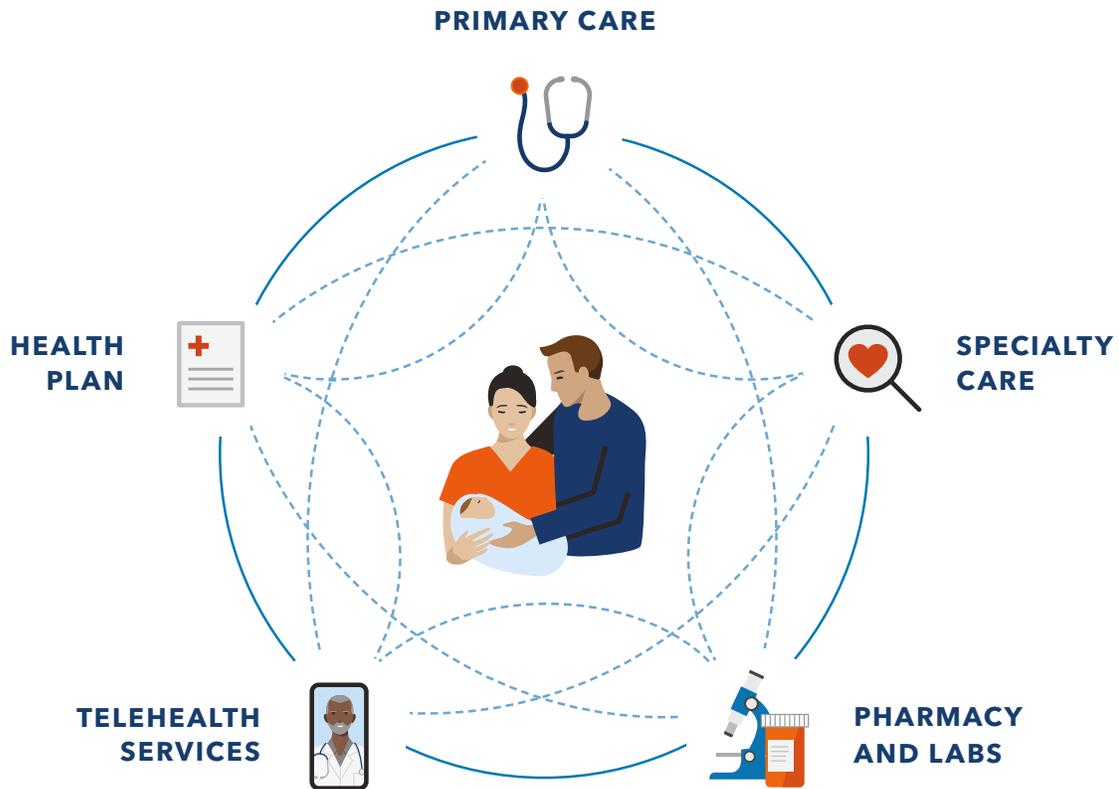


# Find your healthy place

With care designed to help you thrive





## Built to help make your life easier

Kaiser Permanente combines care and coverage – which makes us different than your other health care options. Your doctors, hospitals, and health plan work together to make high-quality health care easier to get. That means you can have peace of mind knowing care for your total health is there when and where you need it – from your doctor’s office to your living room.

To see what it’s like to be a member, visit [kp.org/myhealthyplace](https://kp.org/myhealthyplace).

# Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. Care at Kaiser Permanente can feel easier and faster, with the help of connected caregivers, more ways to get care, and support for the whole you. Welcome to care that helps fit your life.

## LEARN MORE ABOUT:

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### Want to talk? We're here to help.

A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what options are included. Call **1-800-514-0985** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.



# Care centered around you

As a Kaiser Permanente member, you choose where you want to go – get exclusive access to Kaiser Permanente’s Eugene Chase Gardens Medical Office and hundreds of community affiliated providers at locations throughout Lane County.

