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, <u>ProvidenceHealthPlan.com</u>. For 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 <u>www.healthcare.gov/sbc-glossary</u> or call 1-800-878-4445 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	<u>In-Network</u> : \$6,000 person / \$12,000 family (2 or more). <u>Out-of-Network</u> : \$12,000 person / \$24,000 family (2 or more).	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. Most <u>preventive care</u> in-network.	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 <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan</u> ?	In-Network: \$8,550 person / \$17,100 family (2 or more). <u>Out-of-Network</u> : \$17,100 person / \$34,200 family (2 or more).	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, balance billing, penalties, copays for adult vision services, chiropractic manipulation, acupuncture, services not covered, fees above <u>UCR</u> .	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network</u> <u>provider</u> ?	Yes. See <u>ProvidenceHealthPlan.com/</u> <u>findaprovider</u> or call 1-800-878-4445 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's</u> <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 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> ?	Yes.	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .

(DT - OMB control number: 1545-0047/Expiration Date: 12/31/2019)(DOL - OMB control number: 1210-0147/Expiration date: 5/31/2022) (HHS - OMB control number: 0938-1146/Expiration date: 10/31/2022)

Page 1 of 8 Choice 6000 Silver 56707OR1440006-00 2710500428

All copayment an	All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.				
		What You Will Pay		Limitations Exceptions 9 Other Important	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Primary care visit to treat an injury or illness	First 3 visits No charge; <u>deductible</u> does not apply then \$40 <u>copay</u> /per visit; <u>deductible</u> does not apply	50% <u>coinsurance</u>	Some services such as lab and x-ray will include additional member costs. Phone and video visits are covered in full <u>in-network</u> .	
	<u>Specialist</u> visit	\$60 <u>copay</u> /per visit; <u>deductible</u> does not apply	50% coinsurance	Some services such as lab and x-ray will include additional member costs.	
If you visit a health care <u>provider's</u> office or clinic	Preventive care/screening/ immunization	No charge; <u>deductible</u> does not apply	50% coinsurance	Not all <u>preventive services</u> are required to be covered in full by the ACA. For more information on <u>preventive services</u> that are covered in full see: <u>https://healthplans.</u> <u>providence.org/pdfs/members/documents/</u> <u>preventive-care-costs.pdf</u> . You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.	
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	35% <u>coinsurance;</u> <u>deductible</u> does not apply	50% coinsurance	None	
	Imaging (CT/PET scans, MRIs)	35% coinsurance	50% coinsurance	Prior authorization required.	

		What Yoเ	ı Will Pay	Limitations, Exceptions, & Other Important
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
	Tier 1 drugs	No charge retail; <u>deductible</u> does not apply	Not covered	ACA Preventive drugs are covered in full in-
If you need drugs to treat your illness or condition	Tier 2 drugs	\$20 <u>copay</u> /per 30 day supply retail; <u>deductible</u> does not apply	Not covered	network. Covers up to a 30-day supply (retail); 90-day mail-order supply covered at 2 times the retail <u>copay</u> or 5% less than the retail
More information about prescription drug coverage is available at	Tier 3 drugs	\$65 <u>copay</u> /per 30 day supply retail; <u>deductible</u> does not apply	Not covered	<u>coinsurance</u> . <u>Prior authorization</u> may apply. If a brand-name drug is requested when a generic is available, you will pay the difference in cost, plus your Tier 4 or Tier 6 cost-share.
ProvidenceHealthPlan .com	Tier 4 drugs	50% <u>coinsurance</u> retail; <u>deductible</u> does not apply	Not covered	Specialty drugs (listed in Tier 5 and Tier 6 on your formulary) can only be purchased at a
	Tier 5 drugs	50% <u>coinsurance</u> up to \$200 retail	Not covered	participating specialty pharmacy (limited to 30 days).
	Tier 6 drugs	50% <u>coinsurance</u> retail	Not covered	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	Ambulatory surgery center: 25% <u>coinsurance</u> Hospital-based facility: 35% <u>coinsurance</u>	50% coinsurance	Prior authorization required.
	Physician/surgeon fees	35% coinsurance	50% <u>coinsurance</u>	
If you need immediate	Emergency room care	\$250 <u>copay</u> /per visit then 35% <u>coinsurance</u>	\$250 <u>copay</u> /per visit then 35% <u>coinsurance</u>	For <u>emergency medical conditions</u> only. If admitted to hospital, all services subject to inpatient benefits.
medical attention	Emergency medical transportation	35% coinsurance	35% coinsurance	None
	Urgent care	\$60 <u>copay</u> /per visit; <u>deductible</u> does not apply	50% coinsurance	Some services will include additional member costs.
If you have a hospital	Facility fee (e.g., hospital room)	35% coinsurance	50% <u>coinsurance</u>	
stay	Physician/surgeon fees	35% coinsurance	50% coinsurance	Prior authorization required.

