



# Healthy together

Care and coverage that fit your life

[kp.org](https://kp.org)

**2019-2020 Enrollment**  
Oregon and Southwest Washington (Clark and Cowlitz Counties)

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.  
500 NE Multnomah St., Suite 100, Portland, OR 97232.

# Welcome to care that fits your life

## Your doctor, your choice

Choose your doctor based on what's important to you. Go to [kp.org/searchdoctors](https://kp.org/searchdoctors) for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

## Convenient care clinics

Care Essentials® by Kaiser Permanente clinics offer convenient care, treating minor illnesses and injuries and providing common lab tests, vaccinations, and checkups. Learn more at [careessentials.org](https://careessentials.org).

## More care options

How you get care is up to you. Choose a phone or video appointment,<sup>1</sup> email your doctor's office with nonurgent questions, select an e-visit, or come see us in person.<sup>2</sup> Learn more at [kp.org/getcare](https://kp.org/getcare).

## Care while traveling

You're covered for urgent and emergency care around the world.<sup>3</sup> Learn more at [kp.org/travel](https://kp.org/travel).

## Many services under one roof

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions – all in a single trip.

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

<sup>2</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>3</sup>Routine services like prevention, exams, checkups, and services for ongoing medical conditions aren't covered, so make sure to get them before your trip if you're traveling elsewhere. Please refer to your *Evidence of Coverage (EOC)* or other coverage documents for details.

# Experience the Kaiser Permanente difference

To help yourself be healthy, you need quality care that's personalized, coordinated, and accessible. At Kaiser Permanente, care and coverage come together – so you can get everything you need to help stay on top of your health in one convenient package.

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# 3 easy steps to get started

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## Step 1: Choose your doctor

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of doctors. Browse our online doctor profiles at [kp.org/newmember](https://kp.org/newmember) and see how patients rate our doctors at [kp.org/doctorreviews/nw](https://kp.org/doctorreviews/nw).

Call us at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m., if you want help choosing a doctor.

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## Step 2: Register on [kp.org](https://kp.org)

Next, let's get you plugged in to your online gateway to health – [kp.org](https://kp.org). Once your coverage begins, you can register on [kp.org/newmember](https://kp.org/newmember) or the Kaiser Permanente app and start using the many time-saving features. You can email your provider, schedule routine appointments, refill most prescriptions, act for a family member, and even schedule a video visit from anywhere you are.\*

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## Step 3: Get prescriptions

Finally, we'll help you transition your prescriptions to Kaiser Permanente. Visit [kp.org/newmember](https://kp.org/newmember) and follow the steps or give us a call at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

## Tip for getting started:

Have your specialist info and a list of your current prescriptions on hand when you contact our New Member Welcome Desk – we'll be able to help you faster.

# New member care transition

Our goal is to help determine your unique needs and connect you with the right doctors, specialists, and prescription medications to effectively manage your care transition. This new member process allows us to help manage the administrative tasks so your first interactions with our doctors are more useful.

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



### COMMON NEEDS

- Choose a doctor.
- Schedule a routine appointment.
- Transfer prescriptions.

Also available 24/7 for self-service at [kp.org](http://kp.org).

### PARENT AND CHILD NEEDS

- Select a pediatrician or family practice doctor.
- Transfer records and health history.
- Transfer prescriptions.
- Schedule vaccinations.

### SPECIALTY CARE NEEDS

- Connect with specialists such as oncologists, neurologists, and dermatologists.
- Connect with mental health professionals.
- Choose an ob-gyn and pediatrician.
- Determine durable medical equipment needs.

### COMPLEX MEDICAL NEEDS

- Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.
- Connect with a pharmacy for specialty prescriptions.

## When to call our New Member Welcome Desk:

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

- Are you working with a health care professional to manage your medical conditions or achieve your health goals?
- Have you recently had or are you scheduled for an upcoming surgery?
- Are you currently taking any prescriptions or using any medical equipment?
- Are you on a treatment plan that you would like to continue at Kaiser Permanente?
- Are you currently pregnant?