## Kaiser Permanente Eugene Chase Gardens Medical Office

Chase Gardens is a next-generation medical office that acts as a hub for primary care, lab and imaging services, pharmacy needs, and more.

## Community affiliated providers

With a large group of affiliated providers and facilities in Lane County, we offer access to more options for care and services when and where you need them. We are proud to partner with many local providers, including:

### Primary and routine care

- PeaceHealth (participating providers)\*
- Orchid Health

### Pediatrics (under 5 years old)

- PeaceHealth (participating providers)\*
- Eugene Pediatrics

### Urgent care

- PeaceHealth
- BestMed Urgent Care

### Hospitals for emergency care

For a medical or mental health emergency, call **911** or go to the nearest hospital.

### Specialists

- Slocum Center for Orthopedics & Sports Medicine
- Northwest Surgical Specialists
- Pacific Women’s Center
- Women’s Care
- The NeuroSpine Group
- Willamette Valley Cancer Institute
- Vista Counseling & Wellness Center
- Center for Family Development
- Options Counseling and Family Services
- And more

Go to [kp.org/locations](https://kp.org/locations) to see a complete list of our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000** (TTY **711**).

\*Our partnership with PeaceHealth only includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these primary care locations are part of our network. Go to [kp.org/doctors](https://kp.org/doctors) to verify network participation. Some specialty care services are accessed through referral and prior authorization.

# Convenient ways to get what you need

You've got more ways to get quality care than ever before, so it can be easier to stay on top of your health. Visit [kp.org/getcare](https://kp.org/getcare) to learn which of the following services are best suited for which conditions.



## **NEW: 24/7 virtual care**

Kaiser Permanente clinicians are available day or night, 24/7, for urgent care needs via on-demand video and phone, no appointment necessary.<sup>1,2,3</sup>



## **Scheduled video or phone appointment**

Schedule a face-to-face video visit or phone appointment with a Kaiser Permanente care team and any specialists you've been referred to.<sup>1,2,3</sup>



## **In-person care**

We offer same-day, next-day, after-hours, and weekend services at many of our locations.<sup>3,4</sup> Through our collaboration with PeaceHealth, you have access to 4 more medical offices throughout Lane County. Costs are the same for covered services whether you seek care from Kaiser Permanente or PeaceHealth.<sup>5,6</sup>



## **Email**

Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply usually within 2 business days.



## **Prescription delivery**

Pick up your prescriptions at the Chase Gardens Medical Office after your appointment, or use the Kaiser Permanente app to fill most prescriptions via our mail-order pharmacy for same-day or next-day delivery or same-day pickup at the Chase Gardens Medical Office.<sup>7</sup>



## **24/7 advice**

Get support with 24/7 care advice by phone.



## **E-visit**

Use our online symptom checker for certain conditions and get personalized care advice within a few hours.

<sup>1</sup>When appropriate and available.

<sup>2</sup>To have a video visit, members must be registered on [kp.org](https://kp.org) and have a camera-equipped computer or mobile device. If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

<sup>3</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>4</sup>In the case of a pandemic, some facilities may be closed or offer limited hours and services.

<sup>5</sup>Exceptions include members on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.

