



Community Health Plan

Guide to Medical Rides

TRILLIUM COMMUNITY HEALTH PLAN

555 International Way Bldg. B

Springfield, OR 97477

Local: 541-485-2155

Toll Free: 1-877-600-5472 (TTY: 711)

www.TrilliumCHP.com

You can get this document in another language, large print, or another way that is best for you. You can also have a language interpreter. Call 1-877-600-5472 (TTY/TDD 711).

- You can get a digital copy of this guide on our website:
<https://www.trilliumohp.com/members/oregon-health-plan/for-members/transportation.html>
- You can ask this guide to be mailed to you at no cost. You will receive the guide within five business days after you ask for it. Please call our Member Service department Toll Free at 1-877-600-5472, (TTY/TDD 711)
- You can ask for this guide in alternate formats and using auxiliary aides and services, large print, and other languages, in a manner that takes into consideration any special needs of our members or potential members with disabilities or limited English proficiency.

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Can I get a ride to my doctor?

We can help if you do not have a way to get to your doctor, dentist, or counselor. People on the Oregon Health Plan (OHP or Medicaid) get help paying for rides to medical appointments. These medical rides or non-emergency medical transportation (NEMT) will need to get approval before you go to your appointment.

Depending on your needs, you could get:

- Help with the costs of driving yourself or being driven by someone else
- Daily or monthly bus passes
- A taxi ride
- A ride in a wheelchair-accessible van
- Other specialized transport

To get a medical ride, you must:

- Be a Trillium OHP member
- Need a ride to a medical appointment covered by the OHP or to a health-related service approved by Trillium. If you have Medicaid and Medicare insurance, you can get a medical ride to OHP or Medicare covered visits.

To get approval call the ride service below that serves your region.

Lane-Western Douglas-Western Linn Counties



(541) 682-5566

Or

(877) 800-9899 (TTY: 711)

HOURS OF OPERATION

Monday through Friday
8:00 am – 5:00 pm

If you need help outside these hours,
please leave a message. LTD will call
you back the next business day.

Clackamas-Multnomah- Washington Counties



(877) 583-1552 (TTY: 711)

HOURS OF OPERATION

Sunday through Saturday
8:00 am – 5:00 pm

24/7 for urgent rides or after leaving the
hospital.

Ride Services

Ride service call centers may be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Ride services schedule trips to appointments. Trillium has trained our ride services on Oregon rules for medical rides. Trillium requires ride services to ensure drivers are trained on Oregon rules for medical rides.

How do I request help to get to my appointment?

You or your representative can call the ride service for your area. A representative can be a legal guardian/ representative, Community Health Worker, foster parent, adoptive parent, step-parent or your medical provider.

You can request help getting to your healthcare visit up to 90 days before your appointment.

If you have more than one appointment, you can request help for all of them at one time.

Please call your ride service as far in advance as possible. We suggest calling no later than 24 hours before your appointment. If needed, you can schedule a ride the same day as your appointment.

What do I need to tell the ride service?

Please have this information ready when you call the ride service:

- Your name
- Your address
- Your phone number
- Where you need to be picked up
- Your OHP or Trillium ID number
- Doctor or Facility name
- Doctor or Facility address and phone number
- Referring doctor, if appointment is outside of your local area
- Date and time of your appointment
- Time when you need to be picked up after your appointment
 - Schedule your ride home when you call to schedule your ride to your appointment. If you do not know when you will need to be picked up after your appointment tell the ride service. When you need to be picked up after your appointment, call the ride service. You will be picked up within one hour.
- What kind of appointment you are going to (primary care doctor, behavioral health, dentist, etc.)

