The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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, go to <u>www.bcbswny.com</u> or call 1-888-249-2583. Complete Prescription plan information can be obtained at <u>www.pbdrx.com</u> or by calling 1-888-878-9172. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at www.bcbswny.com or call 1-888-249-2583 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	In-network <u>:</u> N/A; Out-of-network: \$2,000 individual / \$4,000 family	Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount before this <u>plan</u> begins to pay.
Are there services covered before you meet your <u>deductible?</u>	Yes. No services are subject to a deductible	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. Tthis <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other deductibles for specific services?	No	You don't have to meet deductibles for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	In-network; \$4,750 individual / \$9,500 family (medical): \$1,600/\$3,200 (Rx); Out-of- network: \$5,500 individual / \$11,000 family	If you have other family members in this <u>plan</u> , they have to meet their own out-of-pocket limits until the overall family <u>out–of–pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, balance-billing charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.bcbswny.com or call 1-888-544-2583 for a list of <u>network providers</u> .	This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the provider's charge and what your <u>plan</u> pays ( <u>balance</u> <u>billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the specialist you choose without a referral.

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

Common Medical Event	Services You May Need	What Y Network Provider (You will pay the least)	ou Will Pay Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	\$25 <u>copayment</u>	20% coinsurance	None
If you visit a health	Specialist visit	\$25 copayment	20% coinsurance	None
care <u>provider's</u> office or clinic	Preventive care/screening/ immunization	Covered in full	20% coinsurance	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services you need are preventive. Then check what your <u>plan</u> will pay for. Flu vaccine CIF OON.
	Diagnostic test (x-ray, blood work)	\$25 <u>copayment</u>	20% coinsurance	No routine OON
If you have a test	Imaging (CT/PET scans, MRIs)	\$25 <u>copayment</u>	20% coinsurance	Prior authorization required on certain procedures. Call the number on the back of your ID card for details.
	Generic drugs (Tier 1)	\$7 co-pay/prescription (retail and mail order) \$0 co-pay/prescription contraceptives	Not Applicable	A 30-day supply at retail is 1 co-pay; a 90-day supply (maintenance drugs) at retail is 2½ co-pays; a 90-day supply (maintenance drugs) at mail order is 1 co-pay. Some generic drugs may be subject to non-preferred brand co-pay.
If you need drugs to treat your illness or condition More information	Preferred brand drugs (Tier 2)	<ul> <li>\$25 co-pay/prescription (retail and mail order)</li> <li>\$0 co-pay/prescription contraceptives if no generic is available</li> </ul>	Not Applicable	A 30-day supply at retail is 1 co-pay; a 90-day supply (maintenance drugs) at retail is 2½ co-pays; a 90-day supply (maintenance drugs) at mail order is 1 co-pay. If a generic equivalent is available, members will pay the cost differential between the brand and generic drug plus the brand co-pay.
about prescription drug coverage is available at www. pbdrx.com	Non-preferred brand drugs (Tier 3)	\$40 co-pay/prescription (retail and mail order); \$0 copay/prescription contraceptives if no generic is available	Not Applicable	A 30-day supply at retail is 1 co-pay; a 90-day supply (maintenance drugs) at retail is 2½ co-pays; a 90-day supply (maintenance drugs) at mail order is 1 co-pay.
	Specialty drugs	\$7 co-pay/generic \$25 co-pay/preferred brand	Not Applicable	Specialty drugs could be generic, preferred brand or non-preferred brand, and must be obtained from Reliance Rx or an associated participating specialty pharmacy.