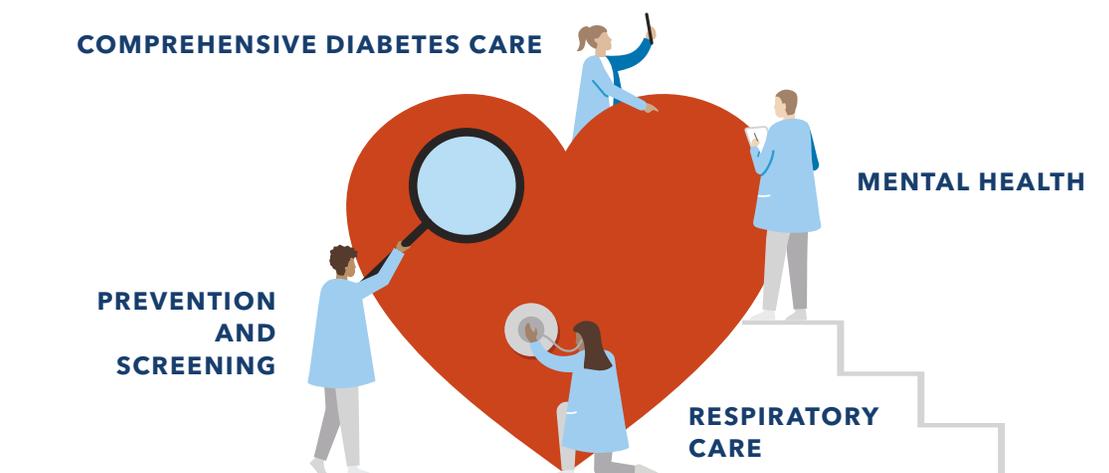
<sup>6</sup>Our partnership with PeaceHealth only includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these primary care locations are part of our network. Go to [kp.org/doctors](https://kp.org/doctors) to verify network participation. Some specialty care services are accessed through referral and prior authorization.

<sup>7</sup>Available on most prescription orders; additional fees may apply. For more information, contact the pharmacy. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

# High-quality clinical care

When your health needs serious attention, you'll have specialty care options locally, in Lane County and additional Kaiser Permanente locations.

In 2021, Kaiser Permanente led the nation as the top performer in 42 effectiveness-of-care measures. The closest national competitor led in only 14.\*



## Specialty care when you need it

No matter your needs – mental health, maternity, cancer care, heart health, and more – you'll have access to a network of skilled doctors in Lane County to help you on your journey to recovery.

### Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.

\*Kaiser Permanente 2021 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2021 and is used with the permission of NCQA. Quality Compass 2021 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

# A great experience from the start

Switching plans can seem like a lot of work, but at Kaiser Permanente, we help guide new members through each step. So you can get the care you need without missing a beat.



## Find your preferred doctor with video profiles

Get to know our Eugene Chase Gardens team and be more confident choosing your doctor before you enroll. Visit [kp.org/lane/care-team](https://kp.org/lane/care-team) to watch our video profiles.



## Transition your care

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. We strive to provide the support you need to help you reach your health goals.



## Connect to care online

After you enroll, create an account at [kp.org](https://kp.org) or download the Kaiser Permanente app.\* Then manage your health on your schedule – whenever, wherever.

For care coordinated with a PeaceHealth provider, sign in to your My PeaceHealth account at [my.peacehealth.org](https://my.peacehealth.org) to review test results and email your provider.

## Health care doesn't have to be confusing

If you don't know an HMO from an HSA, you're not alone. But rest assured – we're here to help make health care easier to understand. Get help learning the basics at [kp.org/learnthebasics](https://kp.org/learnthebasics).



\*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

# New member care transition

Our goal is to help determine your unique needs and connect you with the doctors, specialists, and prescription medications to effectively manage your care transition.

## Types of medical needs our New Member Welcome Desk can help with:

	<b>Common needs</b>	<ul style="list-style-type: none"><li>• Choose a doctor.</li><li>• Schedule a routine appointment.</li><li>• Transfer prescriptions.</li></ul> <p>Also available 24/7 for self-service at <a href="https://www.kp.org">kp.org</a>.</p>
	<b>Parent and child needs</b>	<ul style="list-style-type: none"><li>• Select a pediatrician or family practice doctor.</li><li>• Connect with an ob-gyn.</li><li>• Transfer records and health history.</li><li>• Transfer prescriptions.</li><li>• Schedule vaccinations and well-child visits.</li></ul>
	<b>Specialty care needs</b>	<ul style="list-style-type: none"><li>• Connect with specialists such as oncologists, orthopedists, and ear, nose, and throat doctors.</li><li>• Connect with mental health professionals.</li><li>• Determine durable medical equipment needs.</li></ul>
	<b>Complex medical needs</b>	<ul style="list-style-type: none"><li>• Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.</li><li>• Connect with a pharmacy for specialty prescriptions and infusions.</li></ul>

Help is available at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.



