

Southern Energy Homes-Simple Plus Plan

Coverage For: Individual + Family Plan Type: PPO



The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. NOTE: Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-888-578-6772 or visit us at [AlabamaBlue.com](#). For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other [underlined](#) terms, see the Glossary. You can view the Glossary at [www.bcbosal.org/sbcglossary/](#) or call 1-800-292-8868 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	For in-network: \$0 For out of network \$3,000 / individual or \$6,000 / family out-of-network.	See the Common Medical Events chart below for your costs for services this plan covers.
Are there services covered before you meet your deductible?	Yes. In-network services are covered before you meet your deductible .	This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost-sharing and before you meet your deductible . See a list of covered preventive services at https://www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other deductibles for specific services?	No.	You don't have to meet deductible for specific services.
What is the out-of-pocket limit for this plan?	For in-network \$4,000 individual/\$8,000 family. For out-of-network \$8,000 individual/\$16,000 family.	The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members in this plan , they have to meet their own out-of-pocket limit until the overall family out-of-pocket limit has been met.
What is not included in the out-of-pocket limit?	Premiums , balance-billed charges, health care this plan doesn't cover, pre-certification penalties and specialty drug manufacturer assistance amounts for provider -administered drugs.	Even though you pay these expenses, they don't count toward the out-of-pocket limit .
Will you pay less if you use a network provider?	Yes. See AlabamaBlue.com or call 1-800-810-BLUE for a list of network providers .	This plan uses a provider network. You will pay less if you use a provider in the plan 's network. You will pay the most if you use an out-of-network provider , and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services.
Do you need a referral to see a specialist?	No.	You can see the specialist you choose without a referral .



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	The lesser of the allowed amount or \$30 <u>copay</u> /visit	40% <u>coinsurance</u>	<p>The following office services are included in the in-network office visit <u>copay</u> when performed in the context of that office visit: minor surgeries, lab, pathology, standard radiology, low cost injections, and second surgical opinions; allergy serum provided at no charge precertification is required for some <u>provider</u> administered drugs; if no precertification is obtained, no benefits are available</p> <p>Psychiatrist visits, psychologist visits, and intensive outpatient services/partial <u>hospitalization</u> for mental health disorders are subject to the \$30 in-network <u>copay</u>.</p> <p>Chemotherapy, Radiation, Dialysis and IV Therapy performed in an office setting are subject to a \$150 <u>copay</u>.</p>
	<u>Specialist</u> visit	The lesser of the allowed amount or \$70 <u>copay</u> /visit	40% <u>coinsurance</u>	
	<u>Preventive care/screening/</u> Immunization/office services	No Charge	Not Covered	<p>Please visit <u>AlabamaBlue.com/PreventiveServices</u>.</p> <p>You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for</p>
If you have a test	<u>Diagnostic test</u> (for example-standard radiology like an x-ray, ultrasound, etc.)	The lesser of the allowed amount or \$60 <u>copay</u> /visit	40% <u>coinsurance</u>	<p>When the diagnostic test is administered in the context of a physician office visit, emergency room visit, or inpatient stay; the <u>diagnostic test</u> is provided at no charge (\$60 in-network <u>copay</u> does not apply).</p> <p>\$60 in-network <u>copay</u> is inclusive of both facility and physician charges.</p> <p>Lab and pathology are provided at no charge (\$60 in-network diagnostic test <u>copay</u> does not apply); precertification may be required; if no precertification is obtained, no benefits are available</p>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Advanced Imaging (for example- CT/PET scans, MRIs, etc.)	The lesser of the allowed amount or \$240 <u>copay</u> /visit	40% <u>coinsurance</u>	<p>When the advanced imaging is administered in the context of an emergency room visit or inpatient stay, the advanced imaging is provided at no charge (\$240 in-network <u>copay</u> does not apply).</p> <p>Precertification required for advanced imaging</p> <p>\$240 in-network <u>copay</u> is inclusive of both facility and physician charges.</p>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.express-scripts.com	Tier 1 Drugs	The lesser of the allowed amount or \$10 copay (retail/34-day supply) The lesser of the allowed amount or \$25 copay (mail order/90-day supply)	Not Covered	Retail covers up to a 34-day supply or 90-day supply may be available at a network pharmacy; Mail Order covers a 90-day supply. Some drugs are not covered, require prior authorization or have supply limits. You may be required to try a lower cost drug before a non-preferred brand drug can be covered. Please see your policy or plan for a complete description of the pharmacy limitations and exceptions.
	Tier 2 Drugs	The lesser of the allowed amount or \$60 copay (retail/34-day supply) The lesser of the allowed amount or \$150 copay (mail order/90-day supply)	Not Covered	
	Tier 3 Drugs	The lesser of the allowed amount or \$150 copay retail/34-day supply The lesser of the allowed amount or \$375 copay (mail order/90-day supply)	Not Covered	
	Tier 4 Drugs	The lesser of the allowed amount or \$150 copay (retail/34-day supply) The lesser of the allowed amount or \$375 copay (mail order/90-day supply)	Not Covered	

