

Here for You

Member Newsletter | DELAWARE

FEATURED ARTICLES:

A healthy New Year starts with well visits and immunizations.

Is it time to check your blood pressure?


Do you need an assistive technology device? Learn how you can get one at no cost.

How to change your diet when you have kidney disease.

...And more.

Did you know
Highmark Health
Options is on
Facebook?

 @HighmarkHealthOptions



HIGHMARK
HEALTH OPTIONS

Because Life.™



In this issue.

- 3 Know these important phone numbers.
- 4 Learn more about Care Coordination Programs.
- 5 A healthy New Year starts with well visits and immunizations.
- 6 Talk with your doctor about cervical cancer screening.
- 7 Use the A1c test to stay in your target blood sugar range.
- 8 Is it time to check your blood pressure?
- 9 If you have diabetes, you need an eye exam.
- 10 Do you need an assistive technology device? Learn how you can get one at no cost.
- 11 What is the Quality Improvement/Utilization Management (QI/UM) Program?
- 12 Look for your health care experience survey in the mail.
- 13 What is ulcerative colitis?
- 14 How your COPD may be treated.
- 15 How to change your diet when you have kidney disease.
- 16 What is heart failure?
- 18 Medical identity theft: how to protect yourself.
- 20 Is someone hurting you? Know you're not alone.

Find us on **Facebook** and **HighmarkHealthOptions.com**



When you see this icon, click it to return to this content list.

Know these important phone numbers.

Highmark Health Options Phone Numbers

MEMBER SERVICES

1-844-325-6251 (TTY: 711 or 1-800-232-5460)

Monday–Friday, 8 a.m.–8 p.m.

24-HOUR NURSE LINE

1-844-325-6251

CARE COORDINATION

1-844-325-6251

Monday–Friday, 8 a.m.–5 p.m.

BEHAVIORAL HEALTH

(mental health and substance use disorder)

1-844-325-6251 (TTY: 711)

Monday–Friday, 8 a.m.–5 p.m.

LTSS MEMBER SERVICES

1-855-401-8251

Monday–Friday, 8 a.m.–5 p.m.

MEMBER ADVOCATES

1-855-430-9852

FRAUD AND ABUSE HOTLINE

1-844-325-6256

If you cannot see or read information from Highmark Health Options, call Member Services. We can send you information in a different way, including large print, audio, or Braille. Highmark Health Options can also give you information in a different language. These services are free.

Si usted no puede ver o leer las cartas que le envía Highmark Health Options, llámenos servicios a los miembros. También podemos darle información en español o en otro idioma. Highmark Health Options puede enviarle cartas de una manera diferente, incluyendo letra grande, audio o Braille. Estos servicios son gratuitos.

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.

Copyrighted material adapted with permission from Healthwise, Inc.





Learn more about Care Coordination Programs.

Highmark Health Options Delaware supports your health journey.

We offer programs to manage chronic conditions (heart failure, kidney disease, chronic obstructive pulmonary disease, diabetes, inflammatory bowel disease). We also provide dedicated support and care coordination for expectant mothers and those with complex health needs.

Your personal Care Coordinator will team up with you and your doctors to make a care plan just for you. They'll teach you how to manage your health, give you helpful tools, and offer support. This includes help with your medicines, referring you to specialists, and scheduling your appointments. The goal is to make sure you get the best care possible.

We also offer programs for healthy weight management and diabetes prevention.



Self-referrals or referrals from your doctor are welcome. For details on program goals and eligibility, call Care Coordination at **1-844-325-6251 (TTY: 711)**. You can opt out of the programs at any time.



A healthy New Year starts with well visits and immunizations.



As we start the New Year, let's make a resolution for our children's health. Schedule well-child visits and immunizations. These aren't just annual check-ups; they're important investments in your child's well-being and future.

Any child enrolled in coverage from Highmark Health Options is part of Building Healthy Futures, a no cost Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program.

Here's what this means.

