi di assistenza linguistica gratuiti. Chiami il numero presente sul retro della Sua carta di identificazione (TTY: 711).

**LƯU Ý:** Nếu quý vị nói Tiếng Việt, luôn có các dịch vụ hỗ trợ ngôn ngữ được cung cấp miễn phí cho quý vị. Vui lòng gọi số điện thoại trên mặt sau của thẻ nhận dạng của quý vị (TTY: 711).

**ACHTUNG:** Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TYY: 711).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga libreng serbisyo ng tulong sa wika. Tawagan ang numero sa likod ng iyong card (TTY: 711).



कृपया ध्यान दें: यदि आप हिन्दी बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निशुल्क उपलब्ध हैं। अपने पहचान कार्ड के पीछे दिए गए नंबर पर कॉल करें (TTY: 711)।

توجه دیں: اگر آپ اردو بولتے/بولتی ہیں تو، آپ کے لیے زبان کی اعانت کی خدمات مفت دستیاب ہیں۔ اپنے آئی ڈی کارڈ کے پیچھے درج نمبروں پر ہمیں کال کریں (ٹی ٹی وائی: 711)۔

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك بالمجان. اتصل على الرقم المدون على ظهر بطاقة هويتك (الهاتف النصي: 711).

గమనిక: మీరు తెలుగు మాట్లాడే వారైతే, భాషా సహాయక సేవలు, ఖర్చు లేకుండా, మీరు లభిస్తున్నాయి. మీ ఐడి కార్డుకు (TTY: 711) వెనుక వైపు ఉన్న నెంబర్ కి ఫోన్ చేయండి.