- Pharmacy visits: You can request to stop by a pharmacy after you are picked up from your appointment. Tell the ride service when you request your ride.
- If you have access to a vehicle or someone to drive you
- Your mobility needs (such as a wheelchair, oxygen tank, or cane)
- Information about your mobility devices, such as your wheelchair size
- If you have a service animal
- Any other information that may affect your trip or your travel needs. This includes:
 - If you will have someone with you because you need help travelling on your own
 - If you are 12 years old or younger, you are required to have an adult with you.
 - If you have a portable oxygen tank
 - If you need any other special equipment
 - If you have a health condition that changes your needs
 - If you need a secured ride
 - * A special vehicle used when a doctor or peace officer has determined that the member is in danger of harming themselves or others, or needs immediate care, custody or treatment".
 - Any other information

The ride service will document your information so they have it when you request a ride next time.

The ride service will review the information to:

- Know if you are eligible for a ride
- Confirm your visit is for an OHP-covered service
- Know if you do not have other means to get to the appointment, and
- Identify the most appropriate type of ride for you, based on your needs

What if I can drive myself, or am traveling out of the area?

If you can drive yourself or someone you know can drive you, you may be able to be paid back for your mileage.

If your appointment is out of your area, you may be able to get help with meal costs and lodging stay costs. You cannot get help with meals if you are admitted to a hospital or other place where you do not have to pay for your food.

You can also ask for reimbursement for one person traveling with you, if you need their help.

To receive reimbursement:

- Call your ride service before your trip to your appointment to request help to pay for mileage, meals, or lodging.
- You may need forms that you need to take with you to your appointment. The ride service will provide these to you. Your doctor's office must complete and sign the forms.
- Return completed forms to the ride service within 45 days after your appointment. You will not be paid for mileage, meals, or lodging if you submit your forms late.

If your request is approved, how much you will be reimbursed?

- Mileage: You will be paid .25 cents per mile for the shortest route to your appointment.
- Meals: You will be paid:
 - Breakfast: \$3.00. Your trip must begin before 6:00 a.m.
 - Lunch: \$3.50. Your trip must take the entire lunch period, from 11:30 a.m. to 1:30 p.m.
 - Dinner: \$5.50. Your trip must end after 6:30 p.m.
- Lodging: You will be paid up to \$40.00 per night. Your trip to your appointment must start before 5:00 a.m. Your trip home must end after 9:00 p.m. You will need to provide a copy of your receipt showing what you paid for lodging.

After you complete and return a form to the ride service, the ride service will review the form. If they approve your request, they will reimburse you through a bankcard. You will be paid back within 30 days of returning your completed form. The ride service will contact you in the way that you want if they need more information. They will also contact you if they cannot process your request.

Are bus passes available?

Public transportation may be the most appropriate type of ride for you. If so, the ride service will tell you how you will receive your bus pass. You may qualify for a day pass or monthly pass, based on your needs.

What if I need someone to drive me?

When you call the ride service, they will ask you if someone needs to drive you. The ride service will ask you to provide information about this. They will schedule the most appropriate vehicle for your needs. Depending on your needs, your trip may require a:

- Wheelchair van
- Stretcher van
- Taxi cab
- Other types, as necessary

Sometimes, drivers may pick up or drop off other riders along the way. These are shared rides. The ride service will tell you about this when you schedule your trip.

When will I know if my ride is approved?

The ride service will tell you if your ride is approved or denied within 24 hours of receiving your request. The ride service will make a decision sooner, if needed, to make sure you arrive on time for your appointment.

What happens after my ride is approved?

If your ride is approved, the ride service will:

- Identify the best type of ride for your needs
- Identify the best level of services for your needs
- Enter the information in their system

If the ride service approves your ride, they will provide you the ride details within 24 hours. They may be able to provide the details on the same call when you request the ride. The ride service will contact you at the time you prefer and in the way you want to be contacted. This can be by phone, email, or fax. The ride details will include at least the following information:

- The name and phone number of the driver picking you up
- The time you will be picked up
- The address where you will be picked up
- The name and address of the doctor and location you will be going to
- The time you set for pick-up after your appointment
- The location you will be picked up after your appointment

You are not responsible for contacting the ride service for this information after you have requested a ride.

What happens at my pick-up time?

