SANF SRD

Coverage Period Beginning On or After: 01/01/2025

Coverage for: Individual + Family | Plan Type: HMO | Non-Grandfathered



The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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, visit

www.sanfordhealthplan.com/sbcfinder or call 1-800-752-5863 (toll-free) | TTY/TDD: 711 (toll-free). For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at www.healthcare.gov/sbc-glossary or call 1-800-752-5863 to request a copy.

| Important Questions | Answers | Why This Matters: |
|--|---|---|
| What is the overall <u>deductible</u> ? | For <u>network providers</u> \$5,000 individual / \$10,000 family No <u>out-of-network</u> coverage. <u>Copays</u> do not apply to <u>deductible</u> . | 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. <u>Preventive care</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</u> <u>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 www.healthcare.gov/coverage/preventive-care-benefits. |
| 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>network providers</u> \$8,000 individual / \$16,000 family No <u>out-of-network</u> coverage. | 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> ? | <u>Premiums</u> , <u>balance-billing</u> charges (unless balanced billing is prohibited), 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 limit</u> . |
| Will you pay less if you use a <u>network provider</u> ? | Yes. See www.sanfordhealthplan.com or call 1-800-752-5863 for a list of <u>network</u> <u>providers</u> . | This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan'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's</u> charge and what your <u>plan</u> pays (<u>balance</u> <u>billing</u>). Be aware, your <u>network 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 in-network specialist you choose without a referral. |

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a deductible applies.

| | | What You Will Pay | | | |
|---|--|--|--|--|--|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP In-Network Provider (You will pay more) | Non-IHCP Out-of- Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Primary care visit to treat an injury or illness | No charge | \$40 <u>copay</u> / visit | Not covered | Cost sharing waived at non-IHCP with IHCP referral. |
| lf you visit a health | Chiropractic Visit | No charge | \$40 <u>copay</u> / visit | Not covered | Cost sharing waived at non-IHCP with IHCP referral. Limited to 20 visits per calendar year. |
| care <u>provider's</u> office or clinic | <u>Specialist</u> visit | No charge | \$80 <u>copay</u> / visit \$40 <u>copay</u> / visit for mental health and substance use primary diagnoses | Not covered | Cost sharing waived at non-IHCP with IHCP referral. |
| | <u>Preventive</u> <u>care/screening</u> / immunization | No charge | No charge | Not covered | You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. |
| | <u>Diagnostic test</u> (x- ray, blood work) | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. |
| If you have a test | Imaging (CT/PET scans, MRIs) | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. Prior authorization may be required. |
| If you need drugs to treat your illness or | Generic drugs | No charge | \$20 <u>copay</u> / prescription | Not covered | Covers up to a 30-day supply. Brand name drugs with generic equivalents or |
| condition More information about prescription drug | Preferred brand drugs | No charge | \$40 <u>copay</u> / prescription | Not covered | biosimilar alternatives require additional cost share. Difference in cost does not apply to <u>deductible</u> or <u>out-of-pocket limit</u> . |
| <u>coverage</u> is available at www.sanfordhealthplan.c om/pharmacy | Non-preferred brand drugs | No charge | \$80 <u>copay</u> after <u>deductible</u> / prescription | Not covered | There are no limitations or restrictions for use of manufacturer coupons if used |

| | | | What You Will Pay | | |
|--------------------------------|--|--|--|--|---|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP In-Network Provider (You will pay more) | Non-IHCP Out-of- Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Specialty drugs | No charge | \$350 <u>copay</u> after <u>deductible</u> / prescription | Not covered | in conjunction with our current benefit offering. If the cost of the prescription falls under the <u>copay</u> amount, you will pay the least. Refer to your <u>Formulary</u> to determine which benefit applies to your medication. Cost sharing waived at non- IHCP with IHCP referral. |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Certain outpatient services may require authorization (pre-approval) by the <u>plan</u> . For a list of services, see the Prior Authorization list at www.sanfordhealthplan.com. Cost sharing waived at non-IHCP with IHCP referral. |
| | Physician/surgeon fees | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. |
| | Emergency room care | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | Cost sharing waived at non-IHCP with IHCP referral. |
| If you need immediate | Emergency medical transportation | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | 40% <u>coinsurance</u> after <u>deductible</u> | Cost sharing waived at non-IHCP with IHCP referral. |
| medical attention | Urgent care | No charge | \$60 <u>copay</u> / visit \$40 <u>copay</u> / visit for mental health and substance use primary diagnoses | 60% <u>coinsurance</u> after <u>deductible</u> | Cost sharing waived at non-IHCP with IHCP referral. Additional services may be subject to <u>deductible</u> / <u>coinsurance</u> . |
| If you have a hospital | Facility fee (e.g., hospital room) | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Prior authorization required. Cost sharing waived at non-IHCP with IHCP referral. |
| stay | Physician/surgeon fees | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. |

