



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. Benefits may change upon renewal. For more information about your coverage, or to get a copy of the complete terms of coverage, visit Member Online Services at [www.HorizonBlue.com/members](http://www.HorizonBlue.com/members) or by calling 1-800-355-BLUE(2583). If you do not currently have coverage with Horizon BCBSNJ you can view a sample policy here, [HorizonBlue.com/sample-benefit-booklets](http://HorizonBlue.com/sample-benefit-booklets). 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 [www.cciio.cms.gov](http://www.cciio.cms.gov) or call 1-800-355-BLUE(2583) to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall deductible?</b>	\$1,000.00 Individual/\$2,000.00 Family per calendar year for OMNIA Tier 1 <u>providers</u> . \$2,500.00 Individual/\$5,000.00 Family per calendar year for Tier 2 <u>providers</u> . Aggregate Family.	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 plan, 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> .
<b>Are there services covered before you meet your deductible?</b>	Yes. <u>Preventive care</u> is covered before you meet your <u>deductible</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 services</u> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
<b>Are there other <u>deductibles</u> for specific services?</b>	No.	You don't have to meet <u>deductibles</u> for specific services.
<b>What is the <u>out-of-pocket limit</u> for this <u>plan</u>?</b>	For Health OMNIA Tier 1/Pharmacy <u>providers</u> \$3,500.00 Individual/\$7,000.00 Family. For Health Tier 2 <u>providers</u> \$6,500.00 Individual/\$13,000.00 Family. Aggregate Family.	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.
<b>What is not included in the <u>out-of-pocket limit</u>?</b>	<u>Premiums</u> , <u>balance-billing</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> .
<b>Will you pay less if you use a <u>network provider</u>?</b>	Yes. See <a href="http://www.HorizonBlue.com">www.HorizonBlue.com</a> or call 1-800-355-BLUE(2583) for a list of network <u>providers</u> . Benefits	You pay the least if you use a <u>provider</u> in OMNIA Tier 1. OMNIA Tier 1 applies to both OMNIA and BDTC providers (in select service areas). You pay more if you use a <u>provider</u> in Tier 2. You will pay the most if you use an <u>out-of-network provider</u> , and

	provided by in-network <u>providers</u> other than OMNIA Tier 1 <u>providers</u> are at the Tier 2 level of benefits, such as Tier 2 and BlueCard PPO providers.	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.
<b>Do you need a <u>referral</u> to see a <u>specialist</u>?</b>	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .



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
		OMNIA Tier 1 Provider(You will pay the least)	Tier 2 Network Provider	Out-of-Network Provider (You will pay the most)	
If you visit a health care <u>provider</u> 's office or clinic	Primary care visit to treat an injury or illness	\$20.00 <u>Copayment</u> per visit. \$10.00 <u>Copayment</u> per visit applies only to Horizon CareOnline. <u>Deductible</u> does not apply.	\$40.00 <u>Copayment</u> per visit. \$10.00 <u>Copayment</u> per visit applies only to Horizon CareOnline. <u>Deductible</u> does not apply.	Not Covered.	Horizon CareOnline telemedicine services is an additional telemedicine feature provided through Horizon BCBSNJ's telemedicine vendor.
	<u>Specialist</u> visit	\$40.00 <u>Copayment</u> per visit. \$10.00 <u>Copayment</u> per visit applies only to Horizon CareOnline. <u>Deductible</u> does not apply.	\$50.00 <u>Copayment</u> per visit. \$10.00 <u>Copayment</u> per visit applies only to Horizon CareOnline. <u>Deductible</u> does not apply.	Not Covered.	
	<u>Preventive</u> care/screening/immunization	No Charge. <u>Deductible</u> does not apply.	No Charge. <u>Deductible</u> does not apply.	Not Covered.	One per calendar year. 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.

\* For more information about limitations and exceptions, see the plan or policy document at [INSERT GROUP URL HERE WHERE THE SPD IS LOADED].

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		OMNIA Tier 1 Provider(You will pay the least)	Tier 2 Network Provider	Out-of-Network Provider (You will pay the most)	
If you have a test	Diagnostic test (x-ray, blood work)	No Charge for Independent Laboratory, Office. <u>Deductible</u> does not apply.	No Charge for Independent Laboratory, Office. <u>Deductible</u> does not apply.	Not Covered.	Molecular and genomic testing are subject to pre-service and post-service medical necessity review.
		10% <u>Coinsurance</u> for Outpatient Hospital.	30% <u>Coinsurance</u> for Outpatient Hospital.		
	Imaging (CT/PET scans, MRIs)	10% <u>Coinsurance</u> for Outpatient Hospital.	30% <u>Coinsurance</u> for Outpatient Hospital.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance.
If you need drugs to treat your illness or condition	Generic drugs	Not Covered.	Not Covered.	Not Covered.	none
	Preferred brand drugs	Not Covered.	Not Covered.	Not Covered.	
	Non-preferred brand drugs	Not Covered.	Not Covered.	Not Covered.	
	Specialty drugs	Not Covered.	Not Covered.	Not Covered.	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	10% <u>Coinsurance</u> for Outpatient Hospital, Ambulatory Surgical Center.	30% <u>Coinsurance</u> for Outpatient Hospital, Ambulatory Surgical Center.	Not Covered.	Procedures related to spine surgery are subject to pre-service and post-service utilization management review.
	Physician/surgeon fees	10% <u>Coinsurance</u> for Outpatient Hospital, Ambulatory Surgical Center.	30% <u>Coinsurance</u> for Outpatient Hospital, Ambulatory Surgical Center.	Not Covered.	Procedures related to spine surgery are subject to pre-service and post-service utilization management review. 10% <u>Coinsurance</u> for OMNIA Tier 1 anesthesia in an Outpatient Hospital, Ambulatory Surgical Center. 30% <u>Coinsurance</u> for Tier 2 anesthesia in an Outpatient Hospital, Ambulatory Surgical Center.