# **Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services East Aurora Union Free School District: PPO 815

Coverage Beginning on or After: 01/01/2021 Coverage for: All Tiers | Plan Type: PPO

		\$40 co-pay/non- preferred brand		
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	\$75 <u>copayment</u>	20% coinsurance	Prior authorization required on certain procedures. Call the number on the back of your ID card for details.
surgery	Physician/surgeon fees	Covered in full	20% coinsurance	Prior authorization required on certain procedures. Call the number on the back of your ID card for details.
	Emergency room care	\$50 copayment	\$50 <u>copayment</u>	Prudent layperson language applies
If you need immediate medical attention	Emergency medical transportation	\$50 <u>copayment</u>	\$50 <u>copayment</u>	None
	Urgent care	\$25 <u>copayment</u>	\$25 <u>copayment</u>	None
	Facility fee (e.g., hospital room)	\$250 copayment	20% coinsurance	Prior authorization required.
lf you have a hospital stay	Physician/surgeon fees	Covered in full	20% coinsurance	Prior authorization required on certain procedures. Call the number on the back of your ID card for details.
	Outpatient services	<ul> <li>\$25 <u>copayment</u> for Mental Health;</li> <li>\$25 <u>copayment</u> for Substance Abuse</li> </ul>	20% coinsurance for Mental Health; 20% coinsurance for Substance Abuse	Prior authorization required on certain procedures. Call the number on the back of your ID card for details.
If you need mental health, behavioral health, or substance abuse services	Inpatient services	\$250 <u>copayment</u> for Mental Health \$250 <u>copayment</u> for Substance Abuse detox \$250 <u>copayment</u> for Substance Abuse rehab	20% <u>coinsurance</u> for Mental Health 20% <u>coinsurance</u> for Substance Abuse detox 20% <u>coinsurance</u> for Substance Abuse rehab	Prior authorization required on certain procedures. Call the number on the back of your ID card for details. Unlimited visits; subject to medical necessity.
	Office visits	\$25 copayment	20% coinsurance	None
If you are pregnant	Childbirth/delivery professional services	\$25 copayment	20% coinsurance	For participating providers, cost share applies only to initial visit to determine preganancy.
	Childbirth/delivery facility services	Covered in full	20% coinsurance	None
If you need help	Home health care	\$25 <u>copayment</u>	20% coinsurance	100 visits IN & OON
recovering or have	Rehabilitation services	\$25 <u>copayment</u>	20% coinsurance	60 visits, aggregate IN & OON with PT/OT/ST, per plan year

## **Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services East Aurora Union Free School District: PPO 815

Coverage Beginning on or After: 01/01/2021 Coverage for: All Tiers | Plan Type: PPO

other special health	Skilled nursing care	\$250 copayment	20% coinsurance	Prior authorization required. 50 days per year.
needs	Durable medical equipment	Covered in full	50% coinsurance	Prior authorization required on certain equipment. Call the number on the back of your ID card for details.
	Hospice services	\$25 copayment	20% coinsurance	210 days IN & OON
	Children's eye exam	\$25 <u>copayment</u>	20% coinsurance	Member cost share may vary by plan.
If your child needs	Children's glasses	See limitations and exceptions	See limitations and exceptions	Discounts may apply.
dental or eye care	Children's dental check-up	See limitations and exceptions	See limitations and exceptions	None

#### **Excluded Services & Other Covered Services:**

Services Your Plan Generally Does NOT Cover (Check	your policy or <u>plan</u> document for m	ore information and a list of any other <u>excluded services</u> .)
<ul> <li>Acupuncture</li> <li>Dental</li> <li>Long-term care</li> </ul>	Cosmetic surgery Private-duty nursing Routine foot care	<ul><li>Custodial Care</li><li>Hearing aids</li><li>Weight loss programs</li></ul>
Other Covered Services (Limitations may apply to thes	e services. This isn't a complete lis	t. Please see your <u>plan</u> document.)
Bariatric Surgery	Chiropractic Care	Elective Abortion
Non-emergency care when traveling outside the U.S.	Routine eye care (Adult	Infertility treatment

