

Rush University Student Health Insurance Plan

Dear Student:

Under the Affordable Care Act, all health insurers and group health plans are required to provide consumers with a Summary of Benefits and Coverage (SBC). The SBC is a summary of the benefits and health coverage offered by a particular plan.

Attached is the SBC for the Rush University Student Health Plan covering plans purchased between 08/01/23-08/31/24. In accordance with your College/University, coverage may be purchased for varying periods of time. The coverage periods for Rush University are listed below:

Coverage Period Date

**College of Medicine** Annual

08/01/23-07/31/24

#### Nursing, Graduates, & College of Health Sciences

Early Arrival Fall	08/01/23-08/31/24
Fall	09/01/23-12/31/23
Spring	01/01/24-04/30/24
Summer	05/01/24-08/31/24

If you have any questions regarding your coverage or the length of time you purchased, please contact customer service at 855-267-0214.

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Coverage for: Individual + Family | Plan Type: PPO



The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-855-267-0214 or at https://rush.myahpcare.com/ . For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible,

provider, or other underlined terms, see the Glossary. You can view the Glossary at www.healthcare.gov/sbc-glossary/ or call 1-855-756-4448 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	<u>In-Network</u> : \$500 Individual / \$1,000 Family <u>Out-of-Network</u> : \$1,000 Individual / \$3,000 Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. Certain <u>preventive care</u> , services that charge a <u>copay</u> , <u>prescription drugs</u> services are covered before you meet your <u>deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	For <u>In-Network</u> : \$8,550 Individual/\$17,100 Family For <u>Out-of-Network</u> : \$15,000 Individual/\$25,400 Family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>www.bcbsil.com</u> or call 1-855-267-0214 for a list of <u>network providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider</u> 's charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network</u> <u>provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

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Common		What You Will Pay		Limitations, Exceptions, & Other	
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information	
	Primary care visit to treat an injury or illness	\$30 <u>copay</u> /visit; <u>deductible</u> does not apply	\$30 <u>copay</u> /visit; <u>deductible</u> does not apply plus 50% <u>coinsurance</u>	Virtual visits are available, please refer to your plan policy* for details.	
If you visit a health care <u>provider's</u>	<u>Specialist</u> visit	\$30 <u>copay</u> /visit; <u>deductible</u> does not apply	\$30 <u>copay</u> /visit; <u>deductible</u> does not apply plus 50% <u>coinsurance</u>	None	
office or clinic	Preventive care/screening/immunization	No Charge; <u>deductible</u> does not apply	50% coinsurance	You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for.	
	Diagnostic test (x-ray, blood work)	20% <u>coinsurance</u>	50% coinsurance	Preauthorization may be required; see	
If you have a test	you have a test Imaging (CT/PET scans, MRIs) 20% <u>coinsurance</u> 50% <u>coinsurance</u>		your benefit booklet* for details.		

\* For more information about limitations and exceptions, see the plan or policy document at https://rush.myahpcare.com/.

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Common	What You Will Pay			Limitations, Exceptions, & Other
Medical Event	Services You May Need In-Notwork Provid		Out-of-Network Provider (You will pay the most)	Important Information
	Preferred-Generic drugs	\$20 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	\$20 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	One <u>copay</u> per 30-day supply. ESN limited to 90-day supply.
	Non-preferred Generic drugs	\$20 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	\$20 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	Payment of the difference between the cost of a brand name drug and a generic may be required if a generic drug is available.
If you need drugs to treat your illness or condition More information	Preferred brand drugs	\$50 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	\$50 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	For <u>Out-of-Network</u> drug <u>provider</u> , you are responsible for 50% of the eligible amount after the <u>copay.</u>
about <u>prescription</u> <u>drug coverage</u> is available at <u>www.bcbsil.com</u>	Non-preferred brand drugs	\$80 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	\$80 <u>copav</u> /prescription; <u>deductible</u> does not apply (retail)	Certain women's <u>preventive services</u> will be covered with no cost to the member. For a full list of these prescriptions and/or services, please contact Customer Service.
	Preferred Specialty drugs	\$20/\$50/\$80 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	\$20/\$50/\$80 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	<u>Specialty drug</u> coverage based on group policy. Prior <u>authorization</u> may be required. For <u>Out-of-Network</u> drug
	Non-preferred Specialty drugs	\$20/\$50/\$80 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	\$20/\$50/\$80 <u>copay</u> /prescription; <u>deductible</u> does not apply (retail)	<u>provider</u> , you are responsible for 50% of the eligible amount after the <u>copay</u> . Specialty retail limited to a 30-day supply.