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	The lesser of the allowed amount or \$425 copay	40% coinsurance	Facility fee covers facility and physician services associated with an outpatient surgery, but other services (e.g., advanced imaging) would require additional copays ; precertification may be required; if no precertification is obtained, no benefits are available Example services included in this outpatient surgery category: interventional radiology, therapeutic radiology, diagnostic colonoscopies and bariatric surgery performed in an outpatient setting.
	Physician/surgeon fees	No Charge	No Charge Deductible does not apply	None
If you need immediate medical attention	Emergency room care	Accident: The lesser of the allowed amount or \$500 copay /visit Medical Emergency: The lesser of the allowed amount or \$500 copay /visit	Accident: The lesser of the allowed amount or \$500 copay /visit Deductible does not apply Medical Emergency: The lesser of the allowed amount or \$500 copay /visit Deductible does not apply	Includes 23-hour observation; copay waived if admitted; includes all services in the emergency room
	Emergency medical transportation	The lesser of the allowed amount or \$350 copay /per trip	The lesser of the allowed amount or \$350 copay /visit Deductible does not apply	Includes ground and air ambulance
	Urgent care	The lesser of the allowed amount or \$50 copay /visit	40% coinsurance	Care provided in Urgent Care setting will incur copay according to provider type (e.g., primary care visit, specialist visit) unless claim is designated as Urgent Care services (e.g., afterhours / holiday care) in which case it will receive the Urgent Care copay

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you have a hospital stay	Facility fee (e.g., hospital room)	The lesser of the allowed amount or \$750 copay /day	40% coinsurance	<p>In Alabama, out-of-network benefits are only available for accidental injury and medical emergency</p> <p>Precertification is required; if no precertification is obtained, no benefits are available</p> <p>In-network hospital copay of \$750 / day is inclusive of all services administered in the hospital inpatient setting, e.g., maternity (normal delivery/healthy newborn), inpatient rehabilitation, inpatient dialysis, inpatient mental health/substance abuse, inpatient hospice, advanced radiology, standard radiology, and organ transplants.</p> <p>Separate copay will apply if newborn is admitted to NICU.</p>
	Physician/surgeon fees	No Charge	No Charge Deductible does not apply	None
If you need mental health, behavioral health, or substance abuse services	Outpatient services	The lesser of the allowed amount or \$30 copay /visit	40% coinsurance	Psychiatrist visits, psychologist visits, and intensive outpatient services/partial hospitalization for mental health disorders are subject to the \$30 in-network copay .
	Inpatient services	See information on hospital stays above.	40% coinsurance	<p>Inpatient hospitalization for mental health / substance abuse subject to the \$750 / day in-network copay.</p> <p>Precertification is required for intensive outpatient, partial hospitalization and inpatient hospitalization; if no precertification is obtained, no benefits are available</p>
If you are pregnant	Office visits	No Charge	40% coinsurance	<p>Cost sharing does not apply for preventive services. Maternity - newborn admitted separately from mother (e.g., to the NICU) will require a separate per day copay; precertification is required for some inpatient services; if no precertification is obtained, no benefits are available</p>
	Childbirth/delivery professional services	No Charge	40% coinsurance	
	Childbirth/delivery facility services	The lesser of the allowed amount or \$750 copay /day	40% coinsurance	

* For more information about limitations and exceptions, see the [plan](#) or policy document at [AlabamaBlue.com](#).

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you need help recovering or have other special health needs	Home health care	The lesser of the allowed amount or \$25 copay /visit	40% coinsurance	Precertification is required; if no precertification is obtained, no benefits are available; copay applies per provider per day; benefits are also available for home infusion services
	Rehabilitation services	The lesser of the allowed amount or \$40 copay /visit	40% coinsurance	Benefits listed are for Rehabilitation & Habilitation services ; each service has a combined maximum of 60 visits for occupational, physical and speech therapy per year; respiratory therapy has a limit of 60 visits per year; includes facility and physician services ; members with an autistic diagnosis are allowed unlimited visits; includes facility and physician services for cardiac rehabilitation
	Habilitation services	The lesser of the allowed amount or \$40 copay /visit	40% coinsurance	
	Skilled nursing care	The lesser of the allowed amount or \$750 copay /day	40% coinsurance	Precertification is required; if no precertification is obtained, no benefits are available
	Durable medical equipment	The lesser of the allowed amount or \$100 copay /device	40% coinsurance	Rental up to the purchase price; one copay applies each month for each rental; one copay applies for resupplies or purchase per item; precertification may be required; if no precertification is obtained, no benefits are available
	Hospice services	No Charge	40% coinsurance	In Alabama, not covered; precertification is required; if no precertification is obtained, no benefits are available
If your child needs dental or eye care	Children's eye exam	No Charge	Not Covered	Please visit AlabamaBlue.com/PreventiveServices
	Children's glasses	Not Covered	Not Covered	Not covered; member pays 100%
	Children's dental check-up	No Charge	Not Covered	Please visit AlabamaBlue.com/PreventiveServices

Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

• Acupuncture	• Glasses, child	• Routine foot care
• Cosmetic surgery	• Long-term care	• Weight loss programs
• Dental care (Adult)	• Private-duty nursing	• Routine eye care (Adult)

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

• Chiropractic care (limitations apply)	• Non-emergency care when traveling outside the U.S.	• Hearings Aids (limitations apply)
• Infertility treatment (Assisted reproduction technology not covered)	• Bariatric surgery	

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa> or your plan administrator at the phone number listed in your benefit booklet. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information on how to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: Your plan administrator at the phone number listed in your benefit booklet. You may also contact Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa>.

Does this plan provide Minimum Essential Coverage? Yes

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

Does this plan meet Minimum Value Standards? Yes

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

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

About these Coverage Examples:



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

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

The plan's overall deductible	\$0
Specialist copayment	\$70
Hospital (facility) copayment	\$750
Other copayment	\$500

This EXAMPLE event includes services like:

[Specialist](#) office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
[Diagnostic tests](#) (ultrasounds and blood work)
[Specialist](#) visit (anesthesia)

Total Example Cost **\$12,700**

In this example, Peg would pay:

Cost Sharing	
Deductibles	\$0
Copayments	\$1,400
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$60
The total Peg would pay is	\$1,460

Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

The plan's overall deductible	\$0
Specialist copayment	\$70
Hospital (facility) copayment	\$750

[Other copayment](#)

This EXAMPLE event includes services like:

[Primary care physician](#) office visits (including disease education)
[Diagnostic tests](#) (blood work)
[Prescription drugs](#)
[Durable medical equipment](#) (glucose meter)

Total Example Cost **\$5,600**

In this example, Joe would pay:

Cost Sharing	
Deductibles	\$0
Copayments	\$1,100
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$40
The total Joe would pay is	\$1,140

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

The plan's overall deductible	\$0
Specialist copayment	\$70
Hospital (facility) copayment	\$750
Other copayment	\$500

This EXAMPLE event includes services like:

[Emergency room care](#) (including medical supplies)
[Diagnostic tests](#) (x-ray)
[Durable medical equipment](#) (crutches)
[Rehabilitation services](#) (physical therapy)

Total Example Cost **\$2,800**

In this example, Mia would pay:

Cost Sharing	
Deductibles	\$0
Copayments	\$1,800
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,800

Note: These numbers assume the patient does not participate in the [plan's](#) wellness program. If you participate in the [plan's](#) wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: [AlabamaBlue.com](#).

Language Assistance Services, Auxiliary Aids, Services and Notice of Nondiscrimination only apply to administrative services that Blue Cross and Blue Shield of Alabama provides to your employer.

Discrimination is Against the Law

Language Assistance Services, Auxiliary Aids Services and Notice of Nondiscrimination:

Blue Cross and Blue Shield of Alabama, an independent licensee of the Blue Cross and Blue Shield Association, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described in 45 CFR § 92.101(a)(2)). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Alabama:

- Provides reasonable modifications and free appropriate auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our 1557 Compliance Coordinator. If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email at: Blue Cross and Blue Shield of Alabama, Compliance Office, 450 Riverchase Parkway East, Birmingham, Alabama 35244, Attn: 1557 Compliance Coordinator, 1-855-216-3144, 711 (TTY), 1-205-220-2984 (fax), 1557Grievance@bcbsal.org (email). If you need help filing a grievance, our 1557 Compliance Coordinator is available to help you.

You can also 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/portal/lobby.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>.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English: ATTENTION: Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-216-3144 (TTY: 711) or call Customer Service.

Arabic: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر أيضًا المساعدات والخدمات الإلإفافية المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجانًا. اتصل بالرقم 1-855-216-3144 (الهاتف النصي: 711) أو ااتصال بخدمة العملاء.

