



## QUICK REFERENCE GUIDE

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Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

# Transition of Care Guide

# What's Inside:

	Transitioning out of EPSDT Coverage .....	1
	Your Member Benefits .....	2
	Your Pharmacy Benefits .....	3
	Your Medicaid Co-Pays .....	4
	Mental and Behavioral Health Resources .....	4
	Value-Added Services .....	5
	Your Primary Care Provider (PCP) .....	6
	Specialty Providers .....	7
	Referrals and Prior Authorizations .....	7
	Importance of Vaccinations .....	8
	Know Where to Go for Care .....	9
	Website and Online Resources .....	10
	Important Contacts .....	11
	Notes .....	12



## Transitioning out of Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Coverage

Growing up comes with a lot of changes, and your health care is one of them. This quick reference guide is here to help you as you move from Medicaid's EPSDT program into regular Medicaid benefits and services. When you were younger, many health care decisions were made for you now. Now, as a young adult, you get to take a bigger role in understanding your benefits and making choices about your care. This guide is designed to make that transition easier.

Inside this guide, you'll learn about important parts of your health care, like choosing and working with your primary care provider (PCP), knowing what your benefits cover, and understanding co-payments. You'll also find clear explanations about referrals, prior authorizations, and when you might need to see a specialty provider.

Taking care of your health is one of the most important parts of growing into adulthood, and you don't have to figure it out on your own. Carolina Complete Health is here to support you every step of the way.



# Your Member Benefits

Your Carolina Complete Health Medicaid Plan includes many benefits that are available at no cost or for a low copay. If you have questions about your benefits, please contact Member Services at 1-833-552-3876 (TTY 711).



## MEDICAL BENEFITS

- Office visits with your Primary Care Provider (PCP), including annual check-ups
- Routine labs and tests
- X-rays
- Home health care
- Hospital admissions
- Medical supplies
- Referrals to specialists
- Eye/hearing exams
- Well-baby care
- Well-childcare



## BEHAVIORAL HEALTH SERVICES

- Inpatient/Outpatient mental health/ alcohol and substance abuse services
- Rehabilitative mental health services
- Applied behavioral analysis services



## PREVENTIVE SERVICES

- Blood pressure screening
- Blood tests
- Breast cancer mammography screening
- Cervical cancer screening
- Colorectal cancer screening
- Depression screening
- Development screening (for children)
- Diabetes (Type 2) screening
- Diet counseling
- Flu vaccine
- HIV screening
- Immunization vaccines (for children and adults)
- Lead screening for children at risk of exposure
- Obesity screening and counseling
- Osteoporosis screening
- Tobacco use screening
- Vision screening (for children)
- Well-baby and well-child visits



## WE ALSO OFFER

- Extra assistance for complex health conditions through our Case and Disease Management Programs
- Coordination of care with programs and services in your community to help support food insecurity, housing affordability, domestic violence prevention, and transportation needs

# Your Pharmacy Benefits

Carolina Complete Health covers most prescription medications and over-the-counter drugs when prescribed by a Carolina Complete Health provider. The pharmacy program does not cover all drugs. Some drugs require prior authorization and may have limitations on age, dosage, or maximum quantities.

Visit [www.carolinacompletehealth.com/pharmacy](http://www.carolinacompletehealth.com/pharmacy) for more information about pharmacy benefits.



## HOW TO SEARCH THE FORMULARY

Use Carolina Complete Health's formulary search tool on our website to find out if your prescription medication is covered by Carolina Complete Health. The tool allows you to search through all brand and generic medications covered on the pharmacy outpatient benefit. These medications may be picked up at an in-network pharmacy or sent to your home or provider's office.



## HOW TO GET MEDICATIONS

You can have your prescriptions filled at a Carolina Complete Health network pharmacy. At the pharmacy, you will need to give the pharmacist your prescription from a Carolina Complete Health prescriber and your Carolina Complete Health member ID Card.