Please be ready for your ride before your earliest pick-up time. Please watch for the driver or their phone call at the start your pick-up window.

The driver will arrive within the pick-up window. The pick-up window should be early enough so you can check in 15 minutes before your appointment. Unless you request it, drivers cannot drop you off more than 15 minutes before the building opens. You are not required to arrive at your scheduled appointment more than one hour before your appointment time.

Drivers may arrive earlier than the pick-up window. You are only required to board within your pick-up window. Drivers will only wait for you 15 minutes after your scheduled pick-up time. The drivers will tell the ride service if you are not ready within 15 minutes of your scheduled pick-up time.

If you are delayed because you were picked up or dropped off late and cannot be seen at the appointment, the transportation provider will be noted as Provider “no-show. The transportation provider will not be paid for the trip. The transportation provider will be suspended for any or for disregarding the time schedule.

If there are unforeseen delays (traffic, weather conditions, and equipment malfunction) that may cause you to be late to your appointment, the provider will make other arrangements for you.

Traffic and ride volumes can affect travel times. Ride services have plans in place to ensure drivers are available for your trip.

Bad weather may cause severe delays or limit what kinds of trips can be scheduled. If this happens, the ride service will make sure to provide trips to critical medical care, like renal dialysis or chemotherapy. Bad weather includes, but is not limited to, extreme heat, extreme cold, flooding, tornado warnings, heavy snowfall and icy roads.

How should my driver behave?

Drivers will be in touch with the ride service when they leave to pick you up and during the trip. This helps the ride service be sure you are picked up on time.

When the driver arrives, they will knock on your door, call, or come into the building where your appointment is located. They can help you walk up or down one or two steps. They can also help you go to and from your door to the vehicle. They can help you out of or into the lobby of the facility.

Drivers should:

- Prioritize your safety
- Be respectful and professional
- Follow all traffic and driving laws and regulations
- Have completed all trainings (such as CPR, First Aid and Defensive Driving)
- Keep your personal information private and safe information needed for your ride will be shared with your driver.

Please keep in mind drivers cannot meet all your travel needs. They cannot:

- Go with you to your appointment. If you need help, tell the ride service you when you request a ride.
- Go into your home or room, unless you are being discharged from the hospital or need a stretcher car
- Help you prepare for your trip
- Transfer you to or from your wheelchair
- Help with any personal needs or activities
- Conduct any of their own personal business

The ride service and the driver cannot change the pick-up time without approval from you or Trillium. If the driver does not show up within the pick-up window, Trillium will contact you and ask if your medical care was affected.

What if I need a ride today or tomorrow?

If you have an emergency, call 911. Your ride service does not arrange emergency ambulance rides.

You can request a ride the day of or the day before you need to travel. However, these rides will only be scheduled if:

- The ride service confirms the appointment,
- You need to go to an urgent care or other facility not requiring an appointment, or
- You are being discharged from a hospital or inpatient stay.

Do I need to follow Oregon safety belt laws?

Yes. All riders must follow Oregon safety belt laws and wear seat belts at all times. This includes riders using wheelchairs. Drivers cannot transport you if you refuse to wear the safety belt.

Please tell the ride service when you schedule your ride if you need safety belt extensions.

If you have a safety belt exemption card, you will need to show it to the driver before every trip.

What if I need someone to travel with me?

If you need help traveling, please tell the ride service when you schedule your trip. You will need someone to travel with you. This person is called an attendant. They can be a:

- Family Member
- Caregiver
- Legal guardian
- Case Manager
- Peer Support Specialist

You must find your own attendant. They must be with you when the driver picks you up. They must also be with you at your appointment and on a return trip. The ride service cannot provide an attendant for you.

There is no charge for your attendant's ride.

What if the person with Trillium is a child?

Please tell the ride service if the member is a child 12 years old and younger. Children must ride with a parent, guardian, or other adult 18 and older. A parent or guardian will need to give a written form to the ride service. This form will approve another adult to travel with the child.