If you have any other questions or want help getting started, give us a call. We're here to help.



# Get care

Get care where, when, and how you want it. With many options below, you can even skip the trip to your doctor's office.



## Online

- **E-visits** – Get treatment, including prescriptions, in less than one hour.
- **Secure email** – Message your care team with nonurgent questions.<sup>1</sup>
- **Video visits** – Meet face-to-face with a Kaiser Permanente doctor on your computer, smartphone, or tablet.<sup>2,3</sup>
- **Online resources** – Visit [kp.org](https://kp.org) to manage your health, find nearby locations, and take advantage of health guides and other resources.



## By phone

- **Phone visit** – Save yourself a trip to the medical office for minor conditions or follow-up care.<sup>4</sup>
- **24/7 advice** – Call for medical advice and care guidance. We'll help you find out what care is right for you, schedule appointments, and more.



## In person

- **Primary and specialty care** – Schedule a primary or specialty care visit with a member of your care team. If you don't need to see your regular doctor, schedule a visit with any doctor at any of our medical offices.
- **Care Essentials by Kaiser Permanente** – Visit a primary care clinician at our Hawthorne or Pearl District locations. Evening and weekend appointments available. Walk-ins welcome. Visit [careessentials.org](https://careessentials.org) to learn more.
- **Urgent care** – Visit a walk-in clinic if you have a condition that requires prompt medical attention (usually within 1 or 2 days) but is not an emergency.<sup>5</sup> Open 7 days a week, including evenings, weekends, and holidays. Visit [kp.org/urgentcare/nw](https://kp.org/urgentcare/nw) to find a facility near you. You're also covered for urgent care while traveling anywhere in the world.
- **Emergency care** – If you ever need emergency care, you're covered – anywhere, anytime.<sup>6</sup> You can get care at any Kaiser Permanente hospital or any other hospital emergency department.



Visit [kp.org/telehealth/nw](https://kp.org/telehealth/nw) to learn more about online and phone options.

<sup>1</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>2</sup>See note 1.

<sup>3</sup>When appropriate and available.

<sup>4</sup>See notes 1 and 3.

<sup>5</sup>An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

<sup>6</sup>If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your EOC or other coverage documents.

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# Your care, your way

Get the right care for your unique situation. Support is just a click or call away.



## Kaiser Permanente app

Our app makes it easier to schedule appointments, complete an e-visit, review lab results, pay bills, email your doctor, access after-visit summaries, fill or refill most prescriptions – and get them delivered to you.\*

You can also use the app to manage care for your family and access your ID card.



## kp.org

Visit our website to manage your health care, find nearby locations, and take advantage of health guides and other resources.



## Member Services

Our Member Services team can help connect you to 24/7 care advice and set up appointments. Call **1-800-813-2000** (TTY **711**).

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\*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

# Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.

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## Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

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## Better care with a connected team

Your doctor, nurses, and other specialists are all connected to each other, and to you, through your electronic health record. So they know important things about you and your health and help you get the care you need.

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## Choosing a doctor – your partner in health

Your personal doctor is your biggest health advocate. They will help coordinate your care journey, and you'll work closely together to make decisions about your health.

Browse our online doctor profiles at [kp.org/newmember](https://kp.org/newmember) and see how patients rate our doctors at [kp.org/doctorreviews/nw](https://kp.org/doctorreviews/nw). Select one doctor for your whole family or a different doctor for each family member.

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## Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history.<sup>1</sup>

We offer high-quality LGBTQ+ health care services that are recognized for adopting LGBTQ-inclusive policies and practices.<sup>2</sup>

Tener una buena comunicación con su médico es importante para su salud y bienestar. En nuestros 7 consultorios médicos que aparecen a continuación, usted encontrará médicos certificados que hablan español e inglés de manera fluida.