Chinese: 请注意：如果您说普通话，我们可免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以易读格式向您提供信息。请拨打 1-855-216-3144 (TTY 用户请拨 711) 或致电客户服务部。

French: À NOTER : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et des services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1 855 216 3144 (TTY : 711) ou contactez le service client.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Geeignete Hilfsmittel und Dienstleistungen zur Bereitstellung von Informationen in zugänglichen Formaten sind ebenfalls kostenlos erhältlich. Rufen Sie +1 855 216 3144 (Durchwahl: 711) oder den Kundendienst an.

Gujarati: ધ્યાન આપો: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે નિઃશુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટેની યોગ્ય સહાય અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-216-3144 (TTY: 711) પર અથવા ગ્રાહક સેવા પર કોલ કરો.

Hindi: ધ્યાન દેં: અગર આપ હિન્દી બોલતે હોએ, તો આપને લિએ નિઃશુલ્ક ભાષા સહાયતા સેવાએ ઉપલબ્ધ હોએ હૈન્. આસાન પ્રારૂપમાં સૂચના ઉપલબ્ધ કરાને કે લિએ ઉપયુક્ત સહાયક સાધન ઔર સેવાએ ભી નિઃશુલ્ક ઉપલબ્ધ હોએ હૈન્। 1-855-216-3144 (TTY: 711) પર કાલ કરો યા ગ્રાહક સેવા કો કાલ કરો।

Japanese: ご案内: 日本語を話される方には、無料の言語アシスタンツサービスをご用意しております。アクセシブルな形式で情報を提供するため、補助器具や支援サービスも無料で提供しております。1-855-216-3144 (TTY: 711) もしくは、カスタマーサービスにお電話でお問合せください。

Korean: 주의: 한국어(를) 하시면 무료 언어 지원 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 도구와 서비스도 무료로 제공됩니다. 1-855-216-3144 (TTY: 711)로 전화하거나 고객 서비스에 문의하세요.

Lao: ເອົາໄລໃຊ້: ກໍາລັງລົ້ວ້າ ວາວ, ການບໍລິການຂ່ອງລາຍເຫຼືອດ້ານພາກພາຍໃຕ້ມີໃຫ້ງ່າງ. ການຂ່ອງລາຍເຫຼືອ ດະວະ: ການບໍລິການທີ່ເມື່ອໃນການນະໜູອງຂໍ້ມູນໃນຝັບເປັບທີ່ໜ້າມາດເຂົ້າຕົ້ງໄດ້ມີນັ້ງໜ້າມາດໃຫ້ໄດ້ລັບເຄີຍຄົນ. ໂທ 1-855-216-3144 (TTY: 711) ຫຼື ໂທທາງໆລັບໍລິການນັ້ນຄ້າ.

Portuguese: ATENÇÃO: Se você falar português, serviços gratuitos de assistência linguística estão disponíveis para você. Também estão disponíveis gratuitamente ajudas e serviços auxiliares adequados para fornecer informações em formatos acessíveis. Ligue para 1-855-216-3144 (TTY: 711) ou ligue para o Atendimento ao Cliente.

Russian: ВНИМАНИЕ. Если ваш язык русский язык, к вашим услугам бесплатная языковая помощь. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-855-216-3144 (TTY: 711) или обратитесь в службу поддержки клиентов.

Spanish: ATENCIÓN: Si usted habla español, hay disponibles servicios gratuitos de asistencia lingüística. También hay disponibles, de forma gratuita, ayudas y servicios auxiliares adecuados para dar información en formatos accesibles. Llame al 1-855-216-3144 (TTY: 711) o llame a Servicio al cliente.

Tagalog: ATTENTION: Kung nagsasalita ka ng Tagalog, available sa iyo ang mga libreng serbisyo sa tulong sa wika. Available rin ang naaangkop na mga pantulong na tulong at serbisyo nang walang bayad para magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-855-216-3144 (TTY: 711) o tumawag sa Serbisyo sa Customer.

Turkish: DİKKAT Konuşmanız durumunda Türkçe, ücretsiz dil yardım hizmetlerinden yararlanabilirsiniz. Erişilebilir formatlarda bilgi sağlamak için uygun yardımçı araçlar ve hizmetler de ücretsiz olarak sunulmaktadır. 1-855-216-3144 (TTY: 711) nolu telefonu veya Müşteri Hizmetlerini arayın.

Vietnamese: CHÚ Ý: Nếu quý vị nói tiếng việt thì dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho quý vị. Chúng tôi cũng có các hỗ trợ và dịch vụ phụ trợ miễn phí phù hợp để cung cấp thông tin ở định dạng dễ tiếp cận. Vui lòng gọi số 1-855-216-3144 (TTY: 711) hoặc gọi Dịch Vụ Khách Hàng.