## Florida Blue 💩 🕅 HMO

# BlueCare 21530

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Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services

Coverage for: Individual and/or Family | Plan Type: HMO

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,

www.floridablue.com/plancontracts/individual. 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 <u>www.floridablue.com/plancontracts/individual</u> or call 1-800-352-2583 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	<b>\$0</b> at Indian Health Care <u>Provider</u> (IHCP) or with IHCP <u>referral</u> at non-IHCP; or <u>In-Network</u> : <b>\$7,900</b> Per Person/ <b>\$15,800</b> Family. <u>Out-</u> <u>of-Network</u> : <u>Not Applicable.</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> .	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 services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive</u> <u>services</u> at <u>www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	<b>\$0</b> at Indian Health Care <u>Provider</u> (IHCP) or with IHCP <u>referral</u> at non-IHCP; or 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> ?	Yes. <u>In-Network</u> : <b>\$8,700</b> Per Person/ <b>\$17,400</b> Family. <u>Out-Of-</u> <u>Network</u> : <u>Not Applicable.</u>	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>Premium, balance-billed</u> charges, 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 https://providersearch.floridablue.c om/providersearch/pub/index.htm or call 1-800-352-2583 for a list of network providers.	This <u>plan</u> uses a <u>provider</u> <u>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</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 <u>specialist</u> you choose without a <u>referral</u> .

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

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care <u>Provider</u> (You have no cost)	<u>Non-IHCP In-</u> <u>Network Provider</u> (You will pay the less)	<u>Out-of-Network</u> <u>Provider</u> (You will pay most)	Limitations, Exceptions, & Other Important Information
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	No Charge	Value Choice Provider: No Charge/ Primary Care Visits: No Charge - Visits 1-3 \$45 <u>Copay</u> for remaining Visits/ Virtual Visits: No Charge	Not Covered	Physician administered drugs may have higher cost share. Virtual Visit services are <u>only</u> covered for In-Network providers.
	<u>Specialist</u> visit	No Charge	Value Choice Specialist: \$20 <u>Copay</u> per Visit/ Specialist: \$85 <u>Copay</u> per Visit/ Virtual Visits: \$85 <u>Copay</u> per Visit	Not Covered	Physician administered drugs may have higher cost share. Virtual Visit services are <u>only</u> covered for In-Network providers.
	Preventive care/screening/ immunization	No Charge	No Charge	Not Covered	Physician administered drugs may have higher cost share. You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No Charge	Value Choice Specialist: \$20 <u>Copay</u> per Visit/ Independent Clinical Lab: \$25 <u>Copay</u> per Visit/ Independent	Not Covered	Tests performed in hospitals may have higher cost share. Prior Authorization may be required. Your benefits/services may be denied.

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			Diagnostic Testing Center: <u>Deductible</u> + \$100 <u>Copay</u> per Visit		
	Imaging (CT/PET scans, MRIs)	No Charge	<u>Deductible</u> + \$100 <u>Copay</u> per Visit	Not Covered	Tests performed in hospitals may have higher cost share. Prior Authorization may be required. Your benefits/services may be denied.
If you need drugs to treat your illness or condition More information about	Generic drugs	No Charge	Preventive: No Charge (retail)/ Condition Care Rx: \$4 <u>Copay</u> per Prescription (retail)/ All Other Generic: \$30 <u>Copay</u> per Prescription (retail)	Not Covered	Up to 30 day supply for retail, 90 day supply for mail order at 2 1/2 times the retail amount. Responsible Rx programs such as Prior Authorization may apply. See Medication guide for more information.
prescription drug <u>coverage</u> is available at <u>www.floridablue.com/to</u> <u>ols-</u> <u>resources/pharmacy/me</u> <u>dication-guide</u>	Preferred brand drugs	No Charge	Condition Care Rx: \$40 <u>Copay</u> per Prescription (retail)/ All Other Preferred Brand: <u>Deductible</u> + 50% <u>Coinsurance</u> (retail)	Not Covered	Up to 30 day supply for retail, 90 day supply for mail order at 2 1/2 times the retail amount.
	Non-preferred brand drugs	No Charge	<u>Deductible</u> + 50% <u>Coinsurance</u> (retail)	Not Covered	Up to 30 day supply for retail, 90 day supply for mail order at 2 1/2 times the retail amount.
	Specialty drugs	No Charge	Deductible + 50% Coinsurance	Not Covered	Up to 30 day supply for retail. Not covered through Mail Order.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	No Charge	Ambulatory Surgical Center: <u>Deductible</u> + \$300 <u>Copay</u> per Visit/ Hospital:	Not Covered	Prior Authorization may be required. Your benefits/services may be denied.