		What You Will Pay		Limitations, Exceptions, & Other Important	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Office visit: First 3 visits No charge; <u>deductible</u> does not apply then \$40 <u>copay</u> /per visit; <u>deductible</u> does not apply All other services: 35% <u>coinsurance</u>	50% coinsurance	All services except <u>provider</u> office visits must be <u>prior authorized</u> . See your benefit summary for ABA services.	
	Inpatient services	35% <u>coinsurance</u>	50% <u>coinsurance</u>		
	Office visits	No charge; <u>deductible</u> does not apply	50% coinsurance	None	
If you are pregnant	Childbirth/delivery professional services	35% coinsurance	50% coinsurance	Coinsurance applies to provider delivery charges.	
	Childbirth/delivery facility services	35% coinsurance	50% coinsurance	None	

		What You	u Will Pay	Limitations, Exceptions, & Other Important	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information	
	Home health care	35% coinsurance	50% <u>coinsurance</u>	Prior authorization required.	
	Rehabilitation services	Inpatient: 35% <u>coinsurance</u> Outpatient - Physical Therapy: 35% <u>coinsurance</u> ; <u>deductible</u> does not apply Outpatient - Occupational & Speech Therapy: 35% <u>coinsurance</u> ; <u>deductible</u> does not apply	50% <u>coinsurance</u>	Inpatient services: Limited to 30 days per calendar year. Limited to 60 days per calendar year for head/spinal injuries. <u>Prior authorization</u> required. Outpatient services: Limited to 30 visits per calendar year. Additional visits per specified condition: Limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.	
If you need help recovering or have other special health needs	Habilitation services	Inpatient: 35% <u>coinsurance</u> Outpatient: 35% <u>coinsurance</u> ; <u>deductible</u> does not apply	50% <u>coinsurance</u>	Inpatient services: Limited to 30 days per calendar year. Limited to 60 days per calendar year for head/spinal injuries. Prior authorization required. Outpatient services: Limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.	
	Skilled nursing care	35% coinsurance	50% coinsurance	Prior authorization required. Limited to 60 days per calendar year.	
	Durable medical equipment	Diabetic Supplies: 35% <u>coinsurance; deductible</u> does not apply All other equipment: 35% <u>coinsurance</u>	50% coinsurance	None	
	Hospice services	Hospice: No charge; <u>deductible</u> does not apply Respite care: 35% <u>coinsurance</u>	Hospice: No charge; <u>deductible</u> does not apply Respite care: 50% <u>coinsurance</u>	Prior authorization required. Respite care: Limited to 5 days, up to 30 days per lifetime.	

		What You Will Pay		Limitations, Exceptions, & Other Important Information	
Common Medical Event	Services You May Need	ervices You May Need Network Provider (You will pay the least)			
	Children's eye exam	No charge; <u>deductible</u> does not apply	Covered up to: \$45; deductible does not apply	Limited to 1 exam per calendar year.	
If your child needs dental or eye care	Children's glasses	No charge; <u>deductible</u> does not apply	Covered up to: \$170; deductible does not apply	Limited to 1 pair per calendar year. Coverage maximum depends on lens type.	
	Children's dental check-up	No charge; <u>deductible</u> does not apply	30% <u>coinsurance</u> ; <u>deductible</u> does not apply	Limited to 1 service per every 6 months.	