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 <a href="http://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="http://www.Healthlastration.com">Health Insurance Marketplace</a>. For more information about the <a href="http://www.Healthlastration.com">Marketplace</a>, visit <a href="http://www.Healthlastration.com">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="http://www.Healthlastration.com">Health Insurance Marketplace</a>. For more information about the <a href="http://www.Healthlastration.com">Marketplace</a>, visit <a href="http://www.Healthlastration.com">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="http://www.Healthlastration.com">Health Insurance Marketplace</a>. For more information about the <a href="http://www.Healthlastration.com">Marketplace</a>, visit <a href="http://www.Healthlastration.com">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="http://www.Healthlastration.com">Health Insurance Marketplace</a>. For more information about the <a href="http://www.Healthlastration.com">Marketplace</a>, visit <a href="http://www.Healthlastration.com">www.Healthlastration.com</a> and a start and a s

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: 1-888-249-2583.

#### 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.

#### Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-888-249-2583. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-249-2583. Chinese (中文):如果需要中文的帮助,请拨打这个号码 1-888-249-2583. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-888-249-2583

-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.

<b>Peg is Having a Baby</b> (9 months of in-network pre-natal care and a hospital delivery)		Managing Joe's type 2 Diabetes (a year of routine in-network care of a well- controlled condition)		
The plan's overall deductible\$0Specialist copayment\$25Hospital (facility) copayment\$250Other copayment\$25		<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist</u> <u>copayment</u></li> <li>Hospital (facility) <u>copayment</u></li> <li>Other <u>copayment</u></li> </ul>	\$0 \$25 \$250 \$25	
This EXAMPLE event includes service Specialist office visits ( <i>prenatal care</i> ) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and blood</i> Specialist visit ( <i>anesthesia</i> )	5	This EXAMPLE event includes services Primary care physician office visits (includin disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter	ng	
Total Example Cost	\$13,309	Total Example Cost	\$7	
In this example, Peg would pay:		In this example, Joe would pay:		
Cost Sharing		Cost Sharing		
Deductibles	\$0	Deductibles		

oust onuning	
Deductibles	\$0
Copayments	\$1,175
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$96
The total Peg would pay is	\$1,271

controlled contaition	
The <u>plan's</u> overall <u>deductible</u>	\$0
Specialist copayment	\$25
Hospital (facility) <u>copayment</u>	\$250
Other <u>copayment</u>	\$25
This EXAMPLE event includes services	like:
Primary care physician office visits (includir	ng
lisease education)	
Diagnostic tests (blood work)	
Prescription drugs	
Durable medical equipment (glucose meter	)
Total Example Cost	\$7,656
n this example, Joe would pay:	

#### **Mia's Simple Fracture**

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

The plan's overall deductible	\$0
Specialist copayment	\$25
Hospital (facility) copayment	\$250
Other <u>copayment</u>	\$25

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

Total Example Cost	\$2,138
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#### In this example, Mia would pay:

\$0

\$650 \$0

\$4,313

\$4,963

Cost Sharing	
\$0	
\$600	
\$0	
\$0	
\$600	

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: BlueCross BlueShield of WNY at www.bcbswny.com or call 1-888-249-2583.\*Note: This plan has other deductibles for specific services included in this coverage example. See "Are there other deductibles for specific services?" page 1.

What isn't covered

Copayments

Coinsurance

Limits or exclusions

The total Joe would pay is

The **plan** would be responsible for the other costs of these EXAMPLE covered services.

### Notice of Nondiscrimination



BlueCross BlueShield of Western New York

BlueCross BlueShield of Western New York complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. BlueCross BlueShield of Western New York does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

BlueCross BlueShield of Western New York:

• Provides free aids and services to people with disabilities to communicate effectively with us, such as:

o Qualified sign language interpreters

o 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:

o Qualified interpreters

o Information written in other languages

If you need these services, please call the customer service number on the back of your ID card or contact the Director, Corporate Compliance & Privacy Officer.

