



The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE:** Information about the cost of this [plan](#) (called the [premium](#)) 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 [swhp.org/plandocs](http://swhp.org/plandocs), or call 1-800-321-7947. For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms see the Glossary. You can view the Glossary at [cciio.cms.gov](http://cciio.cms.gov) or call 1-800-321-7947 to request a copy.

| Important Questions   | Answers   | Why This Matters:  |
|---|---|--|
| What is the overall <a href="#">deductible</a> ?                                | <a href="#">Network provider</a> : \$5,500 individual / \$10,000 family; Non-Network provider: \$16,500 ind. / \$33,000 fam.  | Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .   |
| Are there services covered before you meet your <a href="#">deductible</a> ?    | Yes. <a href="#">Preventive care</a> and primary care services are covered before you meet your <a href="#">deductible</a> .  | This <a href="#">plan</a> covers some items and services even if you have not yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers <a href="#">preventive services</a> without <a href="#">cost sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="http://healthcare.gov/coverage/preventive-care-benefits/">healthcare.gov/coverage/preventive-care-benefits/</a> .  |
| Are there other <a href="#">deductibles</a> for specific services?              | No.   | You do not have to meet <a href="#">deductibles</a> for specific services.   |
| What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ? | <a href="#">Network provider</a> : \$7,150 per ind. / \$14,300 per fam.; Non-Network provider: \$21,450 ind. / \$42,900 fam.  | The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , the overall family <a href="#">out-of-pocket limit</a> must be met.  |
| What is not included in the <a href="#">out-of-pocket limit</a> ?               | <a href="#">Premiums</a> , <a href="#">balance-billing</a> charges, and health care this <a href="#">plan</a> does not cover. | Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .  |
| Will you pay less if you use a <a href="#">network provider</a> ?               | Yes. See <a href="http://swhp.org">swhp.org</a> or call 1-800-321-7947 for a list of <a href="#">network providers</a> .      | This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services. |
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?    | No  | You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .   |



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event  | Services You May Need                                     | What You Will Pay   |  | Limitations, Exceptions, & Other Important Information  |
|---|---|---|--|---|
|   |   | Network Provider<br>(You will pay the least)  | Out-of-Network Provider<br>(You will pay the most) |   |
| <b>If you visit a health care <a href="#">provider's</a> office or clinic</b>   | Primary care visit to treat an injury or illness          | \$40 <a href="#">copay</a> per visit; <a href="#">deductible</a> does not apply   | 50% after <a href="#">deductible</a>               | You may have to pay for services that aren't preventive. Ask your <a href="#">provider</a> if the services needed are preventive. Then check what your <a href="#">plan</a> will pay for.   |
|   | <a href="#">Specialist</a> visit                          | \$60 <a href="#">copay</a> per visit; <a href="#">deductible</a> does not apply   | 50% after <a href="#">deductible</a>               |   |
|   | <a href="#">Preventive care/screening/immunization</a>    | No charge   | 50% after <a href="#">deductible</a>               |   |
| <b>If you have a test</b>   | <a href="#">Diagnostic test</a> (x-ray, blood work)       | No charge   | 50% after <a href="#">deductible</a>               | For prior authorization requirements and penalties see <a href="http://swhp.org/ind-fam/tools-resources">swhp.org/ind-fam/tools-resources</a> . Failure to obtain Prior Authorization will result in the lesser of \$500 or 50% reduction in benefits.  |
|   | Imaging (CT/PET scans, MRIs)                              | 20% of charges; <a href="#">deductible</a> does not apply   | 50% after <a href="#">deductible</a>               |   |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="http://swhp.org/en-us/members/manage-your-plan/pharmacy-information">swhp.org/en-us/members/manage-your-plan/pharmacy-information</a> . | Preferred generic drugs                                   | \$20 <a href="#">copay</a> per 30-day supply / retail<br>\$50 <a href="#">copay</a> per 90-day supply / maintenance.<br><a href="#">Deductible</a> does not apply     | 50% after <a href="#">deductible</a>               | <a href="#">Copays</a> are per 30-day supply. 2.5 <a href="#">copays</a> apply for a 90-day supply if a maintenance drug is obtained through a Baylor Scott & White pharmacy OR when using the mail order prescription service. Specific preventative medications will be covered with no cost to the member. |
|   | Preferred brand drugs                                     | \$65 <a href="#">copay</a> per 30-day supply / retail<br>\$162.50 <a href="#">copay</a> per 90-day supply / maintenance.<br><a href="#">Deductible</a> does not apply | 50% after <a href="#">deductible</a>               |   |
|   | Non-preferred generic drugs and non-preferred brand drugs | \$120 <a href="#">copay</a> per 30-day supply / retail<br>\$300 <a href="#">copay</a> per 90-day supply / maintenance.<br><a href="#">Deductible</a> does not apply   | 50% after <a href="#">deductible</a>               |   |
|   | <a href="#">Specialty drugs</a>                           | Tier 1: 20% of charges<br>Tier 2: 20% of charges<br>Tier 3: 30% of charges<br><a href="#">Deductible</a> does not apply   | 50% after <a href="#">deductible</a>               | Some drugs may require prior authorization. 30-day supply only.   |
| <b>If you have outpatient surgery</b>   | Facility fee (e.g., ambulatory surgery center)            | No charge   | 50% after <a href="#">deductible</a>               | None  |

