

## **Help in Other Languages or Alternate Formats**

This handbook is available for free in other languages and formats including on-line, in large print, Braille or Audio CD. To request the handbook in an alternate format and or language 1-855-687-6260 (TTY 1-844-552-8148).

If you have any problems reading or understanding this information, please contact our Member Services staff at 1-888-512-3171 (TTY 1-844-552-8148 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. Members who call the Telecommunications Relay Service by dialing 711 will be transferred to the Optima Health Community Care Member Services line. Customer Service Representatives who assist members with special communication needs are trained to use all necessary resources to assist with communication.

### ***Help in Other Languages***

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-855-687-6260 (TTY: 1-844-552-8148).

#### **Spanish**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-687-6260 (TTY: 1-844-552-8148).

#### **Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-687-6260 (TTY: 1-844-552-8148). 번으로 전화해 주십시오.

#### **Vietnamese**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-687-6260 (TTY: 1-844-552-8148).

#### **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 1-855-687-6260 (TTY: 1-844-552-8148)。

#### **Arabic**

رقم 1-855-687-6260 برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة

ه الصم والبكم: 1-844-552-8148

### **Tagalog**

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

### **Farsi**

1-855-687-6260 تماس بگیرید. شما برای رایگان بصورت زبانی تسهیلات، کنید می گفتگو فارسی زبان به اگر: توجه فر می باشد. با (844-552-8148)

### **Amharic**

**ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-xxx-xxx-xxxx (መስማት ለተሳናቸው: 1-xxx-xxx-xxxx).**

### **Urdu**

رقم 1-855-687-6260 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-552-8148 هاتف الصم والبكم: 1-

### **French**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1--855-687-6260 (ATS : 1-844-552-8148).

### **Russian**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-687-6260 (телетайп: 1-844-552-8148).

### **Hindi**

**ध्यान दः यद आप हदी बोलते ह तो आपके ि लए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-855-687-6260 (TTY: 1-844-552-8148) पर कॉल कर।**

### **German**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-687-6260 (TTY: 1-844-552-8148 ).

### **Bengali**

লক্ষ্য করনঃ যিদ আযিন বাংলা, কথা বললত িাল রন, তালেল য নঃখরচায় ভাষা সোয়তা যিলরষবা ডিল আআছ। আ ফান করন ১-855-687-6260 (TTY: ১-844-552-8148)।

**Bassa**

Dè dε nìà κε dyédé gbo: Ɔ jǔ ké ò [Bàsó ò -wùdù-po-nyò ] jǔ ní, nìí, à wuḍu kà kò dò po-poò bé ìn ò gbo kpáa. Đá 1-855-687-6260 (TTY:1-844-552-8148)