**Cascade Park Medical Office, Interstate Medical Office East, Mt. Scott Medical Office, North Lancaster Medical Office, Orchards Medical Office, Rockwood Medical Office, Sunset Medical Office**

<sup>1</sup>Kaiser Permanente improved blood pressure control in our Black/African American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in Kaiser Permanente HealthConnect®, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.


<sup>2</sup>Kaiser Permanente Northwest hospitals were among the 38 Kaiser Permanente hospitals recognized as a leader in LGBTQ healthcare equality by the Human Rights Campaign Foundation. "Healthcare Equality Index 2018," Human Rights Campaign Foundation: [www.hrc.org/hei/leaders-in-lgbt-healthcare-equality](https://www.hrc.org/hei/leaders-in-lgbt-healthcare-equality)





# Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



## Preventive care to keep you healthy

Preventive care can help you avoid some health issues and catch others before they become serious.

You can get preventive care services at no additional cost – services such as age-appropriate preventive medical exams, blood pressure screenings, routine physical exams, depression screenings, and pediatric vaccinations. Visit [kp.org/prevention](https://kp.org/prevention) to learn more.



## Specialty care

We're here for you if you get sick or need specialty care. We can conveniently connect you with the right specialist, and you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

### Highest ratings for cardiac care

Since 2009, our Heart and Vascular Care team at Kaiser Permanente Sunnyside Medical Center has received the Society of Thoracic Surgeons' (STS) highest rating each year, based on performance data for adult cardiac surgery.<sup>1</sup> For coronary artery bypass grafting, Kaiser Sunnyside Medical Center is in the top 10% in the country.<sup>2</sup> Visit [kp.org/cardiac/nw](https://kp.org/cardiac/nw) to learn more.

### Care for growing families

In addition to your personal doctor, you can self-refer to obstetrics-gynecology specialists, physician assistants, advanced registered nurse practitioners, and nurse-midwives.

From pre-pregnancy through delivery and postpartum care, we'll be there with you at every step. Visit [kp.org/maternity](https://kp.org/maternity) to learn more.

### Taking care of your mental health

Your mind and body are connected. Your thoughts and feelings affect your overall well-being – and we're committed to helping you stay mentally, physically, and emotionally healthy. Visit [kp.org/mentalhealth](https://kp.org/mentalhealth) to learn about the wide variety of mental health services available to you.

### Multidisciplinary approach to cancer care

A cancer diagnosis can be difficult and overwhelming. That's why our nurse navigators lead our patients through their journeys as educators and advocates. Together with each patient's care team, medical, surgical, and radiation oncologists review, assess, and develop treatment options based on each unique case. Visit [kp.org/cancer/nw](https://kp.org/cancer/nw) to learn more.



## 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. We'll help you get the care you need with proven best practices and advanced technology.

<sup>1</sup>The Society of Thoracic Surgeons' comprehensive rating system allows for comparisons regarding the quality of cardiac surgery among hospitals across the country. Approximately [10%] of hospitals receive the "3 star" rating, which denotes the highest category of quality. Rating based on an analysis of national data covering the period from June 2017 through June 2018. Last accessed May 2019. [publicreporting.sts.org/gtsd?title=&field\\_state\\_value=OR](http://publicreporting.sts.org/gtsd?title=&field_state_value=OR)

<sup>2</sup>Society of Thoracic Surgeons: [http://publicreporting.sts.org/gtsd?title=&field\\_state\\_value=All&order=field\\_overall\\_composite\\_score&sort=desc](http://publicreporting.sts.org/gtsd?title=&field_state_value=All&order=field_overall_composite_score&sort=desc)

# Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.



## Many services under one roof

Most of our facilities offer a variety of care and services, so you can take care of several health care needs in one visit. You can see your doctor or specialist, get a lab test or an X-ray, and pick up your medications – all without leaving the building.