| | | What You Will Pay | | | |
|--|---|--|--|--|--|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP In-Network Provider (You will pay more) | Non-IHCP Out-of- Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you need mental health, behavioral health, or substance | Outpatient services | No charge | Office Visit: \$40 <u>copay</u> / visit Other Outpatient Services: 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. |
| abuse services | Inpatient services | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Prior authorization required. Cost sharing waived at non-IHCP with IHCP referral. |
| | Office visits | No charge | No charge | Not covered | Cost-sharing does not apply to routine prenatal and postnatal-care and certain |
| If you are pregnant | Childbirth/delivery professional services | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | preventive services. Depending on the type of services <u>copayment</u> or <u>coinsurance</u> may apply. Maternity care |
| | Childbirth/delivery facility services | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | may include tests and services described elsewhere in the SBC (i.e., ultrasound). Cost sharing waived at non- IHCP with IHCP referral. |
| | Home health care | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Prior authorization required. Cost sharing waived at non-IHCP with IHCP referral. Limited to 40 visits per calendar year. |
| If you need help recovering or have | Rehabilitation services | No charge | Office Visit: \$40 <u>copay</u> / visit Other Outpatient Services: 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. Office visit <u>copay</u> covers evaluation. Therapies are subject to <u>deductible</u> / <u>coinsurance</u> . Limited to 30 visits per calendar year. |
| other special health needs | Habilitation services | No charge | Office Visit: \$40 <u>copay</u> / visit Other Outpatient Services: 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. Office visit <u>copay</u> covers evaluation. Therapies are subject to <u>deductible</u> / <u>coinsurance</u> . Limited to 30 visits per calendar year. |
| | Skilled nursing care | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Prior authorization required. Cost sharing waived at non-IHCP with IHCP referral. Limited to 30 days in any consecutive 12-month period. |

| | | | What You Will Pay | | |
|---|-------------------------------------|--|--|--|--|
| Common Medical Event | Services You May Need | Indian Health Care Provider (IHCP) (You will pay the least) | Non-IHCP In-Network Provider (You will pay more) | Non-IHCP Out-of- Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | <u>Durable medical</u> equipment | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Prior authorization may be required. Cost sharing waived at non-IHCP with IHCP referral. |
| | Hospice services | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Cost sharing waived at non-IHCP with IHCP referral. |
| | Children's eye exam | No charge | No charge | Not covered | Limited to 1 visit per calendar year. Benefit ends at the end of the month when the member turns 19. Cost sharing waived at non-IHCP with IHCP referral. |
| | Children's glasses | No charge | 40% <u>coinsurance</u> after <u>deductible</u> | Not covered | Limited to 1 frame every other year. Lenses or contact lenses limited to 1 item annually. Benefit ends at the end of the month when the member turns 19. Cost sharing waived at non-IHCP with IHCP referral. |
| If your child needs dental or eye care | Children's dental check-up | No charge | No charge | Not covered | Limited to 2 routine check-up visits per calendar year. Preventive, emergency, and routine coverage available for members up to age 19. See your plan document for eligible services. Certain dental services may require authorization (pre-approval) by the plan. For a list of services, see the Prior Authorization list at sanfordhealthplan.com. Cost sharing waived at non-IHCP with IHCP referral. |

| Excluded Services & Other Covered Services. | Excluded Services & Other Covered S | Services: |
|---|--|-----------|
|---|--|-----------|

| Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.) | | | | |
|--|--|--|--|--|
| Abortion | Dental care (Adult) | Non-emergency care when traveling outside the U.S. | | |
| Acupuncture | Infertility treatment | Routine eye care (Adult) | | |
| Cosmetic surgery | Long-term care | Weight loss programs | | |
| Other Covered Services (Limitations | s may apply to these services. This isn't a complete | list. Please see your <u>plan</u> document.) | | |
| Bariatric Surgery | Hearing aids | Private-duty nursing | | |
| Chiropractic Care | | Routine foot care | | |

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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: 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: Sanford Health Plan/Appeals & Grievances at 1-800-752-5863 or contact the North Dakota Insurance Department at 1-800-247-0560.

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 1-800-752-5863 (*toll-free*). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-752-5863 (*toll-free*). Chinese (中文): 如果需要中文的帮助, **请拨打这个号码** 1-800-752-5863 (*toll-free*). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-800-752-5863 (*toll-free*).

