



# WHOLE you

WINTER 2022



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Dear Valued Members,

Welcome to the first edition of the Carolina Complete Health newsletter. We hope this newsletter is helpful to you and your family. We have included information on plan benefits, Value-Added Services, and community events that are available for members.

Thank you for your membership. Your health and well-being are our focus as we work to transform the health of the community, one person at a time.

In Good Health,  
**Chris E. Paterson**  
Plan President & CEO  
Carolina Complete Health

## Join the Member Advisory Committee

**Earn up  
to \$300\***

As part of this Committee, you will meet with other members four times per year and provide feedback on how Carolina Complete Health can improve the health plan. If you're the parent or guardian of a covered member, you are also invited to join and let us know how we can better support your family member.

Meetings may be held in person at local restaurants or community spaces. There is also an option to participate virtually by calling in or using a computer or smartphone.

\*Carolina Complete Health Member Advisory Committee members can receive up to a \$300 stipend every 12 months or \$75 for each consecutive meeting they attend. Limit four gift cards per member.

To become a member of Carolina Complete Health's Member Advisory Committee, or to learn more about stipend guidelines and eligibility, please visit [www.carolinacompletehealth.com/mac](http://www.carolinacompletehealth.com/mac) or call Member Services at **1-833-552-3876 (TTY 711)**.

# Get Extras with Your Health Plan



## Your Value-Added Services

At Carolina Complete Health, we understand that true health goes beyond the doctor's office. That's why we provide extra Value-Added Services to support members' overall health and wellness.



**TUTORING** Carolina Complete Health members enrolled in kindergarten through 6th grade can receive up to 24 hours of online tutoring for math and reading per year working with our partner, Educational Tutorial Services.



### SCHOOL SUPPLIES

Carolina Complete Health members enrolled in kindergarten through 12th grade can receive up to \$50 value in basic school supplies each year.



**GED<sup>®</sup>** Carolina Complete Health members ages 16+ and not currently enrolled in high school can receive a voucher to cover the cost of the GED<sup>®</sup> test.

It's easy to get education support by visiting our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling 1-833-552-3876 (TTY 711).

## YOUTH DEVELOPMENT AND AFTERSCHOOL PROGRAMS



Youth development and afterschool activities can help children learn new skills, create new friendships, and improve overall mental and physical health and wellbeing. That's why Carolina Complete Health members ages 6 to 18 can receive a \$75 voucher each year that can be used for a wide range of activities and organizations including YMCAs, Boys and Girls Clubs, Discovery Place, Girls on the Run, 4-H Clubs, and more.

It's easy to request a \$75 voucher by visiting our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling 1-833-552-3876 (TTY 711). Vouchers can be presented at participating organizations.

## Your Value-Added Services



### ROOM TO BREATHE CHILD ASTHMA PROGRAM

Carolina Complete Health provides support to members ages 16 and under with diagnosed asthma through the Room To Breathe program. This program includes home visits, home assessment, and education. Members may also be eligible to receive supplies that would help address environmental triggers of asthma including vacuum cleaners, air purifiers, and hypoallergenic bedding. It's easy to request asthma support by visiting our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling **1-833-552-3876 (TTY 711)**. You will be contacted by a care manager to learn more about your specific needs.



### NEW PARENT'S SUPPORT PACKAGE

Carolina Complete Health understands that having a new baby is a life-changing event. That's why we have education programs to support members with a healthy pregnancy, delivery, and first year. Plus, members who are expecting a baby or who have delivered a baby in the past 12 months can receive a car seat and an electric breast pump. Members also have access to our Start Smart for Baby® program that provides educational support and tools to help support a healthy pregnancy, delivery, and postnatal care. It's easy to get support for you and your new baby by visiting our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling **1-833-552-3876 (TTY 711)**.



### VISION EXTRAS

Carolina Complete Health members ages 21 and older receive extra vision benefits, including a \$125 retail allowance toward select prescription eyeglass frames and lenses, once every two years (730 days). To learn more about this Value-Added Service, please visit our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling **1-833-552-3876 (TTY 711)**.