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Common Medical Event Services You May Need		What Yoเ		Limitations, Exceptions, & Other Important Information	
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)		
lf you have	Facility fee (e.g., ambulatory surgery center)	20% coinsurance	50% <u>coinsurance</u>	Preauthorization may be required.	
outpatient surgery	Physician/surgeon fees	20% coinsurance	50% coinsurance	None	
	Emergency room care	\$250 <u>copay</u> /visit; <u>deductible does not apply</u> plus 20% <u>coinsurance</u>	\$250 <u>copay</u> /visit; <u>deductible</u> does not apply plus 20% <u>coinsurance</u>	<u>Copay</u> waived if admitted. \$500 <u>copay</u> then 50% for non- emergency services at <u>Non-PPO Providers</u> .	
If you need immediate medical attention	Emergency medical transportation	20% coinsurance	20% coinsurance	Preauthorization may be required for non-emergency transportation; see your benefit booklet* for details.	
	<u>Urgent care</u>	\$50 <u>copay</u> /visit; <u>deductible</u> does not apply plus 20% <u>coinsurance</u>	\$50 <u>copay</u> /visit; <u>deductible</u> does not apply plus 50% <u>coinsurance</u>	None	
If you have a hospital stay	Facility fee (e.g., hospital room)	20% coinsurance	50% coinsurance	Preauthorization is required; \$250 penalty if services are not preauthorized.	
nospital stay	Physician/surgeon fees	20% coinsurance	50% <u>coinsurance</u>	None	
If you need mental health, behavioral	Outpatient services	\$30 <u>copay</u> /office visit; <u>deductible</u> does not apply; 20% <u>coinsurance</u> for other outpatient services	\$30 <u>copay</u> /office visit; <u>deductible</u> does not apply; 50% <u>coinsurance</u> for other outpatient services	Virtual visits are available, please refer to your plan policy* for details. <u>Preauthorization</u> may be required; see your benefit booklet* for details.	
health, or substance abuse services	Inpatient services	20% coinsurance	50% coinsurance	Preauthorization is required; \$250 penalty if services are not preauthorized.	
	Office visits	\$30 <u>copay</u> /visit; <u>deductible</u> does not apply	\$30 <u>copay</u> /visit; <u>deductible</u> does not apply plus 50% <u>coinsurance</u>	<u>Copay</u> applies to first prenatal visit (per pregnancy). <u>Cost sharing</u> does not apply for <u>preventive</u> services. Depending on the type of	
lf you are pregnant	Childbirth/delivery professional services	20% <u>coinsurance</u>	50% <u>coinsurance</u>	services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).	
	Childbirth/delivery facility services	20% coinsurance	50% coinsurance	None	

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Common Medical Event Services You May Need		What You	u Will Pay	Limitations, Exceptions, & Other
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information
	Home health care	20% coinsurance	50% coinsurance	Preauthorization is required; \$250 penalty if services are not preauthorized.
	Rehabilitation services	20% coinsurance	50% coinsurance	
	Habilitation services	20% coinsurance	50% <u>coinsurance</u>	Preauthorization may be required.
If you need help recovering or have	Skilled nursing care	20% coinsurance	50% coinsurance	Preauthorization is required; \$250 penalty if services are not preauthorized.
other special health needs	Durable medical equipment	20% coinsurance	50% <u>coinsurance</u>	Benefits are limited to items used to serve a medical purpose. <u>Durable Medical</u> <u>Equipment</u> benefits are provided for both purchase and rental equipment (up to the purchase price). <u>Preauthorization</u> may be required.
	Hospice services	20% <u>coinsurance</u>	50% coinsurance	Preauthorization is required; \$250 penalty if services are not preauthorized.
	Children's eye exam	No Charge	No Charge, Up to \$30	Refer to <u>plan</u> policy for details.
If your child needs dental or eye care	Children's glasses	No Charge	No Charge, Up to \$100	Refer to <u>plan</u> policy for details.
	Children's dental check-up	20% <u>coinsurance;</u> <u>deductible</u> does not apply	40% <u>coinsurance;</u> <u>deductible</u> does not apply	Refer to <u>plan</u> policy for details.

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Coverage for: Individual + Family | Plan Type: PPO

# Excluded services & Other Covered Services:

Services Your Plan Generally Does NO	T Cover (Check your policy or <u>plan</u> document for more informa	tion and a list of any other <u>excluded services</u> .)
<ul><li>Acupuncture</li><li>Cosmetic surgery</li><li>Dental care (Adult)</li></ul>	<ul> <li>Long-term care</li> <li>Non-emergency care when traveling outside the U.S.</li> </ul>	Weight loss programs
Other Covered Services (Limitations m	ay apply to these services. This isn't a complete list. Please se	e your <u>plan</u> document.)
<ul> <li>Bariatric surgery</li> <li>Chiropractic care (Chiropractic and Osteopathic manipulation limited to 25 visits per calendar year</li> <li>Hearing aids (for children 1 per ear every 24 months for, adults up to \$2500 per ear every 24 months)</li> </ul>	<ul> <li>Infertility treatment (4 invitro attempt maximum with special approval up to 6 per benefit period)</li> <li>Most coverage provided outside the United States. See <u>www.bcbsil.com</u></li> <li>Private-duty nursing</li> </ul>	<ul><li>Routine eye care (Adult)</li><li>Routine foot care</li></ul>

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the <u>plan</u> at 1-855-267-0214, U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>, or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <u>www.cclio.cms.gov</u>. Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance</u> <u>Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call 1-800-318-2596.