## WHERE TO GET A PRESCRIPTION FILLED

To find a pharmacy that is in the Carolina Complete Health network, you can use the Find a Provider tool on the website at [findaprovider.carolinacompletehealth.com](http://findaprovider.carolinacompletehealth.com). Type in your city or zip code and select Carolina Complete Health as your plan. Then click Continue. Choose Provider Name and type the name of your pharmacy. You can also select the Pharmacy and Medical Supplies from the Choose a Category section below the search. Only those pharmacies in the Carolina Complete Health network are listed.



# Member Copays



In most situations, members must share the cost of the service provided. This is a co-payment (or copay), or a set amount members pay when they receive a service. You can find your copay amounts on our website at [carolinacompletehealth.com/copays](http://carolinacompletehealth.com/copays), in your Member Handbook, or by calling Member Services. You must make copays directly to providers at the time of service.

## Copays for Medicaid Services

Service	Your Copay	Service	Your Copay
Physicians	\$4 per visit	Chiropractor	\$4 per visit
Outpatient services	\$4 per visit	Optical services/supplies	\$4 per visit
Podiatrists	\$4 per visit	Optometrists	\$4 per visit
Generic and brand prescriptions	\$4 for each prescription	Non-Emergency Emergency Department visits	\$4 per visit

# Mental and Behavioral Health Resources



As you move into adulthood, it's just as important to take care of your mental health as it is your physical health. Everyone feels stress, worry, or pressure sometimes and that is okay. At Carolina Complete Health, we offer mental and behavioral health support to help you handle these challenges in healthy ways. Whether you need help managing stress, quitting tobacco or vaping, or dealing with things like video game or other addictions, support is available to you.

We have many tools and resources to help you feel your best. You can find information about our programs online, at [carolinacompletehealth.com/resources](http://carolinacompletehealth.com/resources), or you can call Member Services to connect with someone who can guide you to the right support. They will help get you connected and educate you on the programs that fit your needs. Taking care of your mental health is an important step in becoming a healthy adult.



# Your Value-Added Services



At Carolina Complete Health, we understand that true health goes beyond the doctor's office. That's why we provide extra Value-Added Services to support members in other areas that are important to overall health and wellness.

These services are included at no cost and designed to make it easier for you to live a healthier life. These programs include support for new moms, tools to quit smoking, resources for mental health, rewards for taking care of your health, and MORE!

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Getting these extra Value-Added Services is easy. Just visit the website at [www.carolinacompletehealth.com/vas](http://www.carolinacompletehealth.com/vas) to fill out a request form.



**\$125 My Healthy Balance** grocery assistance program for healthy foods from Walmart®.



**\$125 vision credit** every 2 years towards eyeglass frames and lenses for members aged 21+



**Cell Phone** with free calls and texts to keep in touch with your doctor/provider.



**GED® Testing** and support for members aged 16+.



Up to 14 weeks of **WeightWatchers®** including online tools.



**YMCA Pre-Diabetic Virtual Program** to help members lower their risk of diabetes.



**YMCA Virtual Blood Pressure Monitoring Program** to help manage high blood pressure.



**Room-to-Breathe Asthma Program** with \$150 in supplies to help control asthma triggers.



**Mental Health Support Mobile App** to help manage stress, anxiety, chronic pain, and more.



**Quit for Life® Tobacco Cessation Program** to help stop smoking or using tobacco products.



One-on-One **Health and Wellness Coaching** to help members manage chronic conditions.



Once per lifetime **\$250 Care Grant** to assist members with non-medical factors.



## Your Primary Care Provider (PCP)



Your PCP is your main healthcare provider. If you do not have a PCP, you can find a provider using our online search tool at [findaprovider.carolinacompletehealth.com](https://findaprovider.carolinacompletehealth.com) or call Member Services. Call the office to schedule a visit if you don't need immediate medical care. See your PCP if you need:

- Help with colds, flus, sore throats, earaches, and fevers
- Sprains or strains
- Cuts or scrapes that don't require stitches
- Care for ongoing health issues like asthma or diabetes
- An annual wellness exam
- Diaper rash or infant feeding issues
- Vaccinations
- More medicine or prescription refills
- General advice about your overall health



**SCAN HERE  
TO FIND A  
PROVIDER**



## Speciality Providers

As you get older and move into adult care, you might need to see a specialty provider. A specialty provider is a doctor or nurse who focuses on one area of health, like a cardiologist (a heart doctor), a dermatologist (a skin doctor), or a mental health counselor. Your primary care doctor will usually decide if you need to see a specialist and help you get connected to them.