You must provide and install a child safety seat if required by Oregon law. The driver cannot transport a member if the parent or guardian does not provide and install a safety seat that complies with state law.

Please remove the safety seat when you leave the vehicle. You cannot leave the safety seat in the vehicle when you are not being transported.

Will the way my ride is provided be changed?

Sometimes how you receive, your ride will change to make sure you and travel safely. You, Trillium, or your ride service may ask for changes to your ride for safety reasons.

Any changes needed to accommodate a disability or auxiliary aid will be made in compliance with State and Federal laws.

You may request a change to your ride if your driver:

- Threatens to harm you or others in the vehicle
- Drives or acts in a way that puts you or others in the vehicle at risk of harm
- Has a health condition that presents a direct threat to the health and safety of you or others in the vehicle.

Trillium may request a change to your ride if you:

- Threaten to harm the driver or others in the vehicle
- Have a health condition that presents a direct threat to the health and safety of the driver or others in the vehicle
- Act in ways that puts you or others in the vehicle at risk of harm
- Act in ways that may cause doctors to refuse to provide services to you without changes to your ride
- Often do not show up for scheduled rides
- Often cancel a ride on the day of the scheduled ride

If a change for the above reasons is requested, the ride service will notify Trillium. Trillium will contact you or your representative (if you have one), to discuss the request. If any changes are needed, Trillium will tell you in writing. The ride service will note the changes in their system.

What if my ride is denied?

If we deny, stop, or reduce a service, we will mail you a Notice of Action letter within 72 hours of the decisions. The letter will explain why we made that decision. The letter will explain how to appeal (ask us to change our decision). You have a right to ask to change it through an appeal and a state fair hearing. You must ask for an appeal no more than 60 days from the date on the Notice of Action letter. A copy of this letter will be sent to your doctor, if the doctor is contracted with Trillium and the ride was to a scheduled appointment. You will also receive a verbal denial. You have a right to ask to change it through an appeal and a state fair hearing.

How to Appeal a Decision

In an appeal, a different health care professional at Trillium will review your case. Ask us for an appeal by:

- Calling Member Services at 541-485-2155; Toll Free: 1-877-600-5472, TTY: 711;
- Writing us a letter; or,
- Filling out an Appeal and Hearing Request, OHP form number 3302. This form was sent to you with your Notice of Action letter. You can also call us and ask for this form.

If you want help with this, call and we can fill out an appeal form for you to sign. You can ask someone like a friend or case manager to help you. You may also call the Public Benefits Hotline at 1-800-520-5292 for legal advice and help. You will get a Notice of Appeal Resolution from us in 16 days letting you know if the reviewer agrees or disagrees with our decision. If we need more time to review, we will send you a letter saying why we need up to 14 more days. You may also request an extension of up to 14 days.

While you wait for your appeal, you can keep on getting a service that already started before our original decision to stop it. You must ask us to continue the service within 10 days of getting the Notice of Action that stopped it. If you continue the service and the reviewer agrees with the original decision, you may have to pay the cost of the services that you received after the effective date on the original Notice of Action.

If you need help with the appeal forms, call Trillium, OHP Member Services, or Lane County Legal Aid at 541-485-1017, toll free 1-800-575-9283, or TTY dial 711.

What if my schedule changes or I need to cancel a ride?

Please call the ride service as soon as possible if you need to make changes to your ride or cancel it. Your ride can be rescheduled or changed to another service provider if your trip needs change. If you are not ready to travel within the pick-up window, you will be considered a no-show. If you are not ready on time a lot, the ride service may need to change how you schedule or receive your rides.

Accidents and Incidents

Trillium must report any accidents or incidents of abuse or alleged abuse by a driver during your trip. The following will be reported within two business days:

- A description of the accident or incident;
- The name of the driver;
- The name of the passenger;
- The location of the accident or incident;
- The date and time of the accident or incident;
- If the driver or the passenger were injured and required treatment at a hospital; and
- The police report or police report number, if one was filed.