# Making the most of your membership

Good health goes beyond the doctor's office. Find your healthy place by exploring some of the convenient options available to members.<sup>1</sup> Many of these resources are available at no additional cost.



## Select your Kaiser Permanente primary care doctor

We know how important it is to find a doctor who's right for you. As a part of your local care team, we are committed to making care more convenient and flexible. Visit [kp.org/lane/care-team](https://kp.org/lane/care-team) to view video profiles and choose or change doctors at any time.



## Alternative care

Your benefit provides coverage for chiropractic, acupuncture, and naturopathic services through The CHP Group network. Visit [chpgroup.com](https://chpgroup.com) to find a provider.



## On-demand and in-person workouts via ClassPass<sup>2</sup>

Choose from thousands of on-demand workout videos and get reduced rates on livestream and in-person classes. Learn more at [kp.org/classpass](https://kp.org/classpass).



## Healthy lifestyle programs

Connect to your health with online programs to help you lose weight, quit smoking, reduce stress, and more. Learn more at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



## Wellness coaching

Get help reaching your health goals by working one-on-one with a wellness coach by phone. Learn more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).

## More ways to help improve your total health<sup>2,3</sup>



Use meditation and mindfulness to help build mental resilience, reduce stress, and improve your sleep.



Set mental health goals, track progress, and get support managing depression, anxiety, and more.



This preventive, on-demand approach to mental health provides support anywhere, anytime.

Visit [kp.org/selfcareapps](https://kp.org/selfcareapps) to learn more.

<sup>1</sup>These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.

<sup>2</sup>Only available to Kaiser Permanente members with medical coverage.

<sup>3</sup>myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

# Save on wellness services and products

At Kaiser Permanente, you can enjoy discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit [kp.org/memberdiscounts](http://kp.org/memberdiscounts) for more information.

## **CHP Active and Healthy**

This program can help you and your family save money on your favorite healthy, fun, and stress-relieving activities.

Explore the below options and more at [chpactiveandhealthy.com](http://chpactiveandhealthy.com).

### **Outdoor and adventure**

Save on rock-climbing gyms, outdoor schools, guided fishing trips, ski rentals, and other activities that will get you out and about.

### **Arts and culture**

Get discounts that will help you explore local museums, gardens, art galleries, and performing arts centers. You can also save on music lessons and get discounted movie tickets.

### **Exercise**

From boot camps, martial arts classes, and health and fitness clubs, to aquatic centers, dance studios, and personal training lessons, you can save on a host of exercise-related memberships and services.

### **Eating well**

You'll find deals on cooking classes, nutritional supplements, weight management services, gardening supplies, and more.

## **Alternative care and chiropractic**

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit [chpgroup.com](http://chpgroup.com) to learn more and select your provider.

## **ChooseHealthy®**

With the ChooseHealthy program, you can continue on the road to wellness. ChooseHealthy is an online resource for health information, health and fitness tools, and discounts on health products. This program is available at no additional cost to you. Learn more at [kp.org/choosehealthy](http://kp.org/choosehealthy).

- Plan your meals for the month with meal plans that are suited to your tastes, fitness level, and weight goals.
- Get personalized cardio and strength training plans based on your fitness goals.
- Get savings like membership discounts and initiation fee discounts at more than 100 fitness clubs, yoga studios, and exercise centers from Longview, Washington, to Eugene, Oregon.

These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your *Evidence of Coverage* for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at 1-800-813-2000 (TTY 711).

# Kaiser Permanente vision coverage

We see eye care differently at Kaiser Permanente. Healthy sight is more than glasses and contact lenses. Our optometrists and ophthalmologists provide comprehensive eye care, including routine eye exams, to help keep your vision sharp and your eyes healthy.