## Making an appointment

Scheduling routine appointments is quick and convenient at [kp.org/appointments](https://kp.org/appointments) or via the Kaiser Permanente app.<sup>1</sup> You can view or cancel upcoming appointments and see details on past visits. You can also call Member Services at **1-800-813-2000** (TTY **711**), and we'll help you get an appointment. In many cases, if you call before 3 p.m., you may be able to get a same-day appointment.



## Care away from home

### Care while traveling

You're covered for urgent and emergency care anywhere in the world.<sup>2</sup> If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, a prescription refill, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900** or visit [kp.org/travel](https://kp.org/travel).<sup>3</sup>

### Visiting member care

You can get care in all or parts of California, Colorado, Georgia, Hawaii, Maryland, Virginia, Washington, and Washington, D.C. as a visiting member. Call our Away from Home Travel Line at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area for care.

### Out-of-area dependent care

Dependent children are covered for routine, continuing, and follow-up care when they are residing outside the service area. We also cover urgent and emergency care. For more information, please call our Away from Home Travel Line at **951-268-3900**.

<sup>1</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

<sup>2</sup>Routine services like prevention, exams, checkups, and services for ongoing medical conditions aren't covered, so make sure to get them before your trip if you're traveling elsewhere. Please refer to your *EOC* or other coverage documents for details.

<sup>3</sup>This number can be dialed from 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 cannot 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 (PT), and it reopens the day after a holiday at 4 a.m. PT.

# Healthy resources

Good health goes beyond the doctor's office. Explore all the convenient resources available to members and choose the ones that fit your life.

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## Tools and resources for good health

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### Online wellness tools

Visit [kp.org/healthyliving](https://kp.org/healthyliving) for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs. Learn how small acts of self-care can affect your daily life at [kp.org/selfcare](https://kp.org/selfcare).



### Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no additional cost. Learn more at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



### Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at [kp.org/classes](https://kp.org/classes) – some may require a fee.



### Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no additional cost. Find out more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).



### Mail-order prescriptions

Skip the pharmacy line and have your medications delivered to your home. There is no additional cost for shipping, and most members save one copay on a 90-day supply. New and refill prescriptions qualify. Visit [kp.org/pharmacy](https://kp.org/pharmacy) to sign on and manage your prescriptions.

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# Extra value discounts for members

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](https://kp.org/memberdiscounts) for more information.



## CHP Active and Healthy

Get discounted access to recreational, cultural, fitness, and wellness-centered products and activities, including:

- Lift tickets
- Weight management programs
- Yoga and Pilates
- Sporting events
- Vitamins and supplements
- Gyms and classes
- Guided tours
- Retail items

Visit [chpactiveandhealthy.com](https://chpactiveandhealthy.com) and register with your Kaiser Permanente health record number to start saving today.



## Kaiser Permanente Affinity – complementary and alternative medicine

Receive a 20% discount on the following services:\*

### Chiropractic

A noninvasive therapy that focuses on reducing pain and improving the function and structure of the body.

### Naturopathic medicine

A wide range of natural approaches, such as clinical nutrition, herbal medicine, and homeopathy, to diagnose and treat patients.

### Massage therapy

Manipulation of soft tissue to help prevent and alleviate pain, muscle discomfort, muscle spasms, and stress.

### Acupuncture

The stimulation of specific points on the body by thin metal needles to relieve pain and reduce inflammation.

