

In this newsletter:

Update your contact information.

Don't lose your Medicaid coverage.

Need help to feed your family?

...And more, including programs for care management, diabetes prevention, and healthy weight.

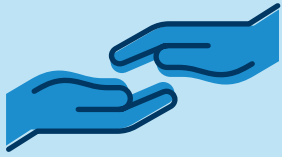


Here for You

Highmark Health Options Member Newsletter

2023 #1

HIGHMARK 
HEALTH OPTIONS



Get help applying for SSDI benefits.

We can help adults and children with certain physical or mental health conditions apply for Disability (SSDI) or Supplemental Security Income (SSI). This service is free for members of Highmark Health Options. To find out if you're eligible, start by [filling out the form](#).

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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When you see this icon, click it to return to this contents list.

Find us on [Facebook](#) and at [HighmarkHealthOptions.com](#).

Highmark Health Options Phone Numbers

24-Hour Nurse Line

855-401-8251

Member Services

Monday-Friday, 8 a.m.–8 p.m.

Care Coordination

Monday-Friday, 8 a.m.–5 p.m.

Behavioral Health (mental health and substance use disorder)

Monday-Friday, 8 a.m.–5 p.m.

LTSS Support Center

844-325-6258

Monday-Friday, 8 a.m.–6 p.m.

Member Advocate

855-430-9852

Fraud and Abuse Hotline

844-325-6256

Operator for Deaf Members TTY Line

711 or 800-232-5460

People with hearing or speech loss can communicate with a trained person who will help them speak with someone who uses a regular telephone.

Non-Highmark Health Options Numbers

Behavioral Health Crisis Services

Southern Delaware (serving Sussex County and Kent County south of greater Smyrna)

800-345-6785

ModivCare Non-Emergency
Transportation Services

866-412-3778

Outside Resources

[Delaware Tobacco Quitline](#) (Stop Smoking)

866-409-1858

Delaware Division of Social Services
– Customer Relations

800-372-2022



Don't risk losing your Medicaid coverage.

During the pandemic, your Medicaid coverage was extended. You were not asked to provide information to renew your coverage. On April 1, 2023, Delaware Medicaid started the renewal process to determine if people who have coverage with Highmark Health Options are still eligible for Medicaid. Your coverage may stop if:

- You do not successfully complete the renewal process when asked.
- You are found to be no longer eligible for Delaware Medicaid.

Here is what you need to do:

1

Update your contact information now. Contact information includes your name, mailing address, email address, and phone number. To check or change your contact information:

- Call the Change Report Center at 302-571-4900, Option 2, or TTY 855-889-4325, Monday-Friday, 8 a.m.-4:30 p.m.
- [Log in to your ASSIST Self-Service account.](#)

2

Watch your mail for a Medicaid renewal application form or verification request letter and open it right away. Fill out and return the renewal form or requested verification by mail. You will get a notification letter when the renewal process is complete.

3

Go online. Instead of replying by mail, you can fill out the Renewal Form on the ASSIST website. The process for renewing your Medicaid coverage is the same as the process for applying. Click on "Renew Benefits" and update your information.

4

If you no longer qualify for Delaware Medicaid, you can learn about Highmark Affordable Care Act (ACA) plans by:

- Calling **844-385-3197**
- Going online: FindANewPlan.com/DE
- Finding other coverage options in Delaware on the Choose Health DE website: ChooseHealthDE.com
- Reading more information and FAQs at: de.gov/MedicaidRenewals

If you need help, contact the Customer Relations Unit at 302-571-4900, Option 2, or TTY 855-889-4325 (Monday-Friday, 8 a.m.-4:30 p.m.) or Highmark Health Options Member Services at 844-325-6251 or at TTY 711 or 800-232-5460 (Monday-Friday, 8 a.m.-8 p.m.).



Need help to feed your family?

Supplemental Nutritional Assistance Program (SNAP) benefit amounts have decreased. Increased benefits that were in place during the pandemic have ended. To find out if there are other programs that can help, contact:

- Your local SNAP office.
- Your local food bank.
- [WIC](#) program for women, infants, and children.
- [Other government programs](#), such as school meals, summer meal programs, Emergency Food Assistance Program, Senior Farmers' Market Nutrition Program, and more.
- USDA Hunger Hotline 866-3-HUNGRY (866-348-6479) or 877-8-HAMBRE

[Follow us on Facebook](#) to learn about food distribution events in your community.