## How to access care

### **Routine eye care and prescription contact lenses**

Members in Lane County can get routine eye exams and order prescription contact lenses at a number of community affiliated providers, including Eugene Eye Care Associates, Oregon Eye Consultants, Pacific ClearVision Institute, PeaceHealth Eye Care and Optical Shop, and more.

Visit [kp.org/lane](https://kp.org/lane) to learn more about our vision care partners.

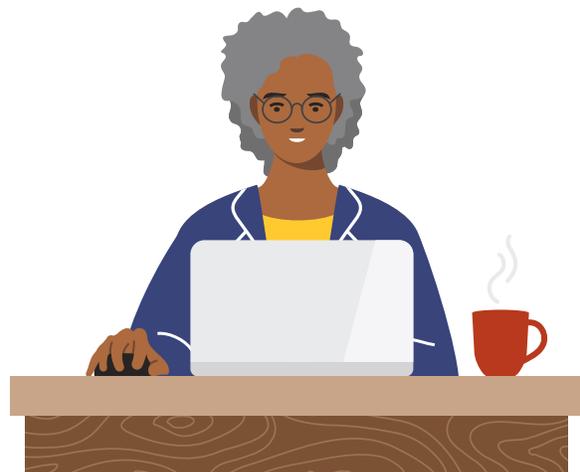
### **Contact lenses by mail**

You may also order contact lenses from Vision Essentials by Kaiser Permanente. Contact us at **1-800-813-2000** (option 3) to order your prescription contact lenses.

## Prescription glasses

For prescription glasses and sunglasses, members in Lane County can visit Focal Point, Pacific ClearVision Institute, and PeaceHealth Eye Care and Optical Shop.

Visit [kp.org/lane](https://kp.org/lane) to learn more about our optical care partners.



