

In this newsletter:

Don't risk losing your Medicaid coverage.

Never run out of prescription medicine.

Is it time to check your blood pressure?

...And more, find health problems early with screening test, sign up for Healthy Rewards, and manage asthma.



Here for You

Highmark Health Options Member Newsletter

2023 #2



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

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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Call Member Services if you get a bill for health care.

You should not get a bill for services that Highmark Health Options covers. If you get a bill for a doctor visit or other health care services, such as imaging or physical therapy, call Member Services.

Note: Show your Highmark Health Options ID card every time you see a health care provider. This can reduce billing errors.

Copays resume later this year.

You have not been asked for copays during the pandemic. Now that the public health emergency has ended, you will be responsible for copays starting Dec. 1, 2023. This includes copays for prescription medicines and \$3 copay for dental care. Your copay is the money you need to pay at the time of service. Your copay for prescription drugs is based on the cost of each prescription.

Prescription Cost	Your Copay
\$10 or less	50 cents
\$10.01 – \$25	\$1
\$25.01 – \$50	\$2
\$50.01 and above	\$3



Highmark Health Options Phone Numbers

24-Hour Nurse Line 1-855-401-8251

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 1-844-325-6258

Monday-Friday, 8 a.m.-6 p.m.

Member Advocate 1-855-430-9852

Fraud and Abuse Hotline 1-844-325-6256

Operator for Deaf Members TTY Line 711 or 1-800-232-5460

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) 1-800-345-6785

ModivCare Non-Emergency Transportation Services 1-866-412-3778

Outside Resources

Delaware Tobacco Quitline (Stop Smoking) 1-866-409-1858

Delaware Division of Social Services 1-800-372-2022

- Customer Relations



Know your coverage – the basics and beyond.

Your Highmark Health Options coverage goes beyond the basics so you can live your best life. The basics include care for your physical and mental well-being, including prescription drug coverage—all from the doctors, hospitals, and pharmacies you need. Some of the benefits that Highmark Health Options covers are “extra” benefits. This means they are not the standard benefits that all Medicaid plans cover. With Highmark Health Options, you can:



Have more adult coverage:

For eyeglasses or contact lenses and hearing aids.



Earn rewards:

By having certain exams and health screenings, and by completing wellness classes and healthy activities.



Connect with us:

With a free smartphone (one per household). Your calls and texts to us are always free and won't affect your plan balance.



Get where you need to go:

With free transportation to the pharmacy, grocery store, community events, health and wellness activities, and more. This is in addition to the transportation benefit that supplies rides to doctor visits.

Read more about these and all your benefits in the online [Quick Guide](#).



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 **1-302-571-4900**, Option 2, or TTY **1-855-889-4325**, 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:

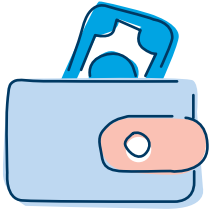
- Calling **1-844-385-3197**
- Going online: [FindANewPlan.com/DE](https://www.findanewplan.com/DE)
- Finding other coverage options in Delaware on the Choose Health DE website: [ChooseHealthDE.com](https://www.choosehealthde.com)
- Reading more information and FAQs at: de.gov/MedicaidRenewals

If you need help, contact the Customer Relations Unit at 1-302-571-4900, Option 2, or TTY 1-855-889-4325 (Monday-Friday, 8 a.m.-4:30 p.m.) or Highmark Health Options Member Services at 1-844-325-6251 or at TTY 711 or 1-800-232-5460 (Monday-Friday, 8 a.m.-8 p.m.).



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
 1-866-469-7973



Scan to
get started.

Reward activities can include:

Activity	Reward
Annual wellness visit (ages 20 and older)	\$25
Annual well-child visit (ages 3-19)	\$25
Well-baby visit series (through age 30 months)	\$10 per visit/up to 8 visits
Lead screening (up to age 24 months)	\$25
Asthma controller medicine (age 18 and younger)	\$10 per fill/up to 6 fills
Asthma management through Ivira (age 18 and younger)	\$10 per call/up to 6 calls
Blood pressure monitoring through Ivira	\$25 for enrolling
Breast cancer screening	\$30
Cervical cancer screening	\$30
Colorectal cancer screening	\$25
A1c test for people with diabetes	\$15
Retina exam for people with diabetes	\$25
Doctor visit after giving birth (up to 84 day after delivery)	\$25
Doctor visit after leaving the hospital	up to \$50
Completed surveys	\$5/up to 2 surveys

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TheraPay[®]



Know your benefits.