Services Your Plan Generally Does NOT Cover (Chec	k your policy or <u>plan</u> document for more ir	nformation and a list of any other <u>excluded services</u> .)
Bariatric surgery	Infertility treatment	 Routine foot care (covered for diabetics)
Cosmetic surgery (with certain exceptions)	 Long-term care 	 Voluntary termination of pregnancy
Dental care (Adult)	 Private-duty nursing 	 Weight loss programs

Other Covered Services (Limitations may apply	to these services. This isn't a complete list. Please see	your <u>plan</u> document.)
 Acupuncture (limits apply) 	 Hearing aids (limits apply) 	Routine eye care (Adult)
 Chiropractic care (limits apply) 	 Non-emergency care when traveling outsid 	e
	the U.S. See ProvidenceHealthPlan.com	

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: Oregon Division of Financial Regulation at 1-888-877-4894, email <u>DFR.InsuranceHelp@oregon.gov</u> or go to <u>https://dfr.oregon.gov/help/Pages/index.aspx</u>, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <u>http://www.dol.gov/ebsa/healthreform</u>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <u>http://www.cciio.cms.gov</u>. Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> 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 on how 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: Providence Health Plan at 1-800-878-4445, the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>http://www.dol.gov/ebsa/</u><u>healthreform</u>, or you can contact the Oregon Division of Financial Regulation by:

- •Calling 503-947-7984 or the toll free message line at 888-877-4894
- •Writing to the Oregon Division of Financial Regulation, Consumer Protection Unit at P.O. Box 14480 Salem, OR 97309-0405
- •Through the website at https://dfr.oregon.gov/help/Pages/index.aspx

•E-mail at: DFR.InsuranceHelp@oregon.gov

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 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:

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-878-4445 (TTY: 711).

Chinese (中文): 如果需要中文的帮助,请拨打这个号码1-800-878-4445 (TTY: 711).

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-878-4445 (TTY: 711).

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-878-4445 (TTY: 711).

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

PRA Disclosure Statement: According to the Paperwork Reduction Act of 1995 (Pub. L. 104-13) (PRA), no persons are required to respond to a collection of information unless such collection displays a valid Office of Management and Budget (OMB) control number. The department notes that a Federal agency cannot conduct or sponsor a collection of information unless it is approved by OMB under the PRA, and displays a currently valid OMB control number, and the public is not required to respond to a collection of information unless it displays a currently valid OMB control number. See 44 U.S.C. 3507. Also, notwithstanding any other provisions of law, no person shall be subject to penalty for failing to comply with a collection of information does not display a currently valid OMB control number. See 44 U.S.C. 3512.

The public reporting burden for this collection of information is estimated to average approximately one minute per respondent. Interested parties are encouraged to send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Policy and Research, Attention: PRA Clearance Officer, 200 Constitution Avenue, N.W., Room N-5718, Washington, DC 20210 or email <u>ebsa.opr@dol.gov</u> and reference the OMB Control Number 12100123.

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.