## Your Value-Added Services



### CELL PHONE SUPPORT

Communication with your healthcare providers is necessary for good health. Carolina Complete Health members who lack reliable phone access can get a pre-programmed cell phone allowing calls to and from doctors, care managers, pharmacies, important contacts, our 24/7 nurse advice line, and 911. Eligibility requirements apply based on Care Management Team risk assessment. To learn more about this Value-Added Service, please visit our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling 1-833-552-3876 (TTY 711).



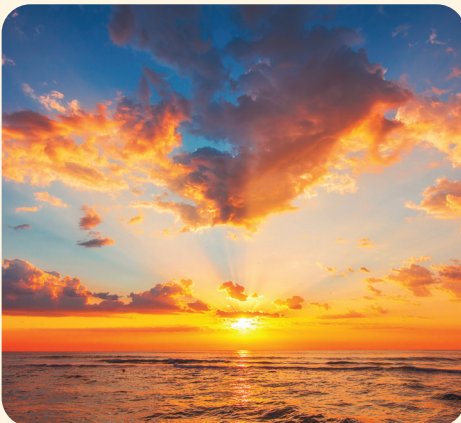
### WEIGHT WATCHERS® PROGRAM

Carolina Complete Health members can access digital and web-based classes and workshops to support healthy weight loss. Eligibility is based on Body Mass Index (BMI). To learn more about this Value-Added Service, please visit our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling 1-833-552-3876 (TTY 711).



### YMCA PRE-DIABETES AND HIGH BLOOD PRESSURE SUPPORT PROGRAMS

Members who meet eligibility requirements based on a health risk assessment can join the **YMCA Diabetes Prevention Program** and/or the **YMCA Blood Pressure Self-Monitoring Program**. Both programs are backed by the Centers for Disease Control and Prevention. To learn more about this Value-Added Service, please visit our website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or by calling 1-833-552-3876 (TTY 711).



### TALKING CIRCLES

At Carolina Complete Health, we understand that diverse cultures approach health and wellness in different ways. That's why Carolina Complete Health members who are Native American tribal citizens can join Talking Circles for the purposes of teaching, listening, learning, and sharing.

Eligible members will receive \$100 on their My Health Pays® Rewards Card once they have completed two talking circles. To learn more about this Valued-Added Service, please visit [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) or call us at 1-833-552-3876 (TTY 711).

# What Does it Mean to Be a Provider-Led Health Plan?



Carolina Complete Health is the only Provider-Led Medicaid Plan. That means that doctors and other providers in your community help drive the way we deliver health care. For example, Carolina Complete Health physician partners contributed to changes that extended Medicaid coverage for new mothers from three months to twelve months after delivery.

In addition, Carolina Complete Health physician partners developed laboratory policies that make it easier for certain services to be provided on site at your doctor's office. We are committed to ensuring that our policies are designed to best meet the needs of North Carolinians.

## Community Events



Carolina Complete Health's Community Health Team works with local organizations to support the needs of the community and our members. This includes working with local food banks, homeless shelters, and DSS offices to bring resources to help address needs of families in North Carolina.






To see a calendar of events, please visit [www.carolinacompletehealth.com/events](http://www.carolinacompletehealth.com/events).

# Community Baby Showers



At Carolina Complete Health, we want to support members with a healthy pregnancy, delivery, and first year for their baby. That's why **we host Community Baby Showers to bring together plan and community resources**. Please visit [www.carolinacompletehealth.com/baby](http://www.carolinacompletehealth.com/baby) to find out more about Community Baby Showers and to sign up.

During our Community Baby Showers, Carolina Complete Health will have a wide range of information and activities for members:

-  Health education for prenatal care, breast feeding, and newborn care
-  Onsite plan and community resources to support members' nutrition and food needs, including help signing up for WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)
-  Assistance to help members request Value-Added Services included with the health plan, such as getting a car seat and a breast pump
-  Demonstration and/or information on how to install a car seat and make your home safe for a new baby
-  Games and prizes, including a diaper bag with supplies for every member who attends

To sign up for the Community Baby Shower, visit [www.carolinacompletehealth.com/baby](http://www.carolinacompletehealth.com/baby) or call 1-833-552-3876 (TTY 711). Space is limited, so sign up today!