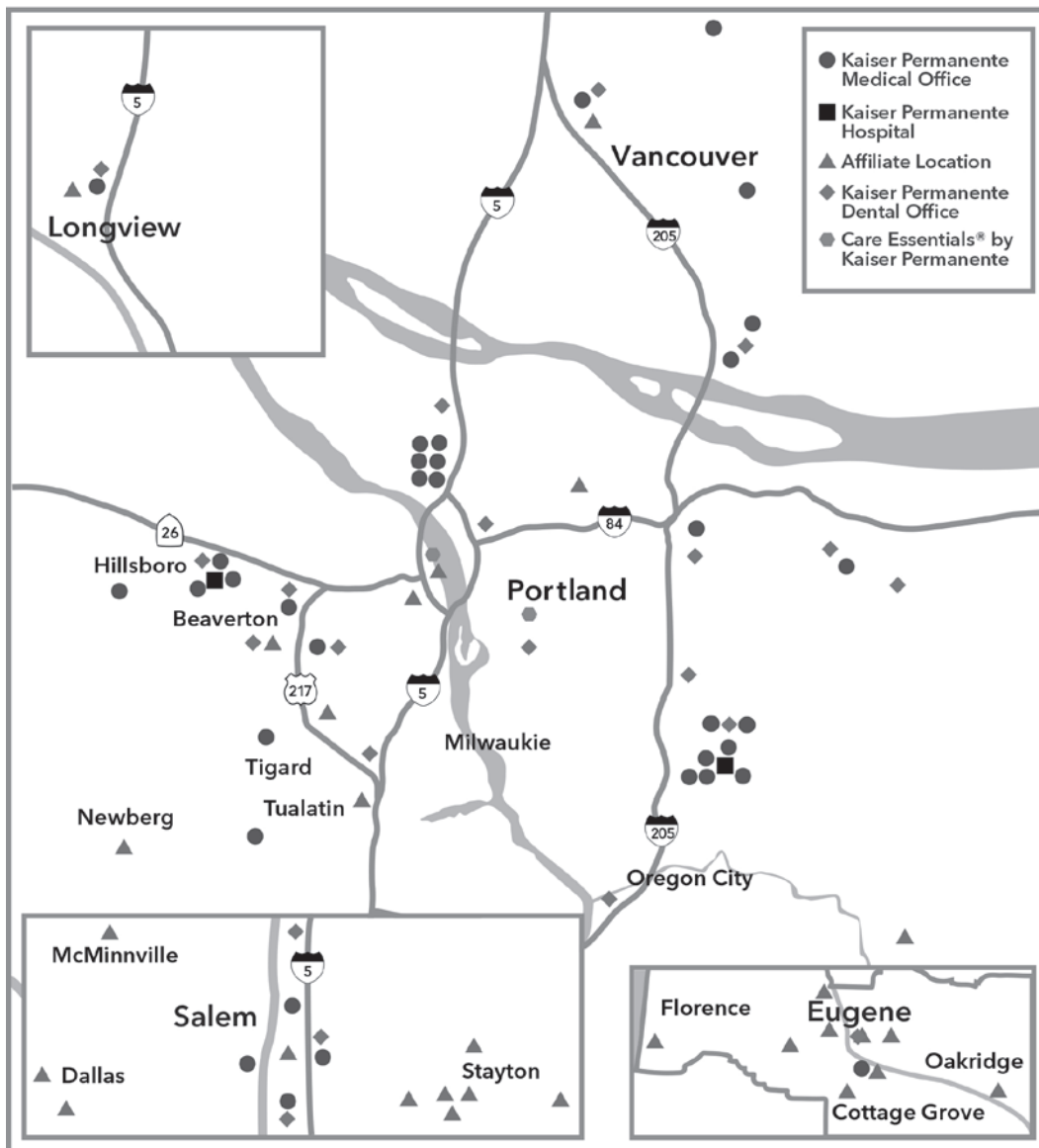
Visit [chpgroup.com](https://chpgroup.com) to find a provider.

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 EOC 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).

\*20% discounts off usual and customary fees when seeking services from providers in the CHP Group network.

# Where to find care

We provide quality care to more than 600,000 members in Oregon and Southwest Washington. Our service area is made up of Kaiser Permanente facilities, including 36 medical offices, 21 dental offices, 6 urgent care clinics, 2 hospitals, and 2 Care Essentials by Kaiser Permanente clinics. We also have a network of affiliated providers if you need routine, urgent, or emergency care.