Know your benefits.

Get the most out of them.



Do you need an internet discount?

Because you have Highmark Health Options, you may be eligible for a \$30 per month discount off your internet bill through the Affordable Connectivity Program. [See if you qualify.](#)



Find help in your community.

Go to our [Community Support](#) site and enter your ZIP code to find resources for food, housing, transportation, utility assistance, medical care, job training, and more.



Schedule an online doctor visit, including evenings and weekends.

Start or schedule an online visit using [HHOontheGo](#). Urgent care is available 24/7.



Need help when you're sick or injured?

[Follow these tips on our website.](#) Or ask a nurse about the kind of care you need. Call the 24-hour Nurse Line at 844-325-6251 (TTY 711 or 800-232-5460).

If you're having a medical emergency, call 911.

If you're having a mental health emergency, call 988.



Learn more about your **prescription drug coverage.**



Find all the details about your coverage in the [Member Handbook](#). Here is some current news:

Your pharmacy will ask for your signature and ID card.

As of May 12, you will be asked to sign for your prescription medicine when you pick it up at the pharmacy. This is not new. You needed to sign for your medicine before the pandemic. This requirement was paused during the COVID-19 public health emergency.

Your pharmacist must ask you if you have any questions or concerns about your medicine. By signing your name, you are saying that you were asked this question.

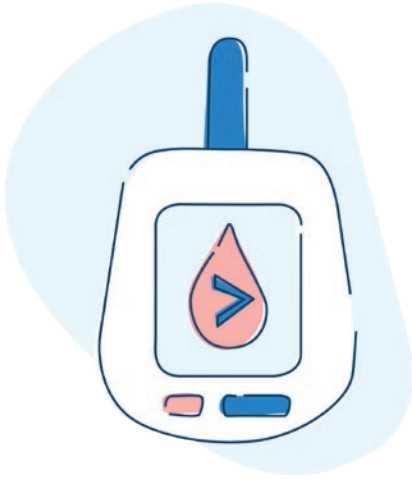
Be sure to show your Highmark Health Options ID card when you pick up your prescription. You will be asked to show proof of identification if you are picking up certain kinds of drugs, such as controlled substances or narcotics.

Does your medicine come as a 90-day supply?

If you take medicine for an ongoing condition, you may be able to get a 90-day supply. [Check to see if your medicine is on the list.](#)



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

Highmark Health Options offers a free Diabetes Prevention Program.
[Do you qualify for this program?](#)

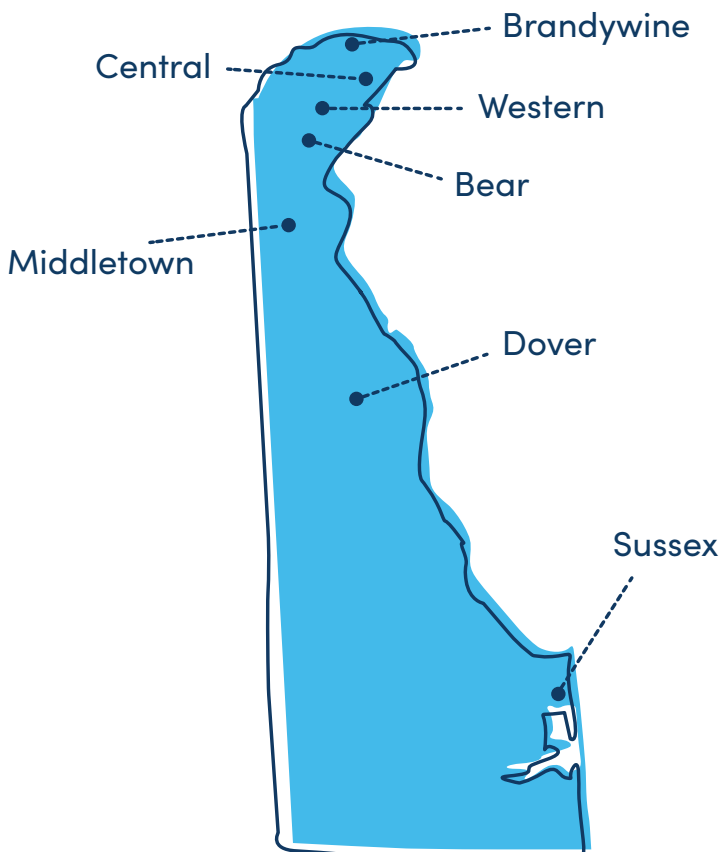


Do you qualify for the Diabetes Prevention Program?