# It Pays to Get Vaccinated!



## Stay Safe and Receive a \$75 My Health Pays<sup>®</sup> Reward with a COVID-19 Vaccination

Many North Carolinians have received the COVID-19 vaccination. While people who have received the vaccination can still get COVID-19, the illness is usually much less severe for those who have received the vaccination. There is currently no cost for COVID-19 vaccinations.

According to the Centers for Disease Control (CDC), COVID-19 vaccination is recommended for all people 6 months and older. This includes people who are pregnant, breastfeeding, trying to get pregnant now, or might become pregnant in the future. The CDC also recommends COVID-19 vaccines for babies six months and older whose mother was vaccinated or had a COVID-19 infection before or while pregnant.

Since November 2021, Carolina Complete Health has been providing members with a \$75 reward when they receive their first, second, or booster COVID-19 vaccination. This incentive is being extended through June 2023. If you have not received a COVID-19 vaccination, please contact your Primary Care Physician or local pharmacy to make an appointment.

For more information about COVID-19 and the \$75 reward, please visit [www.carolinacompletehealth.com/covidincentive](https://www.carolinacompletehealth.com/covidincentive).



Carolina Complete Health has COVID-19 resources available for members at <https://www.carolinacompletehealth.com/members/medicaid/resources/member-coronavirus-information.html>.

### COVID-19 Shots for Children

- Pfizer and Moderna COVID-19 vaccines are now authorized for children ages six months and older.
- A booster dose of the Pfizer vaccine is available for kids ages 5-11 who received their vaccines more than five months ago.

### CDC Says COVID-19 Vaccination Safe for Pregnant Moms

- COVID-19 vaccination, including boosters, is strongly recommended for people who are pregnant, breastfeeding, trying to get pregnant now, or might become pregnant in the future.
- COVID-19 vaccination during pregnancy is safe and effective, and the benefits of getting a vaccine far outweigh the risks.

The Centers for Disease Control and Prevention (CDC) has information about booster shots. Find out if you are eligible to receive a booster shot at <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/stay-up-to-date.html>.

# Keep Up-to-Date Online

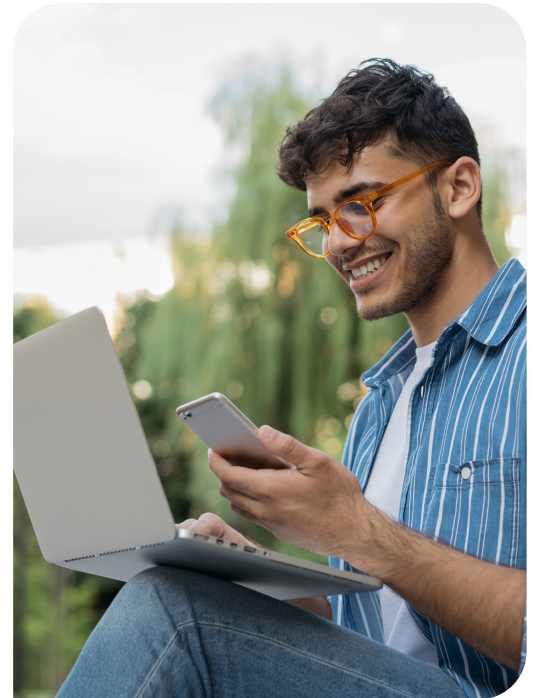


## Plan Resources Available Online

**At Carolina Complete Health, we want to make sure members have access to information so they can make the most of their benefits.**

Through our website and secure portal, members can get up-to-date information about their benefits and other valuable information. Visit Carolina Complete Health's website at [www.carolinacompletehealth.com](http://www.carolinacompletehealth.com).

- Set up your online member account
- Get plan contact information
- Find a doctor with Find-A-Provider tool
- View your plan benefits
- Request Value-Added Services online
- Learn about health and wellness resources
- Access telemedicine
- Download the member handbook
- Use the secure Member Portal



If you do not have Internet access, contact Member Services by calling **1-833-552-3876 (TTY 711)** for help finding a primary care provider (PCP) or answers to any other questions you have.