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



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

| Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery) | a | Managing Joe's type 2 Diak (a year of routine in-network care of controlled condition) | | Mia's Simple Fracture (in-network emergency room visit a up care) |
|--|----------------------------|---|-------------------------------|--|
| Specialist copayment Hospital (facility) coinsurance | ,000 \$80 40% 40% | The <u>plan's</u> overall <u>deductible</u> <u>Specialist</u> <u>copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> | \$5,000 \$80 40% 40% | The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> |
| This EXAMPLE event includes services like: Specialist office visits (<i>prenatal care</i>) Childbirth/Delivery Professional Services | | This EXAMPLE event includes service Primary care physician office visits (includisease education) | | This EXAMPLE event includes serv Emergency room care (including med supplies) |
| Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood work</i>) | | <u>Diagnostic tests</u> (blood work) Prescription drugs | | <u>Diagnostic test</u> (x-ray) <u>Durable medical equipment (crutches</u> |

Specialist visit (anesthesia)

| Total Example Cost | \$12,700 |
|--------------------|----------|
|--------------------|----------|

In this example, Peg would pay:

| Cost Sharing | | | |
|----------------------------|---------|--|--|
| Deductibles | \$5,000 | | |
| <u>Copayments</u> | \$10 | | |
| Coinsurance | \$1,400 | | |
| What isn't covered | | | |
| Limits or exclusions | \$60 | | |
| The total Peg would pay is | \$6,470 | | |

Prescription drugs Durable medical equipment (glucose meter)

| Total Example Cost | \$5,600 |
|--------------------|---------|
| | |

In this example, Joe would pay:

| Cost Sharing | | |
|----------------------------|---------|--|
| Deductibles | \$100 | |
| <u>Copayments</u> | \$1,400 | |
| <u>Coinsurance</u> | \$0 | |
| What isn't covered | | |
| Limits or exclusions | \$20 | |
| The total Joe would pay is | \$1,520 | |

е and follow

| The <u>plan's</u> overall <u>deductible</u> | \$5,000 |
|---|---------|
| Specialist copayment | \$80 |
| Hospital (facility) coinsurance | 40% |
| Other coinsurance | 40% |

rvices like:

edical Durable medical equipment (*crutches*) Rehabilitation services (physical therapy)

| Total Example Cost | \$2,800 |
|--------------------|---------|
|--------------------|---------|

In this example, Mia would pay:

| Cost Sharing | |
|----------------------------|---------|
| Deductibles | \$2,100 |
| <u>Copayments</u> | \$400 |
| Coinsurance | \$0 |
| What isn't covered | |
| Limits or exclusions | \$0 |
| The total Mia would pay is | \$2,500 |

Note: These numbers assume the patient received care from an IHCP provider or with IHCP referral at a non-IHCP. If you receive care from a non-IHCP provider without a referral from an IHCP your costs may be higher. 7 of 9

Non-discrimination notice



Sanford Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex (including pregnancy, sexual orientation, and gender identity), or any other classification protected under the law. Sanford Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex (including pregnancy, sexual orientation, and gender identity), or any other classification protected under the law.

Sanford Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free 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 (800) 752-5863 (TTY: 711)

If you believe that Sanford 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 (including pregnancy, sexual orientation, and gender identity), you can file a grievance with the Section 504 Coordinator at:

Mailing Address: Section 504 Coordinator 2301 E. 60th Street, Sioux Falls, SD 57103 Telephone number: (877) 473-0911 (TTY: 711) Fax: (605) 312-9886 Email: shpcompliance@sanfordhealth.org

You can file a grievance in person or by phone, mail, fax, or email. If you need help filing a grievance, the Section 504 Coordinator is available to help you. 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, D.C. 20201 (800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at: http://www.hhs.gov/ocr/office/file/index.html.

Help in Other Languages

For help in any language other than English, call (800) 752-5863 (TTY: 711).

Arabic - خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن 711-5865 (800) (رقم هاتف الصم والبكم: 711)

Amharic - ማስታወሻ: የሚና7ሩት ቋንቋ ኣማርኛ ከሆነ የትርፖም እርዳታ ድርጅቶችማስታወሻ: የሚና7ሩት ቋንቋ ኣማርኛ ከሆነ የትርፖም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ (800) 752-5863 (መስማት ለተሳናቸው: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 (800) 752-5863 (TTY: 711)。

Cushite (Oromo) – XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 752-5863 (TTY: 711).

German – ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 752-5863 (TTY: 711).

Hmong – LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (800) 752-5863 (TTY: 711).

Karen - ဟ်သူဉ်ဟ်သး- နမ္)ကတိ၊ ကညီ ကိုဂ်အယိ, နမၤန့၊ ကိုဂ်အတာမၤစၢၤလၢ တလက်ဘူဉ်လက်စ္၊ နီတမံ၊ဘဉ်သံ့နှဉ်လီ၊. ကိုး (800) 752-5863 (TTY: 711). **Korean** - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 752-5863 (TTY: 711) 번으로 전화해 주십시오.

Laotian – ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານ ພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ (800) 752-5863 (TTY: 711).

French – ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (800) 752-5863 (TTY: 711).

Russian – ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 752-5863 (телетайп: 711).

Spanish – ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 752-5863 (TTY: 711).

Tagalog – PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 752-5863 (TTY: 711).

Thai – เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือ ทางภาษาได้ฟรี โทร (800) 752-5863 (TTY: 711).

Vietnamese – CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 752-5863 (TTY: 711).