The Diabetes Prevention Program is a Highmark Health Options benefit for people who qualify. This program is for people who do not have diabetes but show signs they may develop it. To find out if you qualify, contact the YMCA Healthy Living Department at 302-572-9622 or healthyliving@ymcade.org.

The free Diabetes Prevention Program lasts for one year. You'll join a small group led by a trained health coach. You'll learn healthy habits to help you avoid type 2 diabetes. And you'll find the support you need in group discussions. Plus, this program gives you a YMCA family membership for four months.

The program is offered online and at the following YMCA Delaware locations:



A Highmark Health Options transportation benefit can help you travel to and from the YMCA. Learn how to schedule a ride by calling Member Services.

Earn Healthy Rewards

Through the Highmark Health Options Healthy Rewards Program, you can earn up to \$220 for completing Diabetes Prevention sessions and losing weight. To earn rewards, you must sign up for Healthy Rewards. Call 866-469-7973 or [go online to register for Healthy Rewards](#) and see if you may be able to earn other rewards, too.



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

Highmark Health Options offers the free LEAN Program. [Do you qualify for this program?](#)



Do you qualify for the LEAN Program?

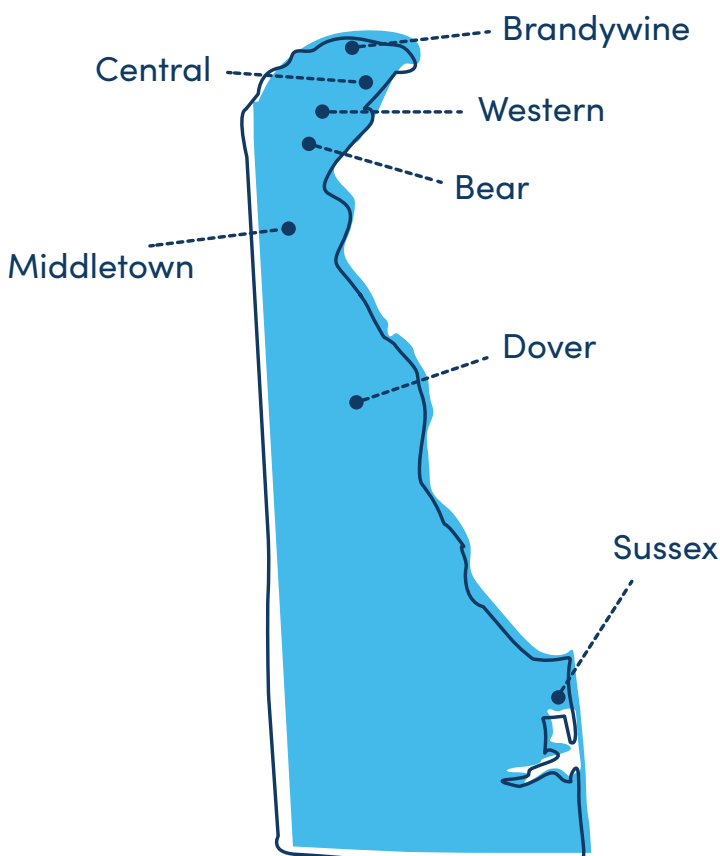
The LEAN Program is a Highmark Health Options benefit for people who qualify. To find out if you qualify, contact the YMCA Healthy Living Department at healthyliving@ymcade.org or 302-572-9622.

The free LEAN program lasts for 12 weeks. Each weekly session is 90 minutes. You'll join a small group led by a trained health coach. And you'll find the support you need in group discussions. Plus, while you're active in this program, you'll have a YMCA family membership.

You'll learn how to reach a healthy weight that's right for you by eating healthy foods, being more active, reducing stress, and staying positive. Losing weight can help you feel better and have more energy. And it can help you avoid health problems, such as:

- Heart disease
- High blood pressure
- Stroke
- Type 2 diabetes
- Sleep apnea

The program is offered at the following YMCA Delaware locations:



A Highmark Health Options transportation benefit can help you travel to and from the YMCA. Learn how to schedule a ride by calling Member Services.