- **E is for Early:** Make sure your child is growing and developing as they should, addressing any concerns early on for better outcomes.
- **P is for Periodic:** Well-check visits are for checking your child's health at different ages and time periods.
- **S is for Screening:** Tests to check for physical, mental, dental and other possible problems (like vision and hearing screenings).
- **D is for Diagnostic:** Follow up with any tests or see a specialist to learn more about a problem and how it can be helped.
- **T is for Treatment:** Treat your child's health problem. Your doctor will talk to you and answer any questions you have about what comes next.

The power of immunizations.

Immunizations are one of the safest and most useful tools ever made. They protect your child from serious diseases, such as measles, mumps, rubella, whooping cough, and influenza. If you have any questions or concerns about immunizations, talk to your doctor.

Highmark Health Options is here to help.

Remember, your Medicaid benefits cover these essential services. You may hear from a member of our EPSDT team to offer to help schedule these appointments. We can help you find a primary care doctor that is right for your family and connect you with transportation to get there if that is needed.



Talk with your doctor about cervical cancer screening.



Cervical cancer starts with an overgrowth of cells in the cervix, which is the lower part of the uterus connecting to the vagina. One of the main culprits behind this cancer is a virus called human papillomavirus, or HPV.

It's a common virus that's often spread through sexual contact and can stick around in your body for years, potentially leading to changes in cervical cells. The tricky part? Cervical cancer cells don't always show symptoms right away. This is why regular pelvic exams and PAP tests are so important.

If you're wondering what to look out for, symptoms might include:

- Unusual vaginal bleeding
- Heavier or longer menstrual periods
- Pelvic pain

Diagnosis usually involves a pelvic exam, and a PAP test. If abnormal cells are present, a biopsy may be performed to confirm it.

Remember, prevention is super important. Chat with your health care provider about the HPV vaccine, and make sure to keep up with those routine pelvic exams and PAP tests. Plus, protecting yourself from sexually transmitted infections is always a good idea. Take care of your cervical health!

HPV Vaccine

- The HPV vaccine protects against certain types of cancer, including cervical cancer.
- This vaccination can be given to girls and boys starting at age 9 and given up to age 26.
- Talk to your doctor to find out if you are at high risk for catching the HPV virus.

Earn Healthy Rewards

Through the Highmark Health Options Healthy Rewards Program, you can **earn \$25** for having a cervical cancer screening. To earn rewards, you must sign up for Healthy Rewards.

Call **1-866-469-7973** or **go online to register for Healthy Rewards** and see if you may be able to earn other rewards, too.

More to explore.

Learn more about cervical cancer.

Learn more about the HPV vaccine.



Use the A1c test to stay in your target blood sugar range.



If you have diabetes, the A1c test is done to check how well your diabetes has been managed over the past two to three months. Your doctor can use this information to adjust your treatment, if needed. The test result is usually given as a percentage. In general, experts suggest an A1c lower than 7% for most adults with type 1 or type 2 diabetes and for children of any age who have type 2 diabetes.

Keeping your blood sugar in a target range reduces your risk of problems from diabetes. These problems include eye disease (retinopathy), kidney disease (nephropathy), and nerve disease (neuropathy). If you're pregnant, staying in a target range can also help prevent problems during pregnancy.

Work with your doctor to set your target blood sugar range.

Qualify for a Healthy Reward

Earn \$15 if you have diabetes and have an A1c screening. To earn rewards, you must sign up for Healthy Rewards.

Call **1-866-469-7973** or **go online to register for Healthy Rewards** and see if you may be able to earn other rewards.



Watch this short video to learn more about the A1c test.



Is it time to check your blood pressure?



Routine screening for high blood pressure is recommended for adults age 18 and older.

You can get your blood pressure checked during any routine medical visit. Your doctor can let you know how often you should get your blood pressure checked. It may depend on what your blood pressure is and your risk for heart disease.



Get your blood pressure checked EVERY year if any one of the following is true:

- You're age 40 or older or at risk for high blood pressure.
- You're African American.
- You're overweight or obese.
- The top number of your blood pressure is 130 to 139, or the bottom number is 85 to 89, or both.

Your care provider uses a blood pressure monitor to screen for high blood pressure. A blood pressure cuff is wrapped around your bare upper arm. The cuff is then pumped up. The cuff is slowly deflated, and the monitor shows your blood pressure numbers.