| Common Medical Event  | Services You May Need                            | What You Will Pay  |  | Limitations, Exceptions, & Other Important Information  |
|---|--|--|--|---|
|   |  | Network Provider<br>(You will pay the least)   | Out-of-Network Provider<br>(You will pay the most)                                   |   |
|   | Physician/surgeon fees                           | 20% after <u>deductible</u>  | 50% after <u>deductible</u>  |   |
| If you need immediate medical attention                                   | <a href="#">Emergency room care</a>              | \$250 <u>copay</u> per visit, then 20% of charges. <u>Deductible</u> does not apply. | \$250 <u>copay</u> per visit, then 20% of charges. <u>Deductible</u> does not apply. | <u>Copay</u> waived if admitted.  |
|   | <a href="#">Emergency medical transportation</a> | 20% after <u>deductible</u>  | 20% after <u>deductible</u>  | None  |
|   | <a href="#">Urgent care</a>                      | \$75 <u>copay</u> per visit; <u>deductible</u> does not apply                        | \$75 <u>copay</u> per visit; <u>deductible</u> does not apply                        |   |
| If you have a hospital stay   | Facility fee (e.g., hospital room)               | 20% after <u>deductible</u>  | 50% after <u>deductible</u>  | For prior authorization requirements and penalties see <a href="http://swhp.org/ind-fam/tools-resources">swhp.org/ind-fam/tools-resources</a> . Failure to obtain Prior Authorization will result in the lesser of \$500 or 50% reduction in benefits, or denial in the case of Health Care Services, other than Emergency Care, provided by an In-Network <a href="#">provider</a> . |
|   | Physician/surgeon fees                           | 20% after <u>deductible</u>  | 50% after <u>deductible</u>  |   |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                              | \$40 <u>copay</u> per visit; <u>deductible</u> does not apply                        | 50% after <u>deductible</u>  | None  |
|   | Inpatient services                               | 20% after <u>deductible</u>  | 50% after <u>deductible</u>  | None  |
| If you are pregnant   | Office visits                                    | \$60 <u>copay</u> per visit; <u>deductible</u> does not apply                        | 50% after <u>deductible</u>  | Cost sharing does not apply to <a href="#">preventive services</a> .  |
|   | Childbirth/delivery professional services        | 20% after <u>deductible</u>  | 50% after <u>deductible</u>  | No charge for prenatal visits; postnatal visits are covered at the <a href="#">specialist copay</a> .   |
|   | Childbirth/delivery facility services            | 20% after <u>deductible</u>  | 50% after <u>deductible</u>  | Depending on the type of services, a <a href="#">copayment</a> , <a href="#">coinsurance</a> , or <a href="#">deductible</a> may apply.   |
| If you need help recovering or have                                       | <a href="#">Home health care</a>                 | 20% after <u>deductible</u>  | 50% after <u>deductible</u>  | 60 visit limit per year.  |
|   | <a href="#">Rehabilitation services</a>          | \$60 <u>copay</u> per visit; <u>deductible</u> does not apply                        | 50% after <u>deductible</u>  | 35 visit limit per year.  |