## Is Your Address Up to Date?

Don't miss out on important Medicaid benefit updates. If your address, phone number, household size, or income has changed, please call or visit your local NC Department of Social Services (DSS) office to report changes so you don't miss important Medicaid information. To find your local DSS office, please visit [www.ncdhhs.gov/localdss](http://www.ncdhhs.gov/localdss).





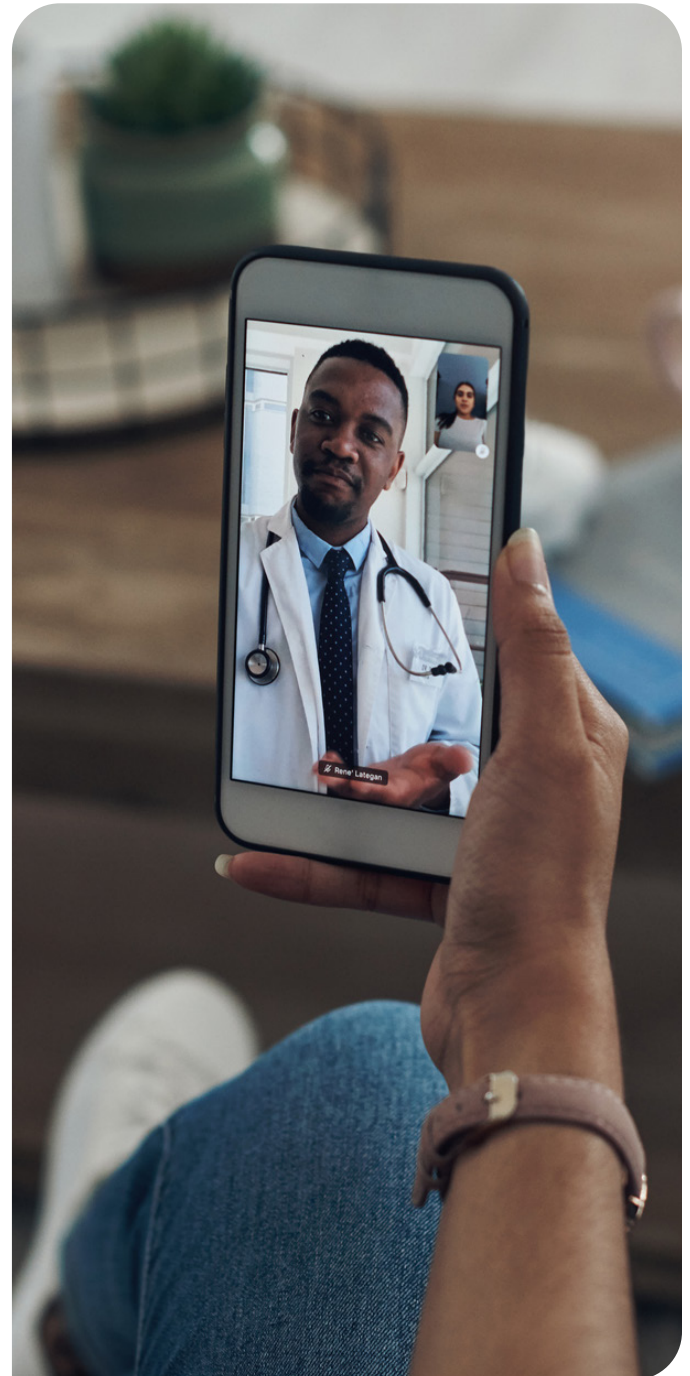
## Free 24-hour access to plan providers

**Carolina Complete Health provides 24-hour non-emergency telemedicine to members at no cost through Teladoc.** Telemedicine can be accessed from the comfort of your own home when you call or go online using your smartphone or computer. With telemedicine, members can get medical advice, a diagnosis, or a prescription.

### Use Telemedicine for non-emergency issues, such as:

- Colds, flu, and fevers
- Ear infections
- Rash, skin conditions
- Pink eye
- Sinuses, allergies
- Regular meetings with a counselor or therapist (behavioral health)
- Respiratory infections

Telemedicine does not replace visits with your Primary Care Physician (PCP). It is important that you continue to keep your appointments with your PCP to ensure that your health care is coordinated. Information from telemedicine visits can be shared with your PCP.