Specialty providers are important because they have extra training to treat certain conditions or answer specific health questions. Learning when and how to see a specialist will help you take better care of your body as you age. If you think you need to see a specialist, discuss it with your primary care doctor.

To find a specialty provider that is in the Carolina Complete Health network, you can use the Find a Provider tool on the website at [findaprovider.carolinacompletehealth.com](https://findaprovider.carolinacompletehealth.com). Type in your city or zip code and select Carolina Complete Health as your plan. Then click Continue. Choose Medical Professionals and then Medical Specialist. Choose the specialist category from the drop down to see specialists in your area.

## Referrals and Prior Authorization

As you move into adult care, you may hear new words like “referrals” and “prior authorizations.” A **referral** is when your primary care doctor gives you a note or approval to see a specialist, like an eye doctor or a heart doctor. This helps make sure you are getting the right care from the right person.

**Prior authorization (PA)** means your doctor needs to ask your health plan for permission before you can get certain medicines, tests, or treatments. This step is important because it makes sure the care is safe, needed, and covered by your insurance.

Learning how referrals and prior authorizations work will help you take charge of your health. If you aren't sure what you need, ask your doctor or contact Member Services by calling **1-833-552-3876 (TTY 711)**.

To learn more about referrals or which services require prior authorization, please visit our website at [www.carolinacompletehealth.com/priorauth](https://www.carolinacompletehealth.com/priorauth).





# Importance of Vaccinations

As you grow into adulthood, it's important to keep up with your yearly vaccinations (shots). Vaccines help your body build protection against serious diseases, some of which can make you very sick or even keep you from doing the things you love. Getting vaccinated every year is a simple way to stay healthy, protect your friends and family, and avoid missing school, work, or fun activities. Even if you feel strong and healthy, vaccines are a smart step to keep your body safe as you move into the next stage of your life.



## RECOMMENDED VACCINATIONS FOR ADULTS

Did you know that your Medicaid benefits cover the cost of your vaccinations? That means you can get important shots like flu, COVID-19, HPV, and more - at **no cost to you!** Staying up to date on your vaccinations keeps you healthy, protects those around you, and helps prevent serious illnesses. Take advantage of this benefit and talk to your doctor or local pharmacy about getting vaccinated!

Vaccinations to discuss with your doctor or pharmacy:

- **Flu (influenza) Vaccine:** It is recommended to get the flu vaccine **yearly**. Flu season typically starts in October, peaking in December through February. Getting a flu vaccine in September or October helps you stay protected during the peak months.
- **COVID-19 Vaccine:** It is recommended to get a COVID-19 vaccine **yearly**. The COVID-19 vaccine helps train your body to recognize and quickly fight a COVID-19 infection.
- **Tdap Vaccine (Tetanus, Diphtheria, Pertussis):** It is recommended for adults to get a Tdap booster **every 10 years**.
- **Human Papillomavirus (HPV) Vaccine:** It is recommended to get the HPV vaccine **between the ages of 19 and 27 years old** if not previously vaccinated or did not complete the series. If you are unsure speak with your provider for more guidance.
- **Hepatitis B (HepB) Vaccine:** It is recommended to get a HepB vaccine **between the ages of 19 and 59 years old**.
- **Pneumococcal Vaccine:** It is recommended to get the Pneumococcal vaccine if you are **over the age of 50 years old**.