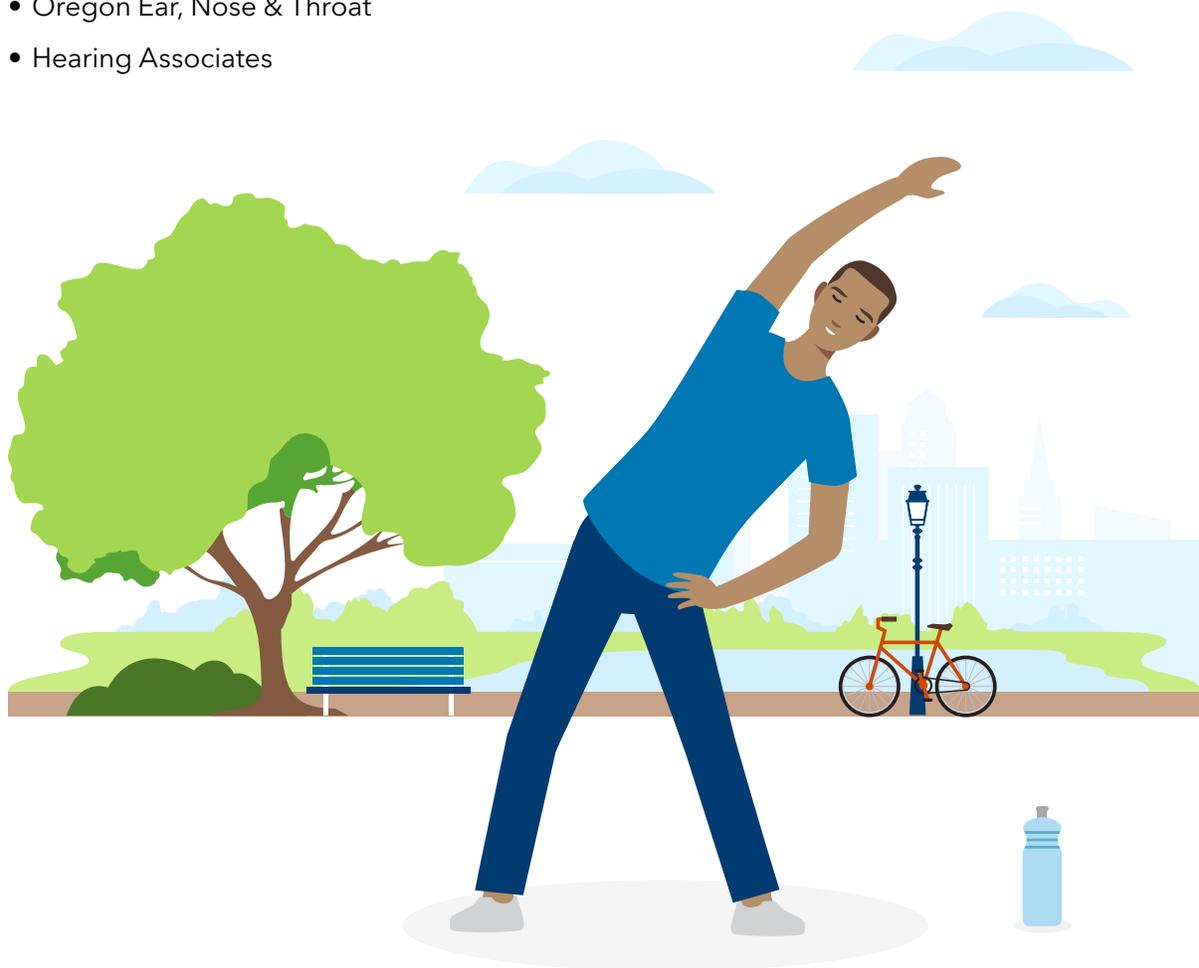
# Kaiser Permanente audiology coverage

Good hearing means you can participate in life more fully – confident, secure, and more connected to your world. Millions of Americans experience some degree of hearing loss. But now, more than ever, hearing loss doesn't mean that your quality of life must change. Our audiologists will help you choose the hearing aids that best meet your needs.

## How to access care

Members in Lane County can get a hearing evaluation without a referral at the following community affiliated providers, including:

- PeaceHealth Ear, Nose, & Throat
- Oregon Ear, Nose & Throat
- Hearing Associates