# Get a Flu Shot to Protect You and Your Family



**The first and most important step in protecting you and your family from the flu virus is to get a flu vaccine each year.** Getting vaccinated is more important than ever with this flu season coinciding with the COVID-19 pandemic. Not getting vaccinated can mean taking sick days from work or missing fun with family and friends. Getting a COVID-19 vaccination does not replace the need to get a flu shot.

The flu is a contagious respiratory virus that can cause mild to severe illness, and at times can lead to death. Those at high risk for serious flu complications include older people, young children, people with certain health conditions or compromised immune systems. Because some of the symptoms of flu and COVID-19 are similar, it may be hard to tell the difference between them based on symptoms alone, and testing may be needed to help confirm a diagnosis. Both the flu and COVID-19 could lead to more serious illnesses like bronchitis or pneumonia.

The flu shot is available in nearly every pharmacy, doctor's office, and even curbside. Contact your healthcare provider or visit [vaccinefinder.org](https://www.vaccinefinder.org) to find a convenient location to get a flu vaccination near you.



## When should kids get the flu vaccine?

- Children should receive the influenza vaccine as soon as it becomes available, even if they received the previous season's flu vaccine in the spring.
- Children six months to eight years of age should receive two doses if this is the first time they are being vaccinated against influenza, or if they have only received one dose of flu vaccine before July 1, 2022.
- Children who need two doses should ideally receive them by the end of October.
- Children who are eligible for both a flu and COVID-19 vaccine can receive them at the same visit.

## Notice of Nondiscrimination

Carolina Complete Health complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Carolina Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Carolina Complete Health provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Carolina Complete Health provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call **1-833-552-3876 (TTY 711)**.

If you believe that Carolina Complete Health has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can file a grievance with:

### **Carolina Complete Health Grievance Coordinator**

10101 David Taylor Drive, Suite 300

Charlotte, NC 28262

1-833-552-3876 (TTY: 711)

Fax: 1-833-318-7256

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- Online: [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

- By mail:

U.S. Department of Health and Human Services

200 Independence Avenue SW., Room 509F, HHH Building

Washington, DC 20201

- By phone: **1-800-368-1019 (TDD: 1-800-537-7697)**

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

The NC Medicaid Ombudsman can provide you with free, confidential support and education about the rights and responsibilities you have under NC Medicaid. Call **1-877-201-3750** or visit [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org).

## Aviso de no discriminación

Carolina Complete Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, credo, afiliación religiosa, ascendencia, sexo, identidad o expresión de género u orientación sexual. Carolina Complete Health no excluye a las personas ni las trata de forma diferente por motivos de raza, color, origen nacional, edad, discapacidad, credo, afiliación religiosa, ascendencia, sexo, género, identidad o expresión de género u orientación sexual.

Carolina Complete Health proporciona ayuda y servicios auxiliares gratuitos a las personas con discapacidades para que se comuniquen eficazmente con nosotros, por ejemplo:

- Intérpretes calificados de lenguaje de señas americano
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)

Carolina Complete Health ofrece servicios lingüísticos gratuitos a las personas para las cual el idioma principal no es el inglés, por ejemplo:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, llame al **1-833-552-3876 (TTY/TDD 1-833-552-3876)**.

Si cree que Carolina Complete Health no le ha prestado estos servicios o lo ha discriminado de alguna otra manera por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja ante:

### **Carolina Complete Health Grievance Coordinator**

10101 David Taylor Drive, Suite 300

Charlotte, NC 28262

1-833-552-3876 (TTY: 711)

Fax: 1-833-318-7256

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos:

- En línea: [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

- Por correo:

U.S. Department of Health and Human Services

200 Independence Avenue SW., Room 509F, HHH Building

Washington, DC 20201

- Por teléfono: **1-800-368-1019 (TDD: 1-800-537-7697)**

Los formularios de quejas están disponibles en: [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

El NC Medicaid Ombudsman puede proporcionarle apoyo, educación gratuita y confidencial sobre los derechos y responsabilidades que tiene bajo NC Medicaid. Llame al **1-877-201-3750** o visite [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org).