Your <u>Grievance and Appeals Rights</u>: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Blue Cross and Blue Shield of Illinois at 1-855-267-0214 or visit <u>www.bcbsil.com</u>, or contact the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or visit <u>www.dol.gov/ebsa/healthreform</u>. Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact the Illinois Department of Insurance at (877) 527-9431 or visit <u>http://insurance.illinois.gov</u>.

## Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

### Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

#### Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-855-267-0214. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-855-267-0214. Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-855-267-0214. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-855-267-0214.

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

# About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

<b>Peg is Having a Baby</b> (9 months of <u>in-network</u> pre-natal care hospital delivery)	e and a	Managing Joe's Type 2 Diab (a year of routine <u>in-network</u> care of controlled condition)		<b>Mia's Simple Fracture</b> ( <u>in-network</u> emergency room visit ar up care)	
<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$500 \$30 20% 20%	<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$500 \$30 20% 20%	<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$500 \$30 20% 20%
This EXAMPLE event includes services <u>Specialist</u> office visits ( <i>prenatal care</i> ) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and blood w</i> <u>Specialist</u> visit ( <i>anesthesia</i> )		This EXAMPLE event includes services <u>Primary care physician</u> office visits (include disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose met	ling	This EXAMPLE event includes serving Emergency room care (including medi- supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therap	cal
Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,800
In this example, Peg would pay:		In this example, Joe would pay:		In this example, Mia would pay:	
<u>Cost Sharing</u>		Cost Sharing		Cost Sharing	
Deductibles	\$500	Deductibles	\$500	Deductibles	\$500
<u>Copayments</u>	\$40	<u>Copayments</u>	\$1,000	<u>Copayments</u>	\$300
Coinsurance	\$2,400	Coinsurance	\$80	Coinsurance	\$300
What isn't covered		What isn't covered		What isn't covered	
Limits or exclusions	\$60	Limits or exclusions	\$20	Limits or exclusions	\$0
The total Peg would pay is	\$3,000	The total Joe would pay is	\$1,600	The total Mia would pay is	\$1,100



To more in language of communication		
To receive language or communication	assistance free of cr	large, please call us at 855-7 10-6984.
you believe we have failed to provide a service, or th	ink we have discrimin	ated in another way, contact us to file a grievance.
Office of Civil Rights Coordinator	Phone:	855-664-7270 (voicemail)
300 E. Randolph St.	TTY/TDD:	855-661-6965
35th Floor Chicago, Illinois 60601	Fax:	855-661-6960
ou may file a civil rights complaint with the U.S. D	epartment of Health	and Human Services. Office for Civil Rights, at
U.S. Dept. of Health & Human Services	Phone:	<b>0</b>
200 Independence Avenue SW	TTY/TDD:	
Room 509F, HHH Building 1019	Complaint Por	tal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Washington, DC 20201		ms: http://www.hhs.gov/ocr/office/file/index.html

# If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984.

Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.
اٹعریپۂ Arabic	ابن كان لديك أو لدى شخص تساعده أسنلة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة. للتحدث مع مترجم فوري، اتصل على الرقم 8984-710-855.
繁體中文 Chinese	如果您, 或您正在協助的對象, 對此有疑問, 您有權利免費以您的母語獲得幫助和訊息。 洽詢一位翻譯員, 請掇電話 號碼 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.
ગુજરાતી Gujarati	જી તમને અથવા તમે મદદ કરી રહ્યા હોય એવી કોઈ બીજી વ્યાક્તેને એસ.બી.એમ. કાયેકમ બાબતે પશ્નો હોય, તો તમને વિના ખર્ચે, તમારી ભાષામાં મદદ અને માઢ્તિી મેળવવાનો ફક્ક છે. દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કૉલ કરી.
हिंदी Hindi	यदि आपके, या आप जिसकी सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में निःशुल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के लिए 855-710-6984 पर कॉल करें ।.
Italiano Italian	Se tu o qualcuno che stai aiutando avete domande, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare il numero 855-710-6984.
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면 855-710-6984 로 전화하십시오.
Dinė Navajo	T'áá ni, éí doodago ła'da bíká anánílwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóóti'i' t'áá níík'e níká a'doolwoł dóó bína'ídíłkidígíí bee nił h odoonih. Ata'dahalne'ígíí bich'į' hodíílnih kwe'é 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به او کمک می کنید، سؤالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با شماره 6984-710-855 تماس حاصل نمایید.
Polski Polish	Jeśli Ty lub osoba, której pomagasz, macie jakiekolwiek pytania, macie prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 855-710-6984.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.
اردو Urdu	اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کرر ہے ہیں، کوئی سوال در پیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کر نے کا حق ہے۔ متر جم سے بات کرنے کے لیے، 6984-710-855 پر کال کریں۔
Tiêng Việt Vietnamese	Nêu quý vị, hoặc người mà quý vị giúp đỡ, có câu hỏi, thì quý vị có quyền được giúp đỡ và nhận thông tin bằng ngôn ngữ của mình miễn phi, Đế nói chuyện với một thông dịch viện, gọi 855-710-6984.