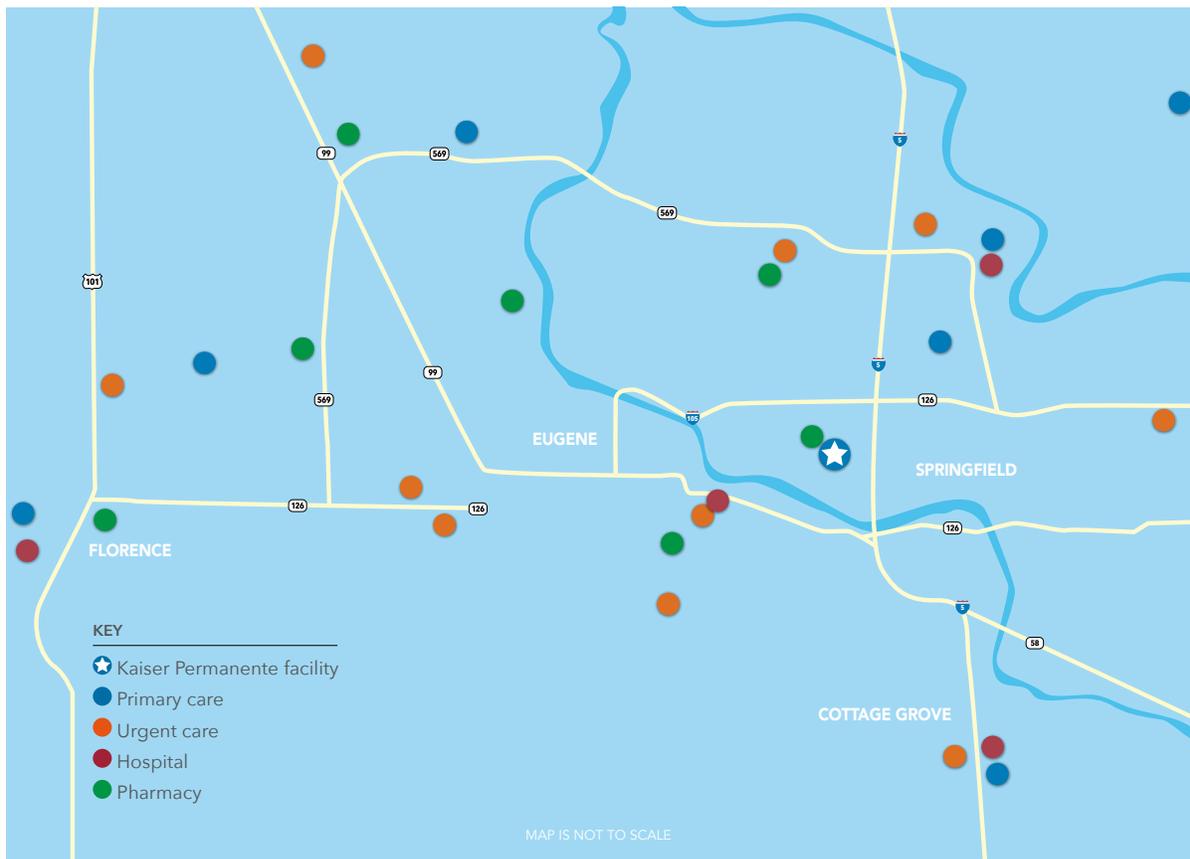
# Where to get care in Lane County

With many affiliated providers and facilities in the Eugene-Springfield area, we offer access to more options for care and services when and where you need them.

We are proud to partner with many local providers, including PeaceHealth,\* Northwest Health Partners/Northwest Surgical Specialists, Slocum Center for Orthopedics & Sports Medicine, and Pacific Women's Center. You may need a referral or prior authorization for some specialties based on your benefit plan.

Go to [kp.org/locations](https://kp.org/locations) to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000 (TTY 711)**. Visit [kp.org/lane](https://kp.org/lane) to take a virtual tour of our facilities, meet our team, and more.

Facility information current as of June 2022.



Some pharmacy locations may have a first fill only restriction. No such restriction pertains to the Chase Gardens Medical Office pharmacy and Safeway pharmacy in Florence, or for members on Added Choice or Dual Choice plans.

Kaiser Foundation Health Plan of the Northwest's Lane County commercial service area applies to large employer groups, small employer groups, and individuals and families. To be eligible for coverage, individuals must live or work in one of the accepted ZIP codes specific to large employer groups, small employer groups, and individuals and families or be enrolled in an out-of-area plan.

\*Our partnership with PeaceHealth only includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these primary care locations are part of our network. Go to [kp.org/doctors](https://kp.org/doctors) to verify network participation. Some specialty care services are accessed through referral and prior authorization.

# Care away from home

No matter where life takes you or your family, Kaiser Permanente has you covered. Learn more at about travel benefits at [kp.org/travel](https://kp.org/travel).

## Care at your fingertips, anytime



Use your [kp.org](https://kp.org) account or the Kaiser Permanente app to:

- Speak to a licensed care provider 24/7 for medical advice
- Get care by phone, video, or e-visit<sup>1</sup> – no cost for most plans<sup>2</sup>
- Email your doctor's office for answers to routine health questions

## Emergency and urgent care via Cigna **NEW!**



If you're away from home and need emergency or urgent care during your travels, you have access to Cigna's national network of doctors and providers. These services are available at your regular copay or cost share.