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			<u>Deductible</u> + \$350 <u>Copay</u> per Visit		
	Physician/surgeon fees	No Charge	Deductible	Not Covered	none
	Emergency room care	No Charge	<u>Deductible</u> + \$250 <u>Copay</u> per Visit	<u>In-Network</u> <u>Deductible</u> + \$250 <u>Copay</u> per Visit	none
If you need immediate	Emergency medical transportation	No Charge	<u>Deductible</u> + 50% <u>Coinsurance</u>	In-Network Deductible Coinsurance	Out-of-Network only covered for emergencies.
If you need immediate medical attention	<u>Urgent care</u>	No Charge	Value Choice Provider: No Charge - Visits 1-2 \$85 <u>Copay</u> for remaining Visits/ Urgent Care Visits: \$85 <u>Copay</u> per Visit	Not Covered	<u>Out-of-Network</u> only covered out- of-state.
lf you have a hospital stay	Facility fee (e.g., hospital room)	No Charge	<u>Deductible</u> + \$400 <u>Copay</u> per Admission	Not Covered	Inpatient Rehab Services limited to 30 days. Inpatient <u>Habilitation</u> <u>Services</u> limited to 30 days. Prior Authorization may be required. Your benefits/services may be denied.
	Physician/surgeon fees	No Charge	<u>Deductible</u>	Not Covered	none

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lf you need mental health, behavioral health, or substance	Outpatient services	No Charge	Physician Office: \$85 <u>Copay</u> per Visit/ Specialist Virtual Visits: No Charge/ Hospital: <u>Deductible</u> + \$350 <u>Copay</u> per Visit	Not Covered	Prior Authorization may be required. Your benefits/services may be denied. Virtual Visit services are <u>only</u> covered for In- Network providers.
abuse services	Inpatient services	No Charge	<u>Physician Services:</u> <u>Deductible</u> / Hospital: <u>Deductible</u> + \$400 <u>Copay</u> per Admission	Not Covered	Prior Authorization may be required. Your benefits/services may be denied.
	Office visits	No Charge	\$85 <u>Copay</u> on initial Visit	Not Covered	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)
If you are pregnant	Childbirth/delivery professional services	No Charge	<u>Deductible</u>	Not Covered	none
	Childbirth/delivery facility services	No Charge	<u>Deductible</u> + \$400 <u>Copay</u> per Admission	Not Covered	none
	Home health care	No Charge	No Charge	Not Covered	Coverage limited to 60 visits.
If you need help recovering or have other special health needs	Rehabilitation services	No Charge	\$85 <u>Copay</u> per Visit	Not Covered	Coverage limited to 35 visits, including 35 manipulations. Services performed in hospital may have higher cost share. Prior Authorization may be required. Your benefits/services may be denied.
	Habilitation services	No Charge	\$85 <u>Copay</u> per Visit	Not Covered	Coverage limited to 35 visits. Services performed in hospital may have higher cost share. Prior Authorization may be required.

Common Medical Event	Services You May Need	Indian Health Care Provider (You have no cost)	What You Will Pay <u>Non-IHCP In-</u> <u>Network Provider</u> (You will pay the less)	<u>Out-of-Network</u> <u>Provider</u> (You will pay most)	Limitations, Exceptions, & Other Important Information
					Your benefits/services may be denied.
	Skilled nursing care	No Charge	<u>Deductible</u> + 50% <u>Coinsurance</u>	Not Covered	Coverage limited to 60 days. Prior Authorization may be required. Your benefits/services may be denied.
	Durable medical equipment	No Charge	Motorized Wheelchairs: \$500 <u>Copay</u> per Visit/ All Other: No Charge	Not Covered	Excludes vehicle modifications, home modifications, exercise, bathroom equipment and replacement of <u>DME</u> due to use/age. Prior Authorization may be required. Your benefits/services may be denied.
	Hospice services	No Charge	No Charge	Not Covered	Prior Authorization may be required. Your benefits/services may be denied.
	Children's eye exam	No Charge	No Charge	Not Covered	One exam every 12 months.
If your child needs dental or eye care	Children's glasses	No Charge	No Charge	Not Covered	One pair every 12 months. Additional cost shares may apply for Non-Collection Frame.
	Children's dental check-up	Not Covered	Not Covered	Not Covered	Not Covered