Source: Healthwise



If you have diabetes, you need an eye exam.

Screening tests done during your eye exam can help prevent a serious eye condition.



The condition is called diabetic retinopathy. It can cause vision loss and even blindness. If you have diabetes, a retina screening during your eye exam can help you prevent this condition or keep it from getting worse.

The retina plays an important role in your vision. The retina is a thin nerve membrane that detects light entering your eye, sending signals to your brain to help you see. But sometimes when you have diabetes, certain problems can cause damage to the retina.

Over time, having high blood sugar can damage the blood vessels, and that can lead to retinopathy. Other things that put you at risk include high blood pressure, high cholesterol, and kidney disease.

Retinopathy can get worse if blood sugar levels stay high. Keeping your blood sugar and blood pressure in their target ranges can help you avoid it or slow the damage. That's why screening is important. If retinopathy is caught early, there are treatment options that can help prevent or delay vision loss.

Qualify for a Healthy Reward

Earn \$15 if you have diabetes and get a retina eye exam. To earn rewards, you must sign up for Healthy Rewards.

Call **1-866-469-7973** or **go online to register for Healthy Rewards** and see if you may be able to earn other rewards.



Watch this short video about screening for diabetic retinopathy.



Do you need an assistive technology device?

Learn how you can get one at no cost.



If you have a disability, you can access assistive technology (AT) devices at no cost through the Delaware Assistive Technology Initiative (DATI). AT devices can help you complete daily activities and tasks more easily.

What devices are included?

DATI's Assistive Technology Solutions equipment access program provides AT devices that aren't covered by insurance.

This includes:

- Adaptive eating utensils
- Assistive listening devices
- Amplified phones
- Ergonomic computer equipment
- Smart home technology
- Hand-held digital magnifiers
- Dressing aids
- Alerting devices
- Adaptive toys and switches
- Communication aids
- Medicine management tools

How it works.

1. Contact DATI by phone at **1-800-870-DATI (3284)** or by email at **dati-ud@udel.edu**.
2. Visit the New Castle or Kent/Sussex Assistive Technology Resource Center (ATRC) to learn about what AT devices might work best for you.*
3. Borrow the AT device to test it out in real-life settings.
4. If it's the right fit, DATI will order a brand-new device that will be yours to keep.

*Transportation to the ATRC can be provided.



What is the Quality Improvement/Utilization Management (QI/UM) Program?



Providing better health care and improved services for you is the goal of the Quality Improvement/Utilization Management (QI/UM) Program. Highmark Health Options works closely with plan doctors to look at the care and services you receive, as well as things we can do better to serve you.

Highmark Health Options looks at how well we've helped members to:

- Get preventive care.
- Learn about patient safety.
- Get care for long-standing health problems.

Once a year we review how well we've done in meeting the health care and service needs of our members. The most recent evaluation revealed some good things about our health plan.

These include:


- Accreditation by the National Committee for Quality Assurance (NCQA).

- Better member health outcomes in key areas like preventive screenings, diabetes control, and healthy weight.
- Member engagement in the health plan community through invitations to meetings such as the Member Advisory Council and QI/UM Committee.

We will continue to monitor the quality of our health plan in order to make improvements. We do this so you can enjoy the best health possible.

If you would like more information about the Quality Program, including our goals, processes, and outcomes, or to receive a written summary of these reports, call Member Services at **1-844-325-6251** or **(TTY: 711 or 1-800-232-5460)**.





Look for your health care experience survey in the mail.

In February or March, you may be selected to answer a survey about your health care experience.

If you get this survey in the mail, please respond.

- Let us know how you feel about your doctors and health services.
- Give your feedback about our customer service.
- Tell us what we're doing well and where we can improve.



If you receive a survey, be sure to complete it. Your voice matters. We want to hear what you have to say. Your answers help us serve you better.



What is ulcerative colitis?



Ulcerative colitis is a disease that causes inflammation and sores (ulcers) in the lining of the large intestine, or colon. It usually affects the lower section and the rectum. But it can affect the entire colon. In general, the more of the colon that's affected, the worse the symptoms will be.

What causes it?