## Urgent care from MinuteClinic and Concentra



You can visit a MinuteClinic (in select CVS and Target stores) or a Concentra urgent care center with or without an appointment. You'll pay your standard copay or coinsurance – no matter where they are.<sup>3</sup>

## Emergency or urgent care, anywhere in the world



We cover emergency care anywhere in the world. We also cover urgent care when you're outside of our service area. You can go to the nearest hospital or urgent care facility. Afterward, file a claim with us for reimbursement.<sup>4</sup>

## Support while away from home

Need help or want to learn if additional coverage may be advised? We're here to answer any questions you may have along the way. Visit [kp.org/travel](https://kp.org/travel) to learn how to prepare for a healthy trip.

Away from Home  
Travel Line

**951-268-3900<sup>5</sup>**

<sup>1</sup>When appropriate and available. If you travel out of state, phone and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

<sup>2</sup>For high deductible health plan members, e-visits, phone visits, and video visits are subject to your plan's annual deductible. Once you reach your deductible, you won't pay anything for e-visits, phone visits, or video visits.

<sup>3</sup>Some exceptions apply. If you're a Medicare member or in a state that has Kaiser Permanente providers, you or your dependent will be asked to pay upfront for services and will need to file a claim for reimbursement.

<sup>4</sup>If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

<sup>5</sup>This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time, and it reopens the day after a holiday at 4 a.m. PT.



## **Nondiscrimination Notice**

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost 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 Member Services at **1-800-813-2000** (TTY: **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: **1-800-813-2000** (TTY: **711**), Fax: **1-855-347-7239**.

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, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

### **For Washington Members**

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 1-800-562-6900, or 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>.

## Help in Your Language

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**).

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **711**).

**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**1-800-813-2000** (TTY: **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-813-2000** (TTY: **711**).

**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。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

**ខ្មែរ (Khmer) ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

**ລາວ (Laotian) ໂປດຊານ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ, ຄຸມມື ພ້ອມໃຫ້ທ່ານ. ໂທສ **1-800-813-2000** (TTY: **711**).

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-813-2000** (TTY: **711**).

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

**Українська (Ukrainian) УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: **711**).

**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 **1-800-813-2000** (TTY: **711**).





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**1-800-813-2000** (English)

**1-800-324-8010** (language interpretation services)  
**711** (TTY)

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## New Member Welcome Desk

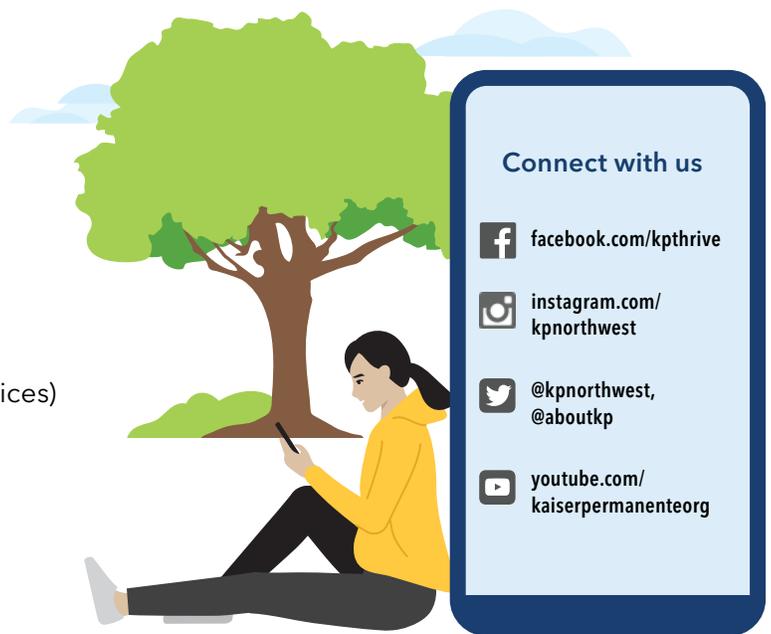
**1-888-491-1124**

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