| Common Medical Event                          | Services You May Need                     | What You Will Pay   |  | Limitations, Exceptions, & Other Important Information |
|---|---|---|--|--|
|   |   | Network Provider<br>(You will pay the least)                  | Out-of-Network Provider<br>(You will pay the most) |  |
| <b>other special health needs</b>             | <a href="#">Habilitation services</a>     | \$60 <u>copay</u> per visit; <u>deductible</u> does not apply | 50% after <u>deductible</u>                        | 35 visit limit per year.                               |
|   | <a href="#">Skilled nursing care</a>      | 20% after <u>deductible</u>                                   | 50% after <u>deductible</u>                        | 25 day limit per year.                                 |
|   | <a href="#">Durable medical equipment</a> | 50% after <u>deductible</u>                                   | 50% after <u>deductible</u>                        | None   |
|   | <a href="#">Hospice services</a>          | No charge   | 50% after <u>deductible</u>                        | None   |
| <b>If your child needs dental or eye care</b> | Children's eye exam                       | \$60 <u>copay</u> per visit; <u>deductible</u> does not apply | 50% after <u>deductible</u>                        | One exam limit per year.                               |
|   | Children's glasses                        | Not covered   | Not covered  | None   |
|   | Children's dental check-up                | Not covered   | Not covered  | None   |

#### Excluded Services & Other Covered Services:

| Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">plan</a> document for more information and a list of any other <a href="#">excluded services</a> .) |   |   |
|---|---|---|
| <ul style="list-style-type: none"> <li>Acupuncture</li> <li>Bariatric surgery</li> <li>Cosmetic surgery</li> <li>Dental care (Child and Adult)</li> </ul>   | <ul style="list-style-type: none"> <li>Infertility treatment</li> <li>Long-term care</li> <li>Non-emergency care when traveling outside U.S.</li> </ul> | <ul style="list-style-type: none"> <li>Private-duty nursing</li> <li>Routine foot care</li> <li>Weight loss programs</li> </ul> |

| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <a href="#">plan</a> document.)   |
|--|
| <ul style="list-style-type: none"> <li>Chiropractic care (limited to 35 visits per Calendar year)</li> <li>Hearing aids (limited to one per ear every three years for covered members 18 years of age or younger)</li> <li>Routine eye care (Adult) (limited to annual eye exam conducted by a licensed ophthalmologist or optometrist)</li> </ul> |

**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: Insurance Company of Scott & White, visit [swhp.org](http://swhp.org), or call 1-800-321-7947; Department of Labor Employee Benefits Security Administration, visit [dol.gov/ebsa/healthreform](http://dol.gov/ebsa/healthreform), or call 1-866-444-EBSA (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 [HealthCare.gov](http://HealthCare.gov) or call 1-800-318-2596; Department of Labor Employee Benefits Security Administration, visit [dol.gov/ebsa/healthreform](http://dol.gov/ebsa/healthreform), or call 1-866-444-EBSA (3272).

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact: Insurance Company of Scott & White, visit [swhp.org](http://swhp.org), or call 1-800-321-7947; Texas Department of Insurance, visit [tdi.texas.gov](http://tdi.texas.gov), or call 1-800-252-3439; Department of Labor Employee Benefits Security Administration, visit [dol.gov/ebsa/healthreform](http://dol.gov/ebsa/healthreform), or call 1-866-444-EBSA (3272).

**Does this plan provide Minimum Essential Coverage? Yes**

If you don't have [Minimum Essential Coverage](#) for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

**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 1-800-321-7947.

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*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*

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## About these Coverage Examples:



**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)

|   |         |
|---|---------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$5,500 |
| ■ <a href="#">Specialist</a> copayment                          | \$60    |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 20%     |
| ■ Other <a href="#">coinsurance</a>                             | 20%     |

This EXAMPLE event includes services like:

#### Sample Care Costs

Specialist office visits (prenatal care)  
Childbirth/Delivery Professional Services  
Childbirth/Delivery Facility Services  
Diagnostic tests (ultrasounds and blood work)  
Specialist visit (anesthesia)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,800</b> |
|---------------------------|-----------------|

In this example, Peg would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$4,900        |
| <a href="#">Copayments</a>        | \$0            |
| <a href="#">Coinsurance</a>       | \$2,300        |
| What isn't covered                |                |
| Limits or exclusions              | \$60           |
| <b>The total Peg would pay is</b> | <b>\$7,260</b> |

### Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

|   |         |
|---|---------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$5,500 |
| ■ <a href="#">Specialist</a> copayment                          | \$60    |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 20%     |
| ■ Other <a href="#">coinsurance</a>                             | 20%     |

This EXAMPLE event includes services like:

#### Sample Care Costs

Primary care physician office visits (including disease education)  
Diagnostic tests (blood work)  
Prescription drugs  
Durable medical equipment (glucose meter)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$7,400</b> |
|---------------------------|----------------|

In this example, Joe would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$1,400        |
| <a href="#">Copayments</a>        | \$3,500        |
| <a href="#">Coinsurance</a>       | \$400          |
| What isn't covered                |                |
| Limits or exclusions              | \$60           |
| <b>The total Joe would pay is</b> | <b>\$5,360</b> |

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

|   |         |
|---|---------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$5,500 |
| ■ <a href="#">Specialist</a> copayment                          | \$60    |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 20%     |
| ■ Other <a href="#">coinsurance</a>                             | 20%     |

This EXAMPLE event includes services like:

#### Sample Care Costs

Emergency room care (including medical supplies)  
Diagnostic test (x-ray)  
Durable medical equipment (crutches)  
Rehabilitation services (physical therapy)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,000</b> |
|---------------------------|----------------|

In this example, Mia would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$1,100        |
| <a href="#">Copayments</a>        | \$500          |
| <a href="#">Coinsurance</a>       | \$300          |
| What isn't covered                |                |
| Limits or exclusions              | \$0            |
| <b>The total Mia would pay is</b> | <b>\$1,900</b> |

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.



# Nondiscrimination Notice

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-321-7947 (TTY: 711).

Insurance Company of Scott and White complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Insurance Company of Scott and White does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Insurance Company of Scott and White:

- 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 and accessible electronic 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, contact the Insurance Company of Scott and White Compliance Officer at 1-254-820-8888 or send an email to [SWHPComplianceDepartment@BSWHealth.org](mailto:SWHPComplianceDepartment@BSWHealth.org).

If you believe that Insurance Company of Scott and White 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:

Compliance Officer, Insurance Company of Scott and White  
1206 West Campus Drive, Suite 151  
Temple, Texas 76502

Compliance HelpLine; 1-888-484-6977 or <https://app.mycompliancereport.com/report.aspx?cid=swhp>

You can file a grievance in person or by mail, online, or email. If you need help filing a grievance, the Compliance Officer 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  
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>.

Language Assistance\_06/2018

# Language Assistance/ Asistencia de idiomas

**English:**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-321-7947 (TTY: 711).

**Spanish:**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-321-7947 (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 1-800-321-7947 (TTY: 711).

**Chinese:**

注意: 如果使用繁體中文, 可以免費獲得語言援助服務。請致電 1-800-321-7947 (TTY: 711)。

**Korean:**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-321-7947 (TTY: 711) 번으로 전화해 주십시오.

**Arabic:**

هاتف الصم والبكم: 711. ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-321-7947 (TTY: 711).

**Urdu:**

کریں۔ 1-800-321-7947 (TTY: 711) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال

**Tagalog:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-321-7947 (TTY: 711).

**French:**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-321-7947 (ATS : 711).

**Hindi:**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-321-7947 (TTY: 711) पर कॉल करें।

**Persian:**

فراهم می یابند. یا 1-800-321-7947 (TTY: 711) تماس بگیرید. توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما

**German:**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-321-7947 (TTY: 711).

**Gujarati:**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-321-7947 (TTY: 711).

**Russian:**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-321-7947 (телетайп: 711).

**Japanese:**

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。1-800-321-7947 (TTY: 711) まで、お電話にてご連絡ください。

**Laotian:**

ໂປດຊາບ: ຖ້າ ທ່ານ ອາດ າພາສາ ລາວ, ການບໍ່ ຈໍາກັດ ການຊ່ວຍເຫຼືອ ອັດ າພາສາ, ໂດຍບໍ່ ເສັ້ນຄ່າ, ແມ່ນ ມີ ພ້ອມ ທີ່ ທ່ານ. ໂທ 1-800-321-7947 (TTY: 711).