Experts aren't sure what causes ulcerative colitis. It might be caused by the immune system overreacting to normal bacteria in the digestive tract. Or other kinds of bacteria and viruses may cause it. You are more likely to get it if other people in your family have it.

What are the symptoms?

The main symptoms of ulcerative colitis are belly pain or cramps, diarrhea, and bleeding from the rectum. In severe cases, people may have diarrhea 10 to 20 times a day. Some people also may have a fever, not feel hungry, and lose weight. In most people, the symptoms come and go.

How is it diagnosed?

To diagnose ulcerative colitis, a doctor will ask about your symptoms, do a physical exam, and do several tests. These tests may include colonoscopy, blood tests, and stool sample testing. Testing can help rule out other problems that can cause similar symptoms, such as Crohn's disease and irritable bowel syndrome.

How is ulcerative colitis treated?

Medicines can help reduce your symptoms and help you avoid new flare-ups. If you have severe symptoms and medicines don't help, you may need surgery to remove your colon. This cures ulcerative colitis.

Source: Healthwise



How your COPD may be treated.



COPD (chronic obstructive pulmonary disease) is a lung disease that makes it hard to breathe because air doesn't flow easily in and out of your lungs. Chronic bronchitis and emphysema are two lung problems that are types of COPD.

While lung damage is irreversible, treatment with medication, oxygen, and self-care can manage symptoms, prevent flare-ups, and potentially slow disease progression.

Ways to treat COPD.

Medicines

COPD treatment involves bronchodilators to open airways, corticosteroids to manage flare-ups, and oxygen therapy to improve breathing and longevity in severe cases.

Oxygen therapy

Oxygen therapy boosts the amount of oxygen in your blood and helps you breathe easier. It can help people with very bad COPD and low oxygen levels live longer.

Self-care

There are things you can do for yourself to help manage your COPD. This includes quitting smoking, maintaining a healthy diet and activity level, learning breathing techniques, avoiding triggers, and staying up to date on vaccinations.

Other treatment

Additional COPD treatment options include:

- Pulmonary rehabilitation (education, exercise, and support).
- Palliative care which can help relieve shortness of breath and improve quality of life.
- Surgery or certain procedures may be an option for some people.

Source: Healthwise



How to change your diet when you have kidney disease.



When you have chronic kidney disease, you need to change your diet to avoid foods that make your kidneys worse. You may need to limit salt, fluids, and protein. You also may need to limit minerals such as potassium and phosphorus. A diet for chronic kidney disease takes planning. A dietitian who specializes in kidney disease can help you plan meals that meet your needs.

These guidelines are for people who are not on dialysis. Talk with your doctor or dietitian to make sure your diet is right for your condition. Do not change your diet without talking to your doctor or dietitian.

How to eat when you have kidney disease.

When you have kidney disease, making changes to your diet can help protect your kidneys. It can also help you better manage other diseases, such as diabetes and high blood pressure, that can make kidney disease worse.

- There is no one diet that is right for everyone who has kidney disease. Your doctor or dietitian can create a diet for you based on how well your kidneys are working.
- It may be hard to change your diet. You may have to give up foods you like. But it is very important to make the recommended changes so you can stay healthy for as long as possible.
- A dietitian can help you make an eating plan with the right amounts of salt (sodium), potassium, and protein. You may also need to limit how much fluid you drink each day.
- You need to get enough calories to be healthy and have energy. If you have a hard time eating enough, talk to your doctor or dietitian about ways to add calories to your diet.
- Your diet may change over time as your disease changes. See your doctor for regular testing, and work with a dietitian to adjust your diet as needed.

Source: Healthwise



What is heart failure?

Heart failure means that your heart muscle doesn't pump as much blood as your body needs.



Failure doesn't mean that your heart has stopped. It means that your heart isn't pumping as well as it should.

Because your heart cannot pump well, your body tries to make up for it.

To do this:

- Your body holds on to salt and water. This increases the amount of blood in your bloodstream.
- Your heart beats faster.
- Your heart might get bigger.

Continues on the next page.