Excluded Services & Other Covered 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.)				
Acupuncture     Deristria surgery	Infertility treatment	Private-duty nursing     Deutine ave are (Adult)		
<ul><li>Bariatric surgery</li><li>Cosmetic surgery</li></ul>	<ul> <li>Long-term care</li> <li>Non-emergency care when traveling outside the</li> </ul>	<ul> <li>Routine eye care (Adult)</li> <li>Routine foot care unless for treatment of diabetes</li> </ul>		
Dental care (Adult)	U.S.	Weight loss programs		
Hearing aids	<ul> <li>Non-excepted abortions (i.e., not <u>medically</u> <u>necessary</u>)</li> </ul>			
	Pediatric dental check-up			

Other Covered Services (Limitations may appl	y to these services. This isn't a complete list. Please see your <u>plan</u> document.)	
Chiropractic care - Limited to 35 visits	<ul> <li>Most coverage provided outside the United</li> </ul>	
	States. See www.floridablue.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: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or

www.dol.gov/ebsa/contactEBSA/consumerassistance.html, State consumer assistance program www.cms.gov/CCIIO/Resources/Consumer-Assistance-Grants/, Office of Personnel Management Multi State Plan Program: www.opm.gov/healthcare-insurance/multi-state-plan-program/externalreview/. Or Healthcare.gov www.HealthCare.gov or call 1-800-318-2596 OR state health insurance marketplace or SHOP. 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 <u>Grievance</u> and <u>Appeals</u> 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 the insurer at 1-800-352-2583. You may also contact your State Department of Insurance at 1-877-693-5236. Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact U.S. Department of Labor Employee Benefits Security Administration at 1-866-4-USA-DOL (866-487-2365) or <u>www.dol.gov/ebsa/consumer\_info\_health.html</u>.

#### 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? Not Applicable

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.

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

#### 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 plan's overall deductible	\$7,900
Specialist Copayment	\$85
Hospital (facility) Copayment	\$400
Other <u>Copayment</u>	\$25

This EXAMPLE event includes services like: Specialist office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood work) Specialist visit (anesthesia)

Total Example Cost	\$12,700
In this example, Peg would pay:	
<u>Cost Sharing</u>	
<u>Deductibles</u>	\$7,900
Copayments	\$500
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$60
The total Peg would pay is	\$8,460

Managing Joe's type 2 Diabetes (a year of routine <u>in-network</u> care of a well- controlled condition)		
<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist Copayment</u></li> <li>Hospital (facility) <u>Copayment</u></li> <li>Other <u>No Charge</u></li> </ul>	\$7,900 \$85 \$400 \$0	

#### This EXAMPLE event includes services like: Primary care physician office visits (including

disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter)

Total Example Cost	\$5,600	
In this example, Joe would pay:		
<u>Cost Sharing</u>		
Deductibles	\$3,500	
Copayments	\$1,000	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$30	
The total Joe would pay is	\$4,530	

## **Mia's Simple Fracture**

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

The plan's overall deductible	\$7,900
Specialist Copayment	\$85
Hospital (facility) Copayment	\$400
Other <u>Copayment</u>	\$250

### This EXAMPLE event includes services like:

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

Total Example Cost	\$2,800	
In this example, Mia would pay:		
Cost Sharing		
<u>Deductibles</u>	\$2,000	
<u>Copayments</u>	\$400	
Coinsuranco	¢۵	

The total Mia would pay is	\$2,400
Limits or exclusions	\$0
What isn't covered	
Coinsurance	<b>۵</b> 0

Note: These numbers assume the patient does not participate in the plan's wellness program. If you participate in the plan's wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: www.floridablue.com.