Monitoring and Documentation of Services

The ride service and Trillium must keep all of the following information for each trip:

- Your member ID
- The pick-up and drop-off information
- The reason for the ride
- If the driver or you do not show up for the trip

Passenger Rights

As a user of services, you have the right to:

- Access safe, timely and appropriate rides 24 hours a day, 365 days a year
- Ride in the most appropriate vehicle based on your needs, the location of your appointment, and cost
- Not be billed for services by Trillium
- Not be billed for services by subcontracted transportation providers
- Access Trillium's policies and procedures
- Receive written notices of a denial of your ride request within 72 hours of the decision
- Two staff review a request before it is denied to ensure it is appropriate.
- Receive notice when your ride is scheduled
- Not be dropped off more than 15 minutes before the building for your appointment opens, unless you request it
- Not be picked up more than 15 minutes after the building for your appointment closes or more than an hour after you requested pick-up, unless you request it or your appointment will end after it closes
- Not wait past the 15-minute pick-up window for your ride

- Ride in a vehicle:
 - That is clean and free from debris impacting your ability to ride comfortably
 - With appropriate safety belts, if the vehicle is legally required to have safety belts
 - With a first aid kit, fire extinguisher, roadside reflective or warning devices, flashlight, tire traction devices in bad weather, and disposable gloves
 - With all equipment necessary to secure the wheelchair or stretcher when appropriate
 - In good operating condition, including side and rearview mirrors, horn and working turn signals, headlights, taillights and windshield wipers
- Be driven by a driver who meets all State requirements to be a driver
 - Have valid registration and state driver's license
 - Approved background check including criminal history, driver history, sex offender status, and drug testing
 - Have documented training for driving and assisting members with disabilities and special needs.
- To request reasonable changes to your ride or trip when appropriate according to state and federal laws. This includes when:
 - A driver threatens harm to you or others in the vehicle
 - Drives or engages in behavior that places you or others in the vehicle at risk of harm or
 - Presents a direct threat to you or others in the vehicle.
- Request changes to your ride or trip to meet the Americans with Disabilities Act and other laws and rules that apply
- Be able to make a complaint or appeal a denial of your ride request with Trillium and receive a response
- Make suggestions regarding Trillium's passenger rights and responsibilities

Passenger Responsibilities

- Complete an assessment of your transportation needs when you request a ride
- Tell Trillium when your health conditions change. This may affect what vehicle is scheduled for your ride
- Schedule rides as far in advance as possible, up to 90 days before your appointment. If you schedule rides too late, we will help you understand how to request rides sooner
- Not smoke, use aerosols, or vape in the vehicle at anytime
- Take all items you brought with you when leaving the vehicle
- Follow all local, state, and federal transportation laws regarding passenger safety standards
 - Travel to and from an appointment with an attendant if you are 12 years of age or younger or if you need assistance traveling
 - An attendant can be a parent, guardian, or your representative. If it is not one of those people, then your parent or guardian must provide written authorization for any adult 18 or older to be your attendant. Attendants cannot be under 18.
- Provide and install any safety seats required by Oregon law for safe transportation
- Provide any other medical equipment necessary for your travel (oxygen, wheelchairs, canes)
- Work with Trillium regarding any reasonable modifications of your ride or trip if:
 - You threaten harm to the driver or others in the vehicle
 - Present a direct threat to the driver or others in the vehicle
 - Engage in behaviors or circumstances that place the driver or others in the vehicle at risk of harm
 - Engage in behavior that in Trillium's judgment causes local doctors or facilities to refuse to provide further services without modification
 - Frequently do not show up for scheduled rides, or
 - Frequently cancel the ride on the day of the ride
- Provide all requested information for reimbursement
- requests
- Pay back any overpayments of reimbursements made to you as required by state regulations
- Bring issues, complaints, or grievances to the attention of Trillium, ride services and your provider without worry of recourse.

Your Privacy

Your ride service and drivers comply with legal standards to keep your information safe.

