

Help in Other Languages or Alternate Formats

This handbook is available for free in other languages and formats including online, in large print, Braille or Audio CD. To request the handbook in an alternate format and or language, call Member Services toll free at 1-800-424-4524 (TTY 711).

Our bilingual staff and interpreters are trained professionals. They understand medical and treatment information. They can help you communicate with your health care professionals, your family members or your friends about setting up a visit with your doctor. And they can provide health education.

If you have any problems reading or understanding this information, please contact our Member Services staff at 1-800-424-4524 (TTY 711) for help at no cost to you.

We provide reasonable accommodations and communications access to persons with disabilities. Individuals who are deaf or hard of hearing or who are speech-impaired, who want to speak to a Member Services representative, and who have a TTY or other assistive device can dial 711 to reach a relay operator. They will help you reach our Member Services staff. The Virginia Relay (711) service provides:

TTY (text telephone)—A TTY looks much like a phone, except it has a keyboard and text screen.

Voice Carry-Over (VCO)—For people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone.

Speech-To-Speech (STS)—For people with mild to moderate difficulty speaking who can hear clearly over the phone.

Hearing Carry-Over (HCO)—For people with significant difficulty speaking.

You can also email questions to MCCofVA@MagellanHealth.com. We will reply in one business day.

Help in Other Languages

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-424-4524 (TTY 711).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-424-4524 (TTY 711).

Korean

영어로 말할 수 없다면 1-800-424-4524 (TTY 711)로 전화하십시오. 저희는 통역 서비스를 이용할 수 있으며 귀하의 언어로 된 질문에 무료로 답변할 수 있습니다. 우리는 또한 귀하의 언어로 의사 소통할 수 있는 의료 서비스 제공자를 찾으도록 도울 수 있습니다.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-424-4524 (TTY 711)

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 1-800-424-4524 (TTY 711)

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (رقم هاتف الصم والبكم 711) 1-800-424-4524.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-424-4524 (TTY 711).

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما تماس بگیریید (TTY 711) فراهم می باشد. با 1-800-424-4524.

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-424-4524 (መስማት ለተሳናቸው 711)።

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-424-4524 (TTY 711)۔

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-424-4524 (ATS 711).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-424-4524 (телетайп 711).

Hindi

ध्यान दः यद् आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-800-424-4524 (TTY 711) पर कॉल कर।

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-424-4524 (TTY 711).

Bengali

লম্ব করনঃ ষিদ আপিন বাংলা, কথা বলেত পােরন, তাহেল িনঃখরচায় ভাষা সহায়তা
পিরেষবা উপল আছ। েফান করন ১-1-800-424-4524 (TTY 711)।

Bassa

Dè dε nìà kε dyédé gbo: ɔ jǔ ké m̄ [Bàsó ò -wùdù-po-nyò] jǔ ní, nìí, à wuɖu kà kò dò po-
poò b́é ìn m̄ gbo kpáa. Đá 1-800-424-4524 (TTY 711)