Get the most out of them.



Do you need a hearing aid?

The hearing benefit for adults includes a routine exam and one hearing aid for each ear every two calendar years, as needed, with no copay. Select from six brands of hearing aids. Also included: ear molds and fittings, 60-day trial period, 1-year supply of batteries, and 3-year manufacturer's warranty for repairs and maintenance. Call **1-877-759-3272** to talk with a hearing consultant and schedule a visit.



Get where you need to go.

Use a new free transportation service to get rides to the pharmacy, grocery store, community events, health and wellness activities, and more. Call Member Services to learn more.



Talk to a doctor or nurse — fast.

Use **HHO on the Go**, the app that lets you have an online doctor visit anytime, including evenings and weekends. Or call the 24-Hour Nurse Line at **1-844-325-6251** when you need health advice or instructions on where to go for care.



Help your baby by quitting opioid use.

You could harm your baby by using opioids during and after pregnancy. A combination of therapy and medicines can help you quit using opioids. This is called medication-assisted treatment. To learn about safe treatment when you're trying to quit opioids, talk with your doctor. You can also call:

- **1-800-652-2929** in New Castle County
- **1-800-345-6785** in Kent and Sussex counties



Never run out of prescription medicine.

Refill your prescription before you run out of medicine. Request a refill when you have about 20% of your medicine left. For example, for a **30-day prescription, request a refill five or six days before you need it.**

This is important because some refills must be approved. This approval is called prior authorization. A refill on your prescription medicine may be delayed if your pharmacy needs to get prior authorization. Highmark Health Options, your doctor, and your pharmacy need time to communicate when prior authorization is needed.

Keep Narcan® on hand. It's covered.



Your Highmark Health Options benefits cover brand-name Narcan at the pharmacy. Have Narcan on hand if you use a prescribed opioid. Narcan is a medicine that reverses the effects of an opioid emergency, or overdose. Opioids are strong pain medicines. Examples include hydrocodone, oxycodone, and morphine. Some street drugs, like heroin and fentanyl, are opioids.

Taking too much of an opioid can slow or stop your breathing. This is an emergency. If Narcan is given soon enough, it may save a life.

Narcan comes in a rescue kit you can carry with you. You may hear it called a Narcan kit. The rescue kit may contain:

- A nasal spray device that contains the medicine.
- The medicine along with syringes and needles.

Your doctor can give you a prescription for a rescue kit and show you how to use it. In some places you can get kits without a prescription.

When is Narcan used?

Narcan is used when a person shows signs of an opioid emergency. A person may have taken too much of an opioid if they have:

- Slow, shallow, or stopped breathing
- Pinpoint pupils
- Blue or purple lips or fingertips
- No response when you ask questions, shake the person, or rub the person's breastbone with your knuckles

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Make sure your family and friends know about these signs of an opioid emergency. And let them know where to find your Narcan kit.



Watch this short video to learn how and when to give Narcan.



Tranq in street drugs leads to more overdose deaths.

Xylazine is meant to be used as a tranquilizer for animals. Now it is being mixed with street drugs like fentanyl or heroin.

In the Philadelphia area, xylazine is known as tranq. Users smoke, snort, or inject tranq. In 2021, tranq was found in over 90% of street drug samples in Philadelphia. Today, tranq is found across the U.S.

Tranq is linked to a growing number of overdose deaths. People often do not know that tranq has been added to the drug mixture they are using. There is no way to test for tranq in street drugs.

If you suspect an overdose from any kind of drug, call 911 and give Narcan®.

(Narcan is also known by the generic name naloxone.) When used for an opioid overdose, Narcan can help a person recover. If Narcan is not working, tranq may be present. Tranq is not an opioid like fentanyl or heroin.

People who use tranq may develop severe wounds. These can happen at the injection site or anywhere on the body. The wounds spread very quickly and will not heal on their own. Medical help is needed right away.