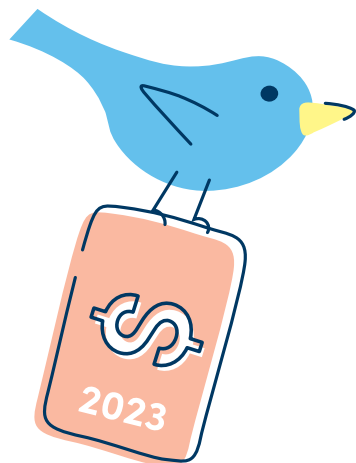
Earn Healthy Rewards

Through the Highmark Health Options Healthy Rewards Program, you can earn up to \$220 for completing LEAN sessions and losing weight. To earn rewards, you must sign up for Healthy Rewards. Call 866-469-7973 or [go online to register for Healthy Rewards and see if you may be able to earn other rewards, too.](#)



You deserve a reward.

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



To sign up and see the rewards you can earn, go online or call:
my.therapayrewards.com/hho
 866-469-7973



Scan to
get started.

Reward activities can include:

\$25 Annual wellness visit (age 20 and older)	\$10 per fill/up to 6 fills Asthma controller medicine (age 18 and younger)	\$30 Breast cancer screening	\$15 A1c test for people with diabetes
\$25 Annual well-child visit (ages 3–19)	\$10 per call/up to 6 calls Asthma management through Ivira (age 18 and younger)	\$30 Cervical cancer screening	\$25 Retina exam for people with diabetes
\$10 per visit/up to 8 visits Well-baby visit series (through age 30 months)	\$25 for enrolling Blood pressure monitoring through Ivira	\$25 Colorectal cancer screening	\$25 Doctor visit after giving birth (up to 84 days after delivery)
\$25 Lead screening (up to age 24 months)			\$5/up to 2 surveys Completed surveys

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Do you need help to **manage** your **care**?

Call the Care Management Team 24/7, day or night.

You may want help if it's not easy for you to manage your care. If any of the following statements are true for you, you may have complex health care needs:

- You have ongoing behavioral or physical health conditions that cause unplanned hospital stays and emergency room visits.
- The symptoms related to your condition are getting worse over time.
- The lab values related to your condition are not normal.
- You have one or more concerns like:
 - Pregnancy
 - Substance use
 - Risk for type 2 diabetes
 - Weight
 - Chronic conditions (such as asthma, lung, heart disease, or diabetes)

We're here to help.

Talk to a Care Manager. Our nurses, social workers, and other staff can help you move toward improved health. You'll always have someone you can call on, day or night. Our staff will:

- Talk with you on the phone on a regular basis.
- Work closely with you and your doctors to help you follow your treatment plan.
- Make sure you understand your medicines.
- Connect you with services near you.
- Find online information you can use to take care of yourself.

Start by calling Member Services and asking for Care Management. In addition to Care Management, you can take advantage of our Complex, Lifestyle, and Wellness programs. If you join a program, you can opt out anytime.



What is elder abuse? How can you report it or get help?



Elder abuse is the mistreatment of an older person. It can be physical abuse, emotional abuse, or neglect. The person who does it may be a spouse, family member, caregiver, or friend.

Elder abuse is a complex problem, and many things can contribute to it, such as:

- Domestic violence carried over into the elder years. Many elder abuse cases are abuse by a spouse.
- Personal problems of caregivers. People who abuse older adults (often their adult children) may rely on the older person for financial help and other support. This is often due to personal problems, such as mental illness. The risk of abuse seems highest when these adult children live with the older person.
- Caregivers and family members who live with an older person have the chance to abuse. They often try to isolate the older person from others to prevent the abuse from being seen.

Elder abuse can include:

- Hitting, kicking, or beating
- Pushing, choking, or burning
- Physical restraints
- Sexual abuse
- Psychological abuse



What are the signs of abuse and neglect?