You can request free auxiliary aids and services, including this material and other plan information in large print. Call 1-833-552-3876 (TTY 711).

If English is not your first language, we can help. Call 1-833-552-3876 (TTY 711). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language. For help choosing a primary care provider and enrolling in a health plan, call 1-833-870-5500 (TTY/TDD: 711 or [RelayNC.com](http://RelayNC.com)).

### **Ayudas auxiliares y servicios de interpretación**

Puede solicitar ayudas y servicios auxiliares gratuitos, incluido este material y otra información del plan en letra grande. Llame al 1-833-552-3876 (TTY 711).

Si el inglés no es su lengua nativa, podemos ayudarle. Llame al 1-833-552-3876 (TTY 711). Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma. Para obtener ayuda para elegir un proveedor de atención primaria e inscribirse en un plan de salud, llame al 1-833-870-5500 (TTY/TDD: 711 o [RelayNC.com](http://RelayNC.com)).

### **辅助工具和翻译服务**

您可以申请免费的辅助工具和服务,包括本资料和其他计划信息的大字版。请致电 1-833-552-3876 (TTY 711)。

如果英语不是您的首选语言,我们能提供帮助。请致电 1-833-552-3876 (TTY 711)。我们可以通过口头或书面形式,用您使用的语言免费为您提供本资料中的信息,为您提供翻译服务,并且用您使用的语言帮助回答您的问题。需要帮助来选择一个初级保健提供者以及参加健康计划,请致电 1-833-870-5500 (TTY/TDD: 711 或 [RelayNC.com](http://RelayNC.com))。

### **Dịch Vụ Phiên Dịch và Hỗ Trợ Bổ Sung**

Quý vị có thể yêu cầu các dịch vụ và hỗ trợ bổ sung miễn phí, bao gồm tài liệu này và thông tin kế hoạch khác dưới dạng bản in chữ lớn. Gọi đến 1-833-552-3876 (TTY 711).

Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến 1-833-552-3876 (TTY 711). Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị. Để được trợ giúp chọn nhà cung cấp dịch vụ chăm sóc chính và ghi danh vào một chương trình sức khỏe, hãy gọi đến 1-833-870-5500 (TTY/TDD: 711 hoặc [RelayNC.com](http://RelayNC.com)).

### **보조 자료 및 통역사 서비스**

귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 플랜 정보가 포함되어 있습니다. 1-833-552-3876(TTY 711)번으로 전화주시기 바랍니다.

영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. 1-833-552-3876(TTY 711)번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다. 일차 진료 제공자를 선택하고 건강 플랜에 가입하는 데에 도움이 필요하신 경우 1-833-870-5500번(TTY/TDD: 711 또는 [RelayNC.com](http://RelayNC.com))으로 전화주시기 바랍니다.

## Aides auxiliaires et services d'interprétation

Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations sur le plan en gros caractères. Composez le 1-833-552-3876 (TTY 711).

Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le 1-833-552-3876 (TTY 711). Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue. Pour obtenir de l'aide dans le choix d'un prestataire de soins primaires et dans l'inscription à un plan de santé, composez le 1-833-870-5500 (TTY/TDD: 711 ou [RelayNC.com](http://RelayNC.com)).

## Cov Khoom Pab Cuam thiab Kev Pab Cuam Txhais Lus

Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau 1-833-552-3876 (TTY 711).

Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau 1-833-552-3876 (TTY 711). Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntawv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus. Rau kev pab xaiv tus kws pab kho mob xub thawj thiab kev tso npe nyob rau hauv lub phiaj xwm kho mob, hu rau 1-833-870-5500 (TTY/TDD: 711 los sis [RelayNC.com](http://RelayNC.com)).