Read more in a fact sheet created by the [Philadelphia Department of Public Health](#).



Find health problems early with screening tests.

Regular screening tests and checkups can help you stay healthy. Screening tests help your doctor look for certain diseases before symptoms appear. Often, the earlier a disease is diagnosed, the more likely it can be cured or managed. When you treat a disease early, you may be able to prevent or delay problems from the disease. Treating the disease early may also make the disease easier to live with.

Ask your doctor what screening tests you need. When and how often you get screening tests may depend on your age, your sex, your health status, and your risk factors. You also may need some screening tests earlier or more often if you have a higher risk for a certain disease or have a long-term health problem.

Find details in this newsletter about screening tests for colorectal and cervical cancer, and for measuring blood pressure.

Source: Healthwise

Is it time to check your blood pressure?

Routine screening for high blood pressure is recommended for adults age 18 and older. You can get your blood pressure checked during any routine medical visit. Your doctor can let you know how often you should get your blood pressure checked. It may depend on what your blood pressure is and your risk for heart disease.

Get your blood pressure checked EVERY YEAR if any one of the following is true:

- You're age 40 or older or at risk for high blood pressure.
- You're African American.
- You're overweight or obese.
- The top number of your blood pressure is 130 to 139, or the bottom number is 85 to 89, or both.

Your care provider uses a blood pressure monitor to screen for high blood pressure. A blood pressure cuff is wrapped around your bare upper arm. The cuff is then pumped up. The cuff is slowly deflated, and the monitor shows your blood pressure numbers.

Source: Healthwise



Earn Healthy Rewards

Your doctor will check your blood pressure during your annual wellness visit. Through the Highmark Health Options Healthy Rewards Program, you can earn \$25 for having an annual wellness visit, also called a routine checkup. To earn rewards, you must sign up for Healthy Rewards. Call **1-866-469-7973** or go [online](#) to register for Healthy Rewards and see if you may be able to earn other rewards, too.



Ask your doctor about colorectal cancer screening.

Your risk for colorectal cancer gets higher as you get older. Experts recommend starting screening at age 45* for people who are at average risk. People who have an increased risk for colorectal cancer may need to be tested sooner or more often. One common test for colon cancer is a colonoscopy.

Colonoscopy is a test that allows your doctor to look at the inner lining of your large intestine (rectum and colon). Your doctor uses a thin, flexible tube called a colonoscope to look at the colon.

A colonoscopy helps find ulcers, colon polyps, tumors, and areas of inflammation or bleeding. During the test, tissue samples can be collected and abnormal growths can be taken out. Colonoscopy can also be used as a screening test to check for cancer or precancerous growths in the colon or rectum (polyps).

Before this test, you will need to clean out your colon (colon prep). Colon prep takes 1 to 2 days, depending on which type of prep your doctor recommends. Plan to stay home during your prep time since you will need to use the bathroom often. The colon prep causes loose, frequent stools and diarrhea so that your colon will be empty for the test.

Colonoscopy is one of the many tests that may be used to screen for colon cancer. Other tests include a stool test you can take at home, sigmoidoscopy, and CT colonography.

Talk to your doctor about what test is best for you.

*Note: Updated guidelines call for screenings to start at age 45 instead of 50. Rates of colon cancer among younger people have increased.



What is a colonoscopy?
Watch this brief video to learn more.

Source: Healthwise

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Earn Healthy Rewards

Through the Highmark Health Options Healthy Rewards Program, you can earn \$25 for having a colorectal cancer screening. To earn rewards, you must sign up for Healthy Rewards. Call **1-866-469-7973** or go [online](#) to register for Healthy Rewards and see if you may be able to earn other rewards, too.



Do you need a cervical cancer screening?



If you have a cervix, you may need cervical cancer screening.

The cervix is the lower part of the uterus that opens into the vagina. Cervical cancer screening tests check the cells on the cervix for changes that could lead to cancer.

Your need for screening depends on your age, your risk for cervical cancer, and results from previous tests.

Here's information about the tests used during screening for cervical cancer:

- A Pap test. This test looks for changes in the cells of the cervix. Some of these cell changes could lead to cervical cancer.
- A human papillomavirus (HPV) test. This test looks for the HPV virus. Some high-risk types of HPV can cause cell changes that could lead to cervical cancer.