Your body has an amazing ability to make up for heart failure. It may do such a good job that you don't know you have a disease. But at some point, your heart and body will no longer be able to keep up. Then fluid starts to build up in your lungs and other parts of your body.

This fluid buildup is called congestion. It's why some doctors call the disease congestive heart failure.

What causes it?

Any problem that damages your heart or affects how well it works can lead to heart failure. This includes coronary artery disease, heart attack, high blood pressure, heart valve problems, and diabetes.

What are the symptoms?

Heart failure symptoms include feeling weak, lightheaded, and very tired. Fluid builds up in your lungs and other parts of your body. This causes you to be short of breath and have swelling in your body.

How is it diagnosed?

Your doctor may diagnose heart failure based on your symptoms and a physical exam. But you will need tests, such as an echocardiogram, to find the cause and type of heart failure so that you can get the right treatment.

How is heart failure treated?

Heart failure is treated with medicines, a heart-healthy lifestyle, and the steps you take to check your symptoms. Treatment may also include a heart device, such as a pacemaker. Treatment can slow the disease, help you feel better, and help keep you out of the hospital. Treatment may also help you live longer.

Source: Healthwise





Medical identity theft: how to protect yourself.

Medical identity theft occurs when someone uses your personal information (name, social security number, or health insurance account) to get medical care, prescription drugs, or medical devices. This can affect your own medical care and health insurance benefits, in addition to hurting your credit.

Continues on the next page.



It is important to protect your medical information.

We encourage you to keep your medical records, health insurance records, and any other documents with medical information in a safe and secure place. This can include enrollment forms, insurance cards, prescriptions, and billing and explanation of benefits statements.

When you want to get rid of these important documents, shred them or use a black marker to block out any medical or personal information.

Ask questions.

Before you give out any medical information, ask questions to confirm the legitimacy of the request. Ask questions such as: Why do they need it? How will they protect it?

If a doctor's office asks for a social security number to verify your own identity, ask if they can use a different identifier. Or just give the last four digits of your social security number to avoid sharing this information.

Additionally, never give your medical information to someone who calls, emails, or texts you unexpectedly. It could be a scammer trying to steal your information. Instead, contact the company or provider using a phone number you know is accurate.

Warning signs to look for.

Below are some red flags that indicate someone is using your medical information.

- You get a bill for services or prescription medicines you didn't receive.
- You are contacted by a debt collector about a medical debt you don't owe.
- You get a notice from your insurance company saying you have reached your benefit limit.

If you believe you have been the victim of identity theft, you can report it at **IdentityTheft.gov**, the federal government's one-stop resource to help people report and recover from identity theft.

More to explore.

What to know about medical identity theft





Is someone hurting you? Know you're not alone!

Have you ever felt scared or unsafe at home? Maybe someone is yelling at you, putting you down, or even hitting you? This is called domestic violence, and it's not okay.

What is domestic violence?

Domestic violence is when someone hurts another person in their family. It can be physical (hitting, kicking, pushing), verbal (yelling, insulting, threatening), emotional (making you feel bad about yourself), sexual (forcing you to do things you don't want to do), or financial (controlling your money).

Why does it happen?

People who use violence want to control others. They might make you feel scared, isolated, or ashamed so you won't tell anyone what's happening.

It's important to know that you're not alone. Many people experience domestic violence, and there are people who can help.

Continues on the next page.



Here are some things you can do:

- **Talk to a trusted adult.** Tell a teacher, counselor, parent, or another adult you trust. They can help you get support.
- **Call a hotline.** There are special phone numbers where you can talk to someone who understands what you're going through.
- **Find a safe place.** If you feel unsafe at home, try to find a safe place to stay. Ask a friend, family member, or a shelter for help.

Remember, you deserve to be safe and treated with respect. It's not your fault. Help is available. You are not alone!

In the State of Delaware, **37.6% of women** and **32.7% of men** have experienced some type of domestic violence in their lifetime.

Resources

If you need help, there are a variety of resources available to you.