فرح أب عطخا لوح یرخأ تامولعمو دن تسمل اذه، كلذ یف امب ةیناجملا ةیفاضإل تادعاسملاو تامدخلا بلط كن كمی  
قرلا یلع لصتا. ةریبک

**1-833-552-3876 (TTY 711).**

مقرلا یلع لصتا. ةدعاسملا اننكم یف، یلوالا كتغل تسیل ةیزیلجنإل ةغلل تناك اذا  
ایبانتك و ای هفش كتغلب دن تسمل اذه یف ةدراولا تامولعمل كل مدقن ن اننكمی. **1-833-552-3876 (TTY 711).**  
یف ةدعاسملا. كتغلب كتلیسأل تاباجإ یلع لوصول یف كتدعاسم اننكمی و اناجم ةم جرتلا تامدخ یل لوصول او  
و **1-833-870-5500 (TTY/TDD: 711)** مقرلا یلع لصتا، ةیحصلا عطخا یف لیجستلاو یلوالا ةیاعرلا رفوم رایتخ  
[RelayNC.com](http://RelayNC.com)).

## Вспомогательные средства и языковая поддержка

Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию о плане, напечатанную крупным шрифтом. Позвоните по номеру 1-833-552-3876 (TTY 711).

Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру 1-833-552-3876 (TTY 711). Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке. Если Вам нужна помощь в выборе поставщика первичных медицинских услуг и регистрации в плане медицинского обслуживания, позвоните по номеру 1-833-870-5500 (TTY / TDD: 711 или посетите сайт [RelayNC.com](http://RelayNC.com)).



## अतरिक्त सहायता और दुभाषिया सेवाएं

आप इस सामग्री और अन्य योजना की जानकारी बड़े प्रिंट में दिए जाने सहित मुफ्त अतरिक्त सहायता और सेवाओं का अनुरोध कर सकते हैं। 1-833-552-3876 (TTY 711) पर कॉल करें।

अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। 1-833-552-3876 (TTY 711) पर कॉल करें। हम आपको मुफ्त में इस सामग्री की जानकारी आपकी भाषा में जबानी या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच दे सकते हैं और आपकी भाषा में आपके सवालों के जवाब देने में मदद कर सकते हैं। प्राथमिक देखभाल प्रदाता चुनने और स्वास्थ्य योजना में नामांकन करने में मदद के लिए, 1-833-870-5500 (TTY/TDD: 711 या [RelayNC.com](http://RelayNC.com)) पर कॉल करें।

## ການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການນາຍແປພາສາ

ທ່ານສາມາດຂໍການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການຕ່າງໆໄດ້ແບບຟຣີ, ລວມທັງເອກະສານນີ້ ແລະ ຂໍ້ມູນອື່ນໆຂອງແຜນ ເປັນຕົວພິມໃຫຍ່. ໂທຫາເບີ 1-833-552-3876 (TTY 711).

ຖ້າພາສາແມ່ຂອງທ່ານ ບໍ່ແມ່ນພາສາອັງກິດ, ພວກເຮົາສາມາດຊ່ວຍໄດ້. ໂທຫາເບີ 1-833-552-3876 (TTY 711). ພວກເຮົາສາມາດໃຫ້ຂໍ້ມູນໃນເອກະສານນີ້ ເປັນພາສາຂອງທ່ານທາງປາກເປົ້າ ຫຼື ເປັນລາຍລັກອັກສອນ, ການເຂົ້າເຖິງການບໍລິການນາຍແປພາສາ ໃຫ້ແກ່ທ່ານໂດຍບໍ່ເສຍຄ່າຫຍັງ ແລະ ສາມາດຊ່ວຍຕອບຄໍາຖາມຂອງທ່ານເປັນພາສາຂອງທ່ານ. ສໍາລັບຄວາມຊ່ວຍເຫຼືອໃນການເລືອກແພດປະຈໍາ ແລະ ການລົງທະບຽນໃນແຜນປະກັນສຸຂະພາບ, ກະລຸນາໂທຫາເບີ 1-833-870-5500 (TTY/TDD: 711 ຫຼື [RelayNC.com](http://RelayNC.com)).

## 補助具・通訳サービス

この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。1-833-552-3876 (TTY 711)に電話してください。

英語が母国語でない方はご相談ください。1-833-552-3876 (TTY 711)に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。かかりつけ医の選択や健康保険プランへの登録については、1-833-870-5500 (TTY/TDD: 711 または[RelayNC.com](http://RelayNC.com))にお問い合わせください。