Peg is Having a Bab (9 months of in-network pre-natal) hospital delivery)		Managing Joe's Type 2 Di (a year of routine in-network ca controlled condition)	re of a well-	Mia's Simple Fractur (in-network emergency room visit a care)	
 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$6,000 \$60 35% 35%	 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$6,000 \$60 35% 35%	 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$6,000 \$60 35% 35%
This EXAMPLE event includes served served by the served served served by the served served served by the served se) ices	This EXAMPLE event includes ser <u>Primary care physician</u> office visits (<i>i</i> <i>disease education</i>) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u>		This EXAMPLE event includes served Emergency room care (including med supplies) Diagnostic test (x-ray) Durable medical equipment (crutches	lical
<u>Diagnostic tests</u> (ultrasounds and blo <u>Specialist</u> visit (anesthesia)		Durable medical equipment (glucose	e meter)	Rehabilitation services (physical there	apy)
	\$12,700	<u>`</u>	e meter) \$5,600	Rehabilitation services (physical there Total Example Cost	
<u>Specialist</u> visit (anesthesia) Total Example Cost		Durable medical equipment (glucose Total Example Cost		Total Example Cost	apy) \$2,800
<u>Specialist</u> visit (anesthesia)		Durable medical equipment (glucose			
Specialist visit (anesthesia) Total Example Cost In this example, Peg would pay: <u>Cost-Sharing</u>		Durable medical equipment (glucose Total Example Cost In this example, Joe would pay:		Total Example Cost In this example, Mia would pay:	\$2,800
Specialist visit (anesthesia) Total Example Cost In this example, Peg would pay: <u>Cost-Sharing</u> Deductibles	\$12,700	Durable medical equipment (glucose Total Example Cost In this example, Joe would pay: <u>Cost-Sharing</u>	\$5,600	Total Example Cost In this example, Mia would pay: <u>Cost-Sharing</u>	\$2,800 \$2,000
Specialist visit (anesthesia) Total Example Cost In this example, Peg would pay: <u>Cost-Sharing</u> Deductibles Copayments	\$12,700 \$6,000	Durable medical equipment (glucose Total Example Cost In this example, Joe would pay: <u>Cost-Sharing</u> Deductibles*	\$5,600 \$10	Total Example Cost In this example, Mia would pay: <u>Cost-Sharing</u> Deductibles*	
Specialist visit (anesthesia) Total Example Cost In this example, Peg would pay: <u>Cost-Sharing</u> Deductibles Copayments	\$12,700 \$6,000 \$10	Durable medical equipment (glucose Total Example Cost In this example, Joe would pay: <u>Cost-Sharing</u> Deductibles* <u>Copayments</u>	\$5,600 \$10 \$1,200	Total Example Cost In this example, Mia would pay: <u>Cost-Sharing</u> Deductibles* <u>Copayments</u>	\$2,800 \$2,000 \$100
Specialist visit (anesthesia) Total Example Cost In this example, Peg would pay: Cost-Sharing Deductibles Copayments Coinsurance	\$12,700 \$6,000 \$10	Durable medical equipment (glucose Total Example Cost In this example, Joe would pay: <u>Cost-Sharing</u> Deductibles* Copayments Coinsurance	\$5,600 \$10 \$1,200	Total Example Cost In this example, Mia would pay: <u>Cost-Sharing</u> Deductibles* Copayments Coinsurance	\$2,800 \$2,000 \$100

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.

Non-Discrimination Statement:

Providence Health Plan and Providence Health Assurance comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence Health Plan and Providence Health Assurance do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Providence Health Plan and Providence Health Assurance:

- Provide 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)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you are a Medicare member who needs these services, call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. Hearing impaired members may call our TTY line at 711.

If you believe that Providence Health Plan or Providence Health Assurance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Non-discrimination Coordinator by mail:

Providence Health Plan and Providence Health Assurance Attn: Non-discrimination Coordinator PO Box 4158 Portland, OR 97208-4158

If you need help filing a grievance, and you are a Medicare member call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. (TTY line at 711) for assistance. 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, DC 20201 1-800-368-1019, 1-800-537-7697 (TTY)

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

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-878-4445 (телетайп: 711).

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-800-878-4445 (TTY: 711) まで、お電話にてご連絡ください。 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 4445-878-870-1-800 (رقم هاتف الصم والبكم: (TTY: 711).

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-878-4445 (TTY: 711).

្របយ័ត៖ េបើសិនអកនិយ ែខ រ, េសងំនូយែងក េយមិនគិតឈល គឺជនសំប់បំេរ អក។ ជូរ ទូរស័ព 1-800-878-4445 (TTY: 711)។

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-878-4445 (TTY: 711). ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-878-4445 (TTY: 711).

ف مه دشاب .اب (TTY: 711) TTY:-878-878-001 سامت دیری گب. امش می ارب ناگی ار تروصب مینابز تالی هست ،دینک مه وگتفگ مسر اف نابز هب رگا : هجوت

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-878-4445 (ATS : 711). เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้พรี โทร 1-800-878-4445 (TTY: 711)