National phone number

National Domestic Violence Hotline
1-800-799-SAFE (7233) or
text **"START"** to **88788**

24-hour hotlines in Delaware

New Castle County
302-762-6110

Kent & Sussex Counties
302-422-8058

Abriendo Puertas
302-745-9874

Websites

DomesticViolence.org

HelpGuide.org

Delaware Coalition Against Domestic Violence

Domestic Violence Coordinating Council

Resources for Victims and Survivors

Delaware Victims Services Resources

Domestic Violence Shelters in Delaware



Highmark Health Options complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. Highmark Health Options does not exclude people or treat them differently because of their race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Highmark Health Options provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in a different way, including large print, audio, and Braille.

Highmark Health Options 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, contact Highmark Health Options Member Services at 1-844-325-6251 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m.

If you believe that Highmark Health Options has failed to provide these services or discriminated against you in another way because of your race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with Highmark Health Options or the Delaware Division of Human and Civil Rights by mail, phone, or web form.

Highmark Health Options
Attn: Appeals and Grievances
P.O. Box 106004
Pittsburgh, PA 15230
1-844-325-6251

Division of Human and Civil Rights
861 Silver Lake Blvd., Suite 145
Dover, DE 19904
302-739-4567
hho.fyi/ea-intake

If you need help filing a complaint, Highmark Health Options and the Division of Human and Civil Rights are 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 online at OCRPortal.hhs.gov, and by mail, phone, or email:

U.S. Department of Health and Human Services
200 Independence Avenue SW
HHH Building Room 509F
Washington, DC 20201
1-800-368-1019 (TTY: 1-800-537-7697)
OCRMail@hhs.gov

A printable version of the complaint form is available at hho.fyi/complaint-form.



Attention: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

Atención: Si usted habla español, se encuentran disponibles servicios de asistencia con el idioma sin costo alguno para usted. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).

注意：如果您会说英语，则可以免费获得语言协助服务。请拨打您身份证背面的号码（TTY：711）。

Atansyon: Si w pale anglè, sèvis asistans nan lang, gratis, disponib pou ou. Rele nimewo ki sou do kat idantite w la (TTY: 711).

Attention: Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

ध्यान दें: यदि आप अंग्रेजी बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पीछे दिए गए नंबर (TTY: 711) पर कॉल करें।

Pansin: Kung nagsasalita ka ng Ingles, ang mga serbisyo ng tulong sa wika, na walang bayad, ay magagamit mo. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

ופמעקזאמקייט: אויב איר רעדן ענגליש, שפראך הילף באַדינונגס זענען באַרעכטיגט פֿאַר איר. רופן דעם נומער אויף די צוריק פון (TTY: 711) דיין שיין קאַרט.

Akiyesi: Ti o ba so Gẹ̀gẹ̀si, awọn iṣẹ iranlọwọ ede, laisi idiyele, wa fun ọ. Pe nomba ti o wa ni ẹhin kaadi ID rẹ (TTY: 711).

ધ્યાન આપો: જો તમે અંગ્રેજી બોલો છો, તો ભાષા સહાય સેવાઓ, તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. તમારા ID કાર્ડની પાછળના નંબર પર કોલ કરો (TTY: 711).

(TTY: 711) تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم الموجود على ظهر بطاقة الهوية الخاصة بك.

கவனம்: நீங்கள் ஆங்கிலம் பேசினால், மொழி உதவி சேவைகள், உங்களுக்கு இலவசமாக கிடைக்கும். உங்கள் அடையாள அட்டையின் பின்புறத்தில் உள்ள எண்ணை அழைக்கவும் (TTY: 711).

Achtung: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

Makini: Ikiwa unazungumza Kiingereza, huduma za usaidizi wa lugha, bila malipo, zinapatikana kwako. Piga nambari iliyo nyuma ya kitambulisho chako (TTY: 711).

శ్రద్ధ: మీరు ఇంగ్లీష్ మాట్లాడితే, భాషా సహాయ సేవలు, ఉచితంగా, మీకు అందుబాటులో ఉంటాయి. మీ ID కార్డ్ వెనుక ఉన్న నంబర్కు కాల్ చేయండి (TTY: 711).

Chú ý: Nếu bạn nói tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ miễn phí luôn sẵn có dành cho bạn. Gọi đến số ở mặt sau thẻ ID của bạn (TTY: 711).

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.

2024