If you believe that BlueCross BlueShield of Western New York has 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 with:

Director, Corporate Compliance & Privacy Officer, 257 W Genesee St., Buffalo, NY 14202, 1-800-798-1453, (716) 887-6056 (fax), <u>complaint.compliance@www.bcbswny.com</u>. You can file a grievance in person or by mail, fax, or email. 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, DC 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 assistance in English, call the customer service at the number listed on your ID card.

Para obtener asistencia en español, llame al servicio de atención al cliente al número que aparece en su tarjeta de identificación.

請撥打您 ID 卡上的客服號碼以尋求中文協助。

Обратитесь по номеру телефона обслуживания клиентов, указанному на Вашей идентификационной карточке, для помощи на русском языке.

Rele nimewo sèvis kliyantèl ki nan kat ID ou pou jwenn èd nan Kreyòl Ayisyen.

한국어로 도움을 받고 싶으시면 ID 카드에 있는 고객 서비스 전화번호로 문의해 주십시오.

Per assistenza in italiano chiamate il numero del servizio clienti riportato nella vostra scheda identificativa.

פאר הילף אין אידיש, רופט די קאסטומער סערוויס אויפן נומער וואס שטייט אויף אייער ID קארטל.

Aby uzyskać pomoc w języku polskim, należy zadzwonić do działu obsługi klienta pod numer podany na identyfikatorze.

Pour une assistance en français, composez le numéro de téléphone du service à la clientèle figurant sur votre carte d'identification.

Para sa tulong sa Tagalog, tumawag sa numero ng serbisyo sa customer na nasa inyong ID card.

Για βοήθεια στα ελληνικά, καλέστε το τμήμα εξυπηρέτησης πελατών στον αριθμό που αναφέρεται στην ταυτότητά σας.

Për ndihmë në gjuhën shqipe, merrni në telefon shërbimin klientor në numrin e renditur në kartën tuaj të identitetit.

## **Notice of Nondiscrimination**

#### Discrimination is Against the Law

Pharmacy Benefit Dimensions is a subsidiary of Independent Health and complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Pharmacy Benefit Dimensions does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Pharmacy Benefit Dimensions:

• 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

If you need these services, contact Pharmacy Benefit Dimensions' Member Services Department.

If you believe that Pharmacy Benefit Dimensions has 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 with: Pharmacy Benefit Dimensions' Member Services Department, 511 Farber Lakes Drive, Buffalo, NY 14221, 1-800-501-3439, TTY users call 1-800-432-1110, fax (716) 635-3504, <u>memberservice@servicing.independenthealth.com</u>. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Pharmacy Benefit Dimensions' Member Services Department 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, 800-537-7697 (TDD)

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

# **Pharmacy Benefit Dimensions**<sup>®</sup>

An Independent Health 💓 company

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 1-800-432-1110).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-665-1502 (TTY: 1-800-432-1110).
Chinese	注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-800-665-1502(TTY:1-800-432-1110)。
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-665-1502 (телетайп: 1-800-432-1110).
French Creole	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-665-1502 (TTY: 1-800-432-1110).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-665-1502 (TTY: 1-800-432-1110)번으로 전화해 주십시오.
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-665-1502 (TTY: 1-800-432-1110).
Yiddish	אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט. (1100-432-110) 1-800-665-1502 (TTY: 1-800-432-1110)
Bengali	লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৪০০-665-1502 (TTY: ১- ৪০০-432-1110)।
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-665-1502 (TTY: 1-800-432-1110).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل بر -800-1 665-1502 (رقم هاتف الصم والبكم: 1110-432-1800).
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-665-1502 (ATS : 1-800-432-1110).
Urdu	خبردار : اگر آپ اردو بولٹے ہیں، تو آپ کو زبان کی مدد کی خدمات مغت میں دستیاب ہیں ۔ کال کریں .(1110-432-800): (1117) 1-800-665-1502 کال
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-665-1502 (TTY: 1-800-432-1110).
Greek	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-665-1502 (TTY: 1-800-432-1110).
Albanian	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-665-1502 (TTY: 1-800-432-1110).