Trillium and ride service staff must collect information about you to provide medical rides. The information we collect about you and your health is private. Medical information is shared with your driver only if it relates to your mobility or ride needs. Federal and state law require Trillium, ride services, and drivers are required to protect this information. All information you provide will be kept private. Please see our Member Handbook for additional information on our Notice of Privacy Practices. You can find a digital version of our Member Handbook on our website at:

<https://www.trilliumohp.com/members/oregonealth-plan/for-members/handbooks-forms.html>

Feedback and Complaints

If you are very unhappy with Trillium or your experience with your ride service, you can complain or file a grievance. We will try to make things better. All complaints must be resolved in writing. You can call Member Services at 541-485-2155, toll free: 1-877-600-5472, TTY: 711, to get more information about this process. You can also tell your ride service and they will notify us.

Send written complaints to:

Trillium Community Health Plan OHP

PO Box 11740 Eugene, OR 97440-3940

It may take up to 30 days to address your complaint, but no longer than 30 days. We will not tell anyone about your complaint unless you ask us to. Trillium and your provider cannot act against you for filing a complaint. Trillium and your provider cannot act against you for cooperating in an investigation. Trillium and your provider cannot act against you if you do not agree to something you believe to be against the law.

Do you think Trillium Community Health Plan (Trillium) has treated you unfairly?

Trillium must follow state and federal civil rights laws. It cannot treat people unfairly in any of its programs or activities because of a person's:

- Age
- Gender identity
- Race
- Sexual orientation
- Color
- Marital status
- Religion
- Disability
- National Origin
- Sex

You have a right to enter, exit, and use buildings and services. You have the right to get information in a way you understand. Trillium will make reasonable changes to policies, practices, and procedures by talking with you about your needs.

To report concerns or to get more information, please contact Member Services at 541-485-2155; Toll Free: 1-877-600-5472; TTY: 1-877-600-5473, Monday through Friday, 8:00 a.m. to 5:00 p.m. You can leave a message at other times, including weekends and federal holidays. We will return your call the next business day. The call is free.

You have a right to file a civil rights complaint with these organizations:

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

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

Email: OCRComplaint@hhs.gov

Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

Oregon Health Authority (OHA) Civil Rights

Web: www.oregon.gov/OHA/OEI | Email: OHA.PublicCivilRights@state.or.us

Phone: (844) 882-7889, 711 TTY

Mail: Office of Equity and Inclusion Division, 421 SW Oak St., Suite 750, Portland, OR 97204

Bureau of Labor and Industries Civil Rights Division

Phone: (971) 673-0764

Email: crdemail@boli.state.or.us

Mail: Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St., Suite 1045, Portland, OR 97232

You can get this letter in another language, large print, or another way that is best for you. You can also have a language interpreter. Call 1-877-600-5472 (TTY/TDD 711).

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-877-600-5472; TTY: 1-877-600-5473.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-600-5472; TTY: 1-877-600-5473.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-600-5472; TTY: 1-877-600-5473.

繁體中文 (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1-877-600-5472; TTY: 1-877-600-5473.

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-600-5472; TTY: 1-877-600-5473.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-600-5472; TTY: 1-877-600-5473.

Українська (Ukrainian)

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером. 1-877-600-5472; TTY: 1-877-600-5473.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-600-5472; TTY: 1-877-600-5473. まで、電話にてご連絡ください

Arabic:

تنبيه: إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بـ على رقم 1-877-600-5472، رقم هاتف الصم والبكم: 1-877-600-5473.

Română (Romanian)

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-877-600-5472; TTY: 1-877-600-5473.

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតប្រាក់ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-877-600-5472; TTY: 1-877-600-5473.

Cushite

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-877-600-5472; TTY: 1-877-600-5473.

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-600-5472; TTY: 1-877-600-5473.

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما تماس بگیرد. فراهم می باشد. با. 1-877-600-5472; TTY: 1-877-600-5473.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-600-5472; TTY: 1-877-600-5473

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร. 1-877-600-5472; TTY: 1-877-600-5473.