For quick and easy care, including prescriptions, try a scheduled phone or video visit or an e-visit. Learn more at [kp.org/telehealth/nw](https://kp.org/telehealth/nw).



Facility information is current as of July 2019.

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)**.

# Where to find care

## **care essentials** by KAISER PERMANENTE.

Care Essentials by Kaiser Permanente convenient care clinics provide nonemergency and preventive health services to both Kaiser Permanente members and nonmembers.

- Treatment for minor illnesses and injuries
- Preventive services, including checkups, vaccinations, and some lab and diagnostic testing

There are 2 Portland locations in the Hawthorne and Pearl neighborhoods.

Learn more at [careessentials.org](https://www.kaiserpermanente.org/careessentials.org).

## **Pharmacy**

Most of our Kaiser Permanente medical offices include pharmacy services. You also have the option of using our mail-order pharmacy service to fill and refill most prescriptions.

## **Dental**

With Kaiser Permanente's coordinated medical and dental care and coverage, it's simpler to take care of your total health. Our skilled dentists, convenient dental locations, and quality services will make you smile. Learn more at [kp.org/dental/nw](https://www.kp.org/dental/nw).

## **Affiliate providers**

### **The Portland Clinic\***

Kaiser Permanente health plans include access to primary care and specialty care at The Portland Clinic. Members who go to The Portland Clinic will find the same high-quality care they have come to expect from Kaiser Permanente and will have access to all 5 medical office locations.

For appointments at The Portland Clinic, call **503-223-3113**.

### **Lane County affiliate provider network**

In addition to our Eugene Medical Office and Valley River Dental Office, we partner with 4 affiliate medical offices, 4 hospitals, 11 urgent care clinics, 5 pharmacies, and specialists in the Lane County area to offer more options for care where you need it.

## **Vision Essentials by Kaiser Permanente**

Our optometrists, ophthalmologists, and opticians work together within our integrated care delivery system and are able to connect to our larger team of medical professionals and services. The 10 Vision Essentials locations are within most Kaiser Permanente medical offices. Saturday hours are available at Beaverton Medical Office, Cascade Park Medical Office, and Clackamas Eye Care.

\*Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance from Kaiser Permanente, or visiting from another Kaiser Permanente region.

# Where to find care

## Same-day and next-day care near you

For the latest hours, go to [kp.org/urgentcare/nw](https://kp.org/urgentcare/nw). Urgent care hours are subject to change.

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## Kaiser Permanente urgent care locations\*

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### **Beaverton Medical and Dental Office**

4855 SW Western Ave.  
Beaverton, OR 97005

### **Cascade Park Medical Office**

12607 SE Mill Plain Blvd.  
Vancouver, WA 98684

### **Interstate Medical Office South**

3500 N. Interstate Ave.  
Portland, OR 97227

### **Longview-Kelso Medical Office**

1230 7th Ave.  
Longview, WA 98632

### **Mt. Talbert Medical Office**

10100 SE Sunnyside Rd.  
Clackamas, OR 97015

### **North Lancaster Medical Office**

2400 Lancaster Dr. NE  
Salem, OR 97305

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## Affiliate locations

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### McMinnville Immediate Care

207 NE 19th St.  
McMinnville, OR 97128

### Newberg Urgent Care and Medical Center

2880 Hayes St.  
Newberg, OR 97132

\*When appropriate and available.

## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. 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 **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, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

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>.

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## 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 ሊያገዝዎት 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 ដោយមិនគិតល្អៗ គឺអាចមានសំរាប់បំរើអ្នក។ 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) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ **1-800-813-2000** (TTY: **711**).

**Naabeehó (Navajo) Díí baa akó nínizín:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, kojí' hódíłnih **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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\*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 (PT), and it reopens the day after a holiday at 4 a.m. PT.

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