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LEARN MORE**



# Know Where to Go for Care



## **24/7 NURSE ADVICE LINE - 1-833-552-3876 (TTY 711)**

Our 24/7 nurse advice line is a free health information phone line. Medical professionals are available to answer questions about your health. They can also help decide if you should see your Primary Care Provider (PCP) and assist with setting up your appointment. Call our 24/7 nurse advice line if you need:

- Help knowing if you should see your PCP
- Help caring for a sick child
- Answers to questions about your health



## **URGENT CARE CENTERS**

Urgent care centers help diagnose and treat illnesses or injuries that aren't life threatening, but can't wait until the next day. If your PCP's office is closed, an urgent care center can give you fast, hands-on care. Urgent care centers can also offer shorter wait times than an Emergency Room (ER). Go to an in-network urgent care center for:

- Sprains
- Ear infections
- High fevers
- Flu symptoms with vomiting



## **TELEMEDICINE**

Carolina Complete Health offers Telemedicine at no cost to you. This is your easy, 24-hour access to in-network providers for non-emergency health issues. Get medical advice, a diagnosis or a prescription. Do it all by phone or video. And, have easy access through your mobile

device! Use Telemedicine when you're at home. Even on the job! It's there when you need it. Make an appointment for a time that works for you. Or, you can enjoy same-day visits. Plus, limited wait times! Contact Telemedicine for non-emergency issues such as:

- Colds, flu, and fevers
- Ear infections
- Rash, skin conditions
- Pink eye
- Sinuses, allergies
- Counseling for depression or anxiety
- Respiratory infections
- And More!



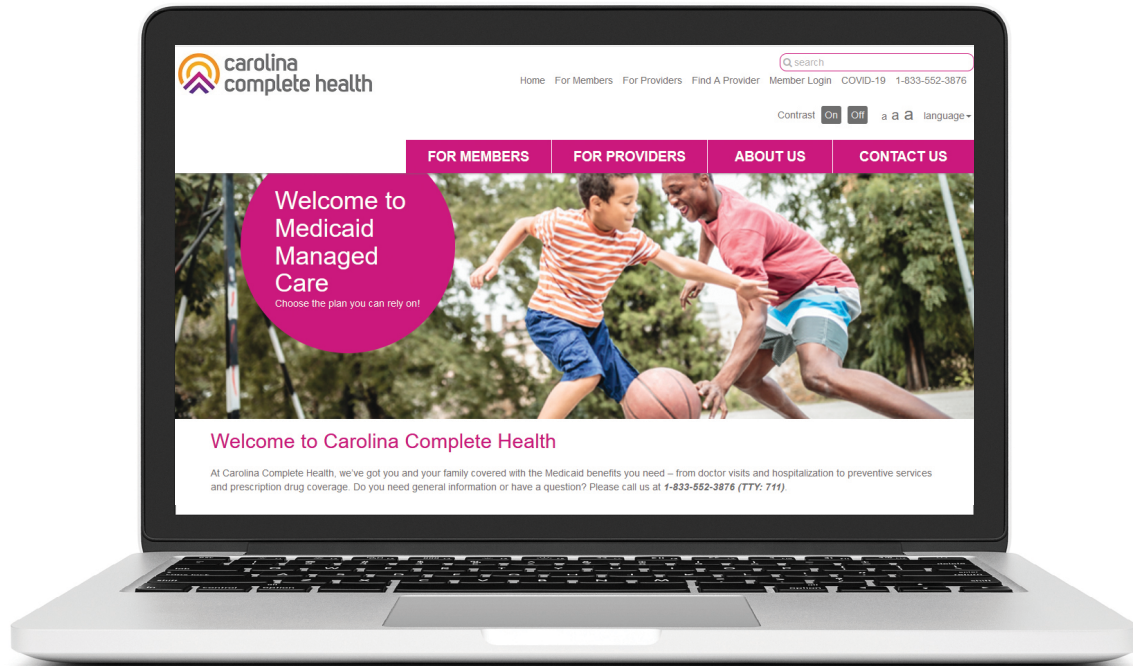
## **EMERGENCY ROOM (ER)**

Anything that could endanger your life (or your unborn child's life, if you're pregnant) without immediate medical attention is considered an emergency situation. Emergency services treat accidental injuries or the onset of what appears to be a medical condition. Go to the ER if you have:

- Broken bones
- Bleeding that won't stop
- Labor pains or other bleeding (if you're pregnant)
- Severe chest pains or heart attack symptoms
- Overdosed on drugs
- Ingested poison
- Bad burns
- Shock symptoms (sweat, thirst, dizziness, pale skin)
- Convulsions or seizures
- Trouble breathing
- The sudden inability to see, move, or speak
- Gun or knife wounds



# Website and Online Resources



## VISIT THE WEBSITE

Visit Carolina Complete Health's website at [www.carolinacompletehealth.com](http://www.carolinacompletehealth.com) to find information and valuable resources.

- Get plan contact information
- Find a provider using online tool
- View plan benefits
- Request Value-Added Services
- Learn about health and wellness resources
- Access telemedicine
- Download the member handbook



SCAN HERE TO  
VISIT WEBSITE



## IF YOU DO NOT HAVE INTERNET ACCESS:

- Contact Member Services by calling **1-833-552-3876 (TTY 711)** for help finding a Primary Care Provider (PCP) or answers to any other questions you have.



# Important Contacts



## PRIMARY CARE PROVIDER

Doctor's Name: \_\_\_\_\_

Doctor's Phone Number: \_\_\_\_\_

Doctor's Address: \_\_\_\_\_

\_\_\_\_\_



## PHARMACY

Pharmacy Name: \_\_\_\_\_

Pharmacy Phone Number: \_\_\_\_\_

Pharmacy Address: \_\_\_\_\_

\_\_\_\_\_



## DENTIST

Dentist's Name: \_\_\_\_\_

Dentist's Phone Number: \_\_\_\_\_

Dentist's Address: \_\_\_\_\_

\_\_\_\_\_



## EYE DOCTOR

Doctor's Name: \_\_\_\_\_

Doctor's Phone Number: \_\_\_\_\_

Doctor's Address: \_\_\_\_\_

\_\_\_\_\_



## OB/GYN

Doctor's Name: \_\_\_\_\_

Doctor's Phone Number: \_\_\_\_\_

Doctor's Address: \_\_\_\_\_

\_\_\_\_\_





## Notice of Nondiscrimination

Carolina Complete Health complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Carolina Complete Health does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Carolina Complete Health provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Carolina Complete Health provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call **1-833-552-3876 (TTY: 711)**.

If you believe that Carolina Complete Health has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can file a grievance with:

**1557 Coordinator**

P.O. Box 31384

Tampa, FL 33631

1-855-577-8234 (TTY: 711)

**Fax:** 1-866-388-1769

**Email:** [SM\\_Section1557Coord@centene.com](mailto:SM_Section1557Coord@centene.com)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **Online:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)
- **By mail:**
  - U.S. Department of Health and Human Services
  - 200 Independence Avenue SW., Room 509F, HHH Building
  - Washington, DC 20201
- **By phone:** 1-800-368-1019 (TDD: 1-800-537-7697)

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

## Aviso de no discriminación

Carolina Complete Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, credo, afiliación religiosa, ascendencia, sexo, identidad o expresión de género u orientación sexual. Carolina Complete Health no excluye a las personas ni las trata de forma diferente por motivos de raza, color, origen nacional, edad, discapacidad, credo, afiliación religiosa, ascendencia, sexo, género, identidad o expresión de género u orientación sexual.

Carolina Complete Health proporciona ayuda y servicios auxiliares gratuitos a las personas con discapacidades para que se comuniquen eficazmente con nosotros, por ejemplo:

- Intérpretes calificados de lenguaje de señas americano
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)

Carolina Complete Health ofrece servicios lingüísticos gratuitos a las personas para las cual el idioma principal no es el inglés, por ejemplo:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, llame al **1-833-552-3876 (TTY: 711)**.