Here are screening guidelines according to your age:

- Ages 21 to 29
 - Screening options include:
 - A PAP test. If your results are normal, you can wait three years to have another test.
 - An HPV test beginning at age 25. If your results are negative, you can wait five years to have another test.
- Ages 30 to 64
 - Screening options include:
 - A PAP test. If your results are normal, you can wait three years to have another test.
 - An HPV test. If your results are negative, you can wait five years to have another test.
 - A PAP test and an HPV test. If your results are normal, you can wait five years to be tested again.

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Here are screening guidelines according to your age:

- Ages 65 and older
 - If you've always had normal screening results, you may not need screening.

Talk to your doctor about cervical cancer screening.



Watch this short video about cervical cancer screening.

Source: Healthwise



Earn Healthy Rewards

Through the Highmark Health Options Healthy Rewards Program, you can earn \$30 for having a cervical cancer screening. To earn rewards, you must sign up for Healthy Rewards. Call **1-866-469-7973** or go [online](#) to register for Healthy Rewards and see if you may be able to earn other rewards, too.



Use a controller medicine to manage asthma.



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

Asthma affects people in different ways. Some people have asthma attacks only 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.

Even if you have few asthma attacks, you still need to treat your asthma. The swelling and inflammation in your airways can lead to permanent changes in your airways and harm your lungs.

Many people with asthma live active, full lives. Although asthma is lifelong disease, treatment can help manage it and help you stay healthy.

Two kinds of medicine are used to treat asthma:

- Controller medicines control asthma over the long term. Many people take controller medicine—usually an inhaled corticosteroid—every day. Taking it every day helps to reduce the swelling of the airways and prevent attacks. Your doctor will show you how to use your inhaler correctly. This is very important so you get the right amount of medicine to help you breathe better.
- Quick-relief medicines treat asthma attacks when they occur. One quick-relief medicine is albuterol. If you need to use your inhaler more often than usual, talk to your doctor. This may be a sign that your asthma is not controlled and can cause problems.

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Earn Healthy Rewards

If you are age 18 and younger, you can earn Healthy Rewards when you refill your prescription for an asthma controller medicine. You can earn \$25 for every refill, up to six refills per year. (That adds up to \$150 in one year.) To earn rewards, you must sign up for Healthy Rewards. Call **1-866-469-7973** or go [online](#) to register for Healthy Rewards and see if you may be able to earn other rewards, too.

You can also earn up to \$60 using the care management services through Ivira. This program is for Highmark Health Options members age 18 or younger who have a diagnosis of asthma. For more information, contact Ivira at **1-302-272-5467**.



Watch this short video to learn more about asthma inhalers.

Source: Healthwise



Breathe easier with these American Lung Association programs.

If you have asthma or love someone who does, check out these free programs for adults and children.



Asthma Basics – [Lung.org/asthma-basics](https://lung.org/asthma-basics)

This one-hour program features online learning designed to help people learn more about asthma. Participants can obtain a certificate upon successful completion of the course. Asthma Basics online learning is available in English and Spanish.

This program teaches participants to:

- Recognize and manage triggers.
- Understand the value of an asthma action plan.
- Recognize and respond to a breathing emergency.

Asthma Basics also includes comprehensive resources, including demonstration videos.

Kickin' Asthma – [Lung.org/kickin-asthma](https://lung.org/kickin-asthma)

This program teaches children through a fun and interactive approach to asthma self-management. The program teaches children with asthma ages 11 to 16 the concepts of taking responsibility and self-management, and taking action early so that they don't need to go to the emergency room.

Breathe Well, Live Well – [Lung.org/breathe-well](https://lung.org/breathe-well)

The program teaches adults the management steps to take control of their asthma so they can be active and healthy. The program includes sections devoted to:

- Understanding your asthma.
- Building your asthma support team.
- Taking asthma medications.
- Using tools for daily self-management.
- Following good health habits.

Source: American Lung Association



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

1-800-368-1019, 1-800-537-7697 (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).

ध्यान आपशो: 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 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 دین: 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.