Signs of **physical abuse** include:

- Bruises, black eyes, welts, lacerations, and rope marks
- Cuts, punctures, or untreated injuries in various stages of healing
- Broken bones, including the skull
- Sprains, dislocations, or internal injuries
- Broken eyeglasses or dentures
- Sudden change in behavior
- A caregiver's refusal to allow visitors to see an older person alone

Emotional or psychological abuse includes name-calling, threats, intimidation, or humiliation. The older person may:

- Seem upset or agitated.
- Act withdrawn, not talk or respond, or be paranoid.
- Show unusual behavior, such as sucking, biting, and rocking.
- Report being verbally or emotionally mistreated.

Signs of **neglect** include:

- Dehydration
- Malnutrition
- Untreated health problems
- Pressure ulcers
- Poor personal hygiene
- Unsafe or dirty living conditions

Source: Healthwise



To report elder abuse or get help, call Member Services at **844-325-6251**. Or call your Care Coordinator or Case Manager. To reach Adult Protection Services in Delaware, call **888-277-4302**. To report elder abuse in a long-term care facility, call the Division of Health Care Quality (DHCQ) at **877-453-0012**.



You're invited.

Woman's Day Breast Cancer Screening



Come for a screening and more.

This screening is covered by your Highmark Health Options benefits.

You will receive a gift card for taking this important step for your health.

Make an appointment today: [844-325-6251](tel:844-325-6251), Monday–Friday, 8 a.m.–8 p.m.

If you have symptoms, such as a lump, pain or swelling, nipple discharge, or dimpling, call your doctor right away. Do not schedule a Woman's Day screening.

Wilmington

Brandywine Imaging Center
3209 Concord Pike

Dover

Mid-Delaware Imaging
710 S Queen Street

Newark

Women's Imaging Center
24 Omega Drive, Bldg. J

	June	July	August
Wilmington	Weds., 6/14 1 – 4 p.m.	Weds., 7/12 8:30 – 11:30 a.m.	Weds., 8/9 1 – 4 p.m.
Dover	Thurs., 6/15 1 – 4 p.m.	Thurs., 7/13 8:30 – 11:30 a.m.	Thurs., 8/10 1 – 4 p.m.
Newark	Fri., 6/16 8:30 – 11:30 a.m.	Fri., 7/14 1 – 4 p.m.	Fri., 8/11 8:30 – 11:30 a.m.

Not available at one of these times? If you can't make it to a Woman's Day event, call Member Services at [844-325-6251](tel:844-325-6251), Monday–Friday, 8 a.m.–8 p.m., to schedule.

Millville, Georgetown, and Lewes

Wednesdays

Beebe Healthcare

(Dates and locations vary. Call for details.)



Wilmington

Every other Tuesday

St. Francis Hospital North Wilmington Women's Center

2002 Foulk Road, Suite A

(Dates and locations may vary. Call for details.)

May 16	Aug. 8	Oct. 31
May 30	Aug. 22	Nov. 14
June 13	Sept. 5	Nov. 28
June 27	Sept. 19	Dec. 12
July 11	Oct. 3	Dec. 26
July 25	Oct. 17	

Dover

Every other Wednesday

Bayhealth Women's Center

540 S. Governors Ave., Suite 200

(Dates and locations may vary. Call for details.)

May 17	Aug. 9	Nov. 1
May 31	Aug. 23	Nov. 15
June 14	Sept. 6	Nov. 29
June 28	Sept. 20	Dec. 13
July 12	Oct. 4	Dec. 27
July 26	Oct. 18	

Not available on a weekday morning? If you can't make it to a Woman's Day event, call Member Services at 844-325-6251, Monday–Friday, 8 a.m.–8 p.m., to schedule.

Early Detection Saves Lives

Breast cancer is the second leading cause of cancer death for women. Screenings can find changes in the breast before you have any symptoms, such as a lump, pain or swelling, nipple discharge, or dimpling. Getting regular screening tests is the most reliable way to find breast cancer early. If you have symptoms, don't wait. Call your doctor.



Statement of Members' Rights and Responsibilities.

The organization's member rights and responsibilities statement specifies that members have:

1. A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
2. A right to be treated with respect and recognition of their dignity and their right to privacy.
3. A right to participate with practitioners in making decisions about their health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization's member rights and responsibilities policy.
7. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
8. A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
9. A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

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

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

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



For 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 사용하시는 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 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga librenang 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.