Si cree que Carolina Complete Health no le ha prestado estos servicios o lo ha discriminado de alguna otra manera por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja ante:

### **1557 Coordinator**

P.O. Box 31384

Tampa, FL 33631

1-855-577-8234 (TTY: 711)

**Fax:** 1-866-388-1769

**Email:** [SM\\_Section1557Coord@centene.com](mailto:SM_Section1557Coord@centene.com)

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos:

- **En línea:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)
- **Por correo:**  
U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building  
Washington, DC 20201
- **Por teléfono:** 1-800-368-1019 (TDD: 1-800-537-7697)

Los formularios de quejas están disponibles en: [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

**English:** You can request free auxiliary aids and services, including this material and other information in large print. Call **1-833-552-3876 (TTY: 711)**. If English is not your first language, we can help. Call **1-833-552-3876 (TTY: 711)**. We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

**Español (Spanish):** Puede solicitar ayudas y servicios auxiliares gratuitos, incluido este material y otra información en letra grande. Llame al **1-833-552-3876 (TTY: 711)**. Si el inglés no es su lengua nativa, podemos ayudarle. Llame al **1-833-552-3876 (TTY: 711)**. Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

**中国人 (Chinese):** 您可以申请免费的辅助工具和服务, 包括本资料和其他计划信息的大字版。请致电 1-833-552-3876 (TTY: 711)。如果英语不是您的首选语言, 我们能提供帮助。请致电 1-833-552-3876 (TTY: 711)。我们可以通过口头或书面形式, 用您使用的语言免费为您提供本资料中的信息, 为您提供翻译服务, 并且用您使用的语言帮助回答您的问题。

**Tiếng Việt (Vietnamese):** Bạn có thể yêu cầu các dịch vụ và hỗ trợ phụ trợ miễn phí, bao gồm tài liệu và các thông tin khác dưới dạng bản in lớn. Gọi **1-833-552-3876 (TTY: 711)**. Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến **1-833-552-3876 (TTY: 711)**. Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

**한국인 (Korean):** 귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타정보가 있습니다. 1-833-552-3876 (TTY: 711) 번으로 전화주시기 바랍니다.

영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. 1-833-552-3876 (TTY: 711) 번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

**Français (French):** Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations en gros caractères. Composez le **1-833-552-3876 (TTY: 711)**. Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le **1-833-552-3876 (TTY: 711)**. Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.

**Hmoob (Hmong):** Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntauv no thiab lwm lub phiaj xwm tej ntaub ntauv kom muab luam ua tus ntauv loj. Hu rau **1-833-552-3876 (TTY: 711)**. Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau **1-833-552-3876 (TTY: 711)**. Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntauv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntauv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

## عربى (Arabic):

فرح أب عطفخا لوح یرخأ تامولعمو دن تسمل اذه، كلذ یف امب ةیناجملا ةیفاضإل تادعاسملا او تامدخل بلط كن كمی قرلا یلع لصتا. ةریبک

**1-833-552-3876 (TTY: 711).**

**1-833-552-3876** مقرلا یلع لصتا. ةدعاسملا انن كمی ف، یلوالا كتغل تسیل ةیزیلجنل ةغلل تناك اذإ تامدخ یل ایباتك وأ ای هفش كتغل دن تسمل اذه یف ةدراول تامولعمل كل مدقن نأ انن كمی (TTY: 711)

[carolinacompletehealth.com](http://carolinacompletehealth.com) | 1-833-552-3876 (TTY 711)

**Русский (Russian):** Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию напечатанную крупным шрифтом. Позвоните по номеру **1-833-552-3876 (TTY: 711)**. Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру **1-833-552-3876 (TTY: 711)**. Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

**Tagalog (Tagalog):** Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon sa malaking print. Tumawag sa **1-833-552-3876 (TTY: 711)**. Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa **1-833-552-3876 (TTY: 711)**. Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

**ગુજરાતી (Gujarati):** તમે મોટી પ્રિન્ટમાં આ સામગ્રી અને અન્ય માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વનિતી કરી શકો છો. 1-833-552-3876 (TTY: 711). પર કોલ કરો