Section 1557 Notification: Discrimination is Against the Law

Florida Blue, Florida Blue HMO, Florida Blue Preferred HMO (collectively, "Florida Blue"), Florida Combined Life and the Blue Cross and Blue Shield Federal Employee Program<sup>®</sup> (FEP) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Florida Blue, Florida Blue HMO, Florida Blue Preferred HMO, Florida Combined Life and FEP:

- · Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact:

- Florida Blue (health and vision coverage): 1-800-352-2583
- Florida Combined Life (dental, life, and disability coverage): 1-888-223-4892
- Federal Employee Program: 1-800-333-2227

If you believe that we have 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:

Florida Blue (including FEP members): Section 1557 Coordinator 4800 Deerwood Campus Parkway, DCC 1-7 Jacksonville, FL 32246 1-800-477-3736 x29070 1-800-955-8770 (TTY) Fax: 1-904-301-1580 section1557coordinator@floridablue.com Florida Combined Life: Civil Rights Coordinator 17500 Chenal Parkway Little Rock, AR 72223 1-800-260-0331 1-800-955-8770 (TTY) civilrightscoordinator@fclife.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Section 1557 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, 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 http://www.hhs.gov/ocr/office/file/index.html

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773). FEP: Llame al 1-800-333-2227

ATANSYON: Si w pale Kreyòl ayisyen, ou ka resevwa yon èd gratis nan lang pa w. Rele 1-800-352-2583 (pou moun ki pa tande byen: 1-800-955-8770). FEP: Rele 1-800-333-2227

CHÚ Ý: Nếu bạn nói Tiếng Việt, có dịch vụ trợ giúp ngôn ngữ miễn phí dành cho bạn. Hãy gọi số 1-800-352-2583 (TTY: 1-800-955-8770). FEP: Gọi số 1-800-333-2227

ATENÇÃO: Se você fala português, utilize os serviços linguísticos gratuitos disponíveis. Ligue para 1-800-352-2583 (TTY: 1-800-955-8770). FEP: Ligue para 1-800-333-2227

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電1-800-352-2583 (TTY: 1-800-955-8770)。FEP:請致電1-800-333-2227

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-352-2583 (ATS : 1-800-955-8770). FEP : Appelez le 1-800-333-2227

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-352-2583 (TTY: 1-800-955-8770). FEP: Tumawag sa 1-800-333-2227

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-352-2583 (телетайп: 1-800-955-8770). FEP: Звоните 1-800-333-2227

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-008-253-3852 (رقم هاتف الصم والبكم: 1-008-559-0778. اتصل برقم 1-333-008-7222.

ATTENZIONE: Qualora fosse l'italiano la lingua parlata, sono disponibili dei servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-352-2583 (TTY: 1-800-955-8770). FEP: chiamare il numero 1-800-333-2227

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: +1-800-352-2583 (TTY: +1-800-955-8770). FEP: Rufnummer +1-800-333-2227

주의: 한국어 사용을 원하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-352-2583 (TTY: 1-800-955-8770) 로 전화하십시오. FEP: 1-800-333-2227 로 연락하십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-352-2583 (TTY: 1-800-955-8770). FEP: Zadzwoń pod numer 1-800-333-2227.

#### સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવા તમારા માટે ઉપલબ્ધ છે.

ફोन अगे 1-800-352-2583 (TTY: 1-800-955-8770). FEP: होन अगे 1-800-333-2227

ประกาศ:ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โดยศิดต่อหมายเลขโทรฟรี 1-800-352-2583 (TTY: 1-800-955-8770) หรือ FEP โทร 1-800-333-2227

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。1-800-352-2583(TTY: 1-800-955-8770)まで、お電話にて ご連絡ください。FEP: 1-800-333-2227

> توجه: اگر به زیان فارسی صحبت می کنید، تسهیلات زیانی رایگان در دسترس شما خواهد بود. با شماره (TTY: 1-800-335-258-100 -1 تماس بگیرید. FEP: با شماره 2227-338-800 تماس بگیرید.

Baa ákonínzin: Diné bizaad bee yáníłti'go, saad bee áká anáwo', t'áá jíík'eh, ná hóló. Kojį' hodíílnih 1-800-352-2583 (TTY: 1-800-955-8770). FEP ígíí éí kojį' hodíílnih 1-800-333-2227.