જો અંગ્રેજી તમારી પ્રથમ ભાષા ન હોય, તો અમે મદદ કરી શકીએ છીએ. 1-833-552-3876 (TTY: 711). પર કોલ કરો તમારી ભાષામાં મૌખિક રીતે અથવા લેખિતમાં તમને આ સામગ્રીની માહિતી અમે વનિ મૂલ્યે આપી શકીએ છીએ, દુભાષયા સેવાઓની સુલભતા આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં અમે સહાયતા કરી શકીએ છીએ

**ខ្មែរ (Khmer):** អ្នកអាចសុំសម្ភារៈនិងសេវាជំនួយដោយឥតគិតថ្លៃផ្អែមទាំងព័ត៌មានអំពីសម្ភារៈនេះ និងព័ត៌មានអំពីផ្លូវដើរទៅកាន់អាគារសម្រាប់អ្នក។ ហៅទូរសព្ទទទេលខេ **1-833-552-3876 (TTY: 711)** ។ បុរសិបតីសាអង់គ្លេសសេមិសនៃជាតិសាទិម្មយរបស់អ្នក យើងអាចជួយអ្នកបាន។ ហៅទូរសព្ទទទេលខេ **1-833-552-3876 (TTY: 711)** យើងអាចផ្តល់ជូនអ្នកដោយឥតគិតថ្លៃនូវព័ត៌មាននៃកូនឯកសារនេះជាភាសារបស់អ្នក ដោយផ្ទាល់មាត់ឬជាលាយលក្ខណ៍អក្សរ ទទួលបានសេវាអ្នកបកប្រែ និងអាចជួយស្តុលយីសំណួររបស់អ្នកជាភាសារបស់អ្នក ។

**Deutsch (German):** Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Informationen in Großdruck. Rufen Sie uns an unter **1-833-552-3876 (TTY: 711)**. Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter **1-833-552-3876 (TTY: 711)**. Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten

**हिंदी (Hindi):** आप इस सामग्री और अन्य की जानकारी बड़े प्रिंट में दए जाने सहति मुफ्त अतरिकित सहायता और सेवाओं का अनुरोध कर सकते हैं। 1-833-552-3876 (TTY: 711) पर कॉल करें।

अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। 1-833-552-3876 (TTY: 711) पर कॉल करें। हम आपको मुफ्त में इस सामग्री की जानकारी आपकी भाषा में जबानी या लिखित रूप में दे सकते हैं, दुभाषया सेवाओं तक पहुंच दे सकते हैं और आपकी भाषा में आपके सवाल के जवाब देने में मदद कर सकते हैं



**ພາສາລາວ (Lao):** ທ່ານສາມາດຂໍການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການຕ່າງໆໄດ້ແບບຟຣີ, ລວມທັງເອກະສານນີ້ ແລະ ຂໍ້ມູນອື່ນໆເປັນຕົວພິມໃຫຍ່. ໂທຫາເບີ **1-833-552-3876 (TTY: 711)**. ຖ້າພາສາແມ່ຂອງທ່ານ ບໍ່ແມ່ນພາສາອັງກິດ, ພວກເຮົາສາມາດຊ່ວຍໄດ້. ໂທຫາເບີ **1-833-552-3876 (TTY: 711)**. ພວກເຮົາສາມາດໃຫ້ຂໍ້ມູນໃນເອກະສານນີ້ ເປັນພາສາຂອງທ່ານທາງປາກເປົ້າ ຫຼື ເປັນລາຍລັກອັກສອນ, ການເຂົ້າເຖິງການບໍລິການນາຍແປພາສາ ໃຫ້ແກ່ທ່ານໂດຍບໍ່ເສຍຄ່າຫຍັງ ແລະ ສາມາດຊ່ວຍຕອບຄໍາຖາມຂອງທ່ານເປັນພາສາຂອງທ່ານ.

**日本 (Japanese):** この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。1-833-552-3876 (TTY: 711)に電話してください。英語が母国語でない方はご相談ください。1-833-552-3876 (TTY: 711)に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。





## QUESTIONS?

-  Call 1-833-552-3876 (TTY 711)
-  or visit [carolinacompletehealth.com](https://www.carolinacompletehealth.com)