\* For more information about limitations and exceptions, see the plan or policy document at [INSERT GROUP URL HERE WHERE THE SPD IS LOADED].

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		OMNIA Tier 1 Provider(You will pay the least)	Tier 2 Network Provider	Out-of-Network Provider (You will pay the most)	
If you need immediate medical attention	Emergency room care	\$100.00 <u>Copayment</u> per visit and 10% <u>Coinsurance</u> .	\$100.00 <u>Copayment</u> per visit and 10% <u>Coinsurance</u> .	\$100.00 <u>Copayment</u> per visit and 10% <u>Coinsurance</u> .	Copay waived if admitted within 24 hours. Out-of-network payment at the in-network OMNIA Tier 1 level of benefits applies only to true medical emergencies and accidental injuries.
	Emergency medical transportation	<u>Deductible</u> applies.	<u>Deductible</u> applies.	Not Covered.	none
	Urgent care	\$40.00 <u>Copayment</u> per visit. <u>Deductible</u> does not apply.	\$50.00 <u>Copayment</u> per visit. <u>Deductible</u> does not apply.	Not Covered.	none
If you have a hospital stay	Facility fee (e.g., hospital room)	10% <u>Coinsurance</u> for Inpatient Hospital.	30% <u>Coinsurance</u> for Inpatient Hospital.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance.
	Physician/surgeon fees	10% <u>Coinsurance</u> for Inpatient Hospital.	30% <u>Coinsurance</u> for Inpatient Hospital.	Not Covered.	10% <u>Coinsurance</u> for OMNIA Tier 1 anesthesia. 30% <u>Coinsurance</u> for Tier 2 anesthesia.
If you need mental health, behavioral health, or substance abuse services	Outpatient services	10% <u>Coinsurance</u> for Outpatient Hospital.	30% <u>Coinsurance</u> for Outpatient Hospital.	Not Covered.	The Integrated System of Care (ISC) program is available to members with a serious mental illness or substance use disorder. Reimbursement for ISC services requires a contracted ISC <u>provider</u> . Locate a <u>provider</u> at <a href="http://www.Horizonblue.com/member-ISC">www.Horizonblue.com/member-ISC</a> .

\* For more information about limitations and exceptions, see the plan or policy document at [INSERT GROUP URL HERE WHERE THE SPD IS LOADED].

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		OMNIA Tier 1 Provider(You will pay the least)	Tier 2 Network Provider	Out-of-Network Provider (You will pay the most)	
	Inpatient services	10% <u>Coinsurance</u> for Inpatient Hospital.	30% <u>Coinsurance</u> for Inpatient Hospital.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance.
If you are pregnant	Office visits	\$20.00 <u>Copayment</u> per visit for Office.  \$40.00 <u>Copayment</u> per visit for Specialist. <u>Deductible</u> does not apply.	\$40.00 <u>Copayment</u> per visit for Office.  \$50.00 <u>Copayment</u> per visit for Specialist. <u>Deductible</u> does not apply.	Not Covered.	Cost sharing does not apply for preventive services. Maternity care may include tests and services described elsewhere in the SBC (i.e. Ultrasound). Not covered - for child.
	Childbirth/delivery professional services	10% <u>Coinsurance</u> for Inpatient Hospital.	30% <u>Coinsurance</u> for Inpatient Hospital.	Not Covered.	Not covered - for child.
	Childbirth/delivery facility services	10% <u>Coinsurance</u> for Inpatient Hospital.	30% <u>Coinsurance</u> for Inpatient Hospital.	Not Covered.	Not covered - for child. Requires pre-approval; 20% penalty applies for non-compliance.
	Home health care	\$20.00 <u>Copayment</u> . <u>Deductible</u> does not apply.	\$40.00 <u>Copayment</u> . <u>Deductible</u> does not apply.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance.
If you need help recovering or have other special health needs	Rehabilitation services	10% <u>Coinsurance</u> for Inpatient Hospital.	30% <u>Coinsurance</u> for Inpatient Hospital.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance.
	Habilitation services	10% <u>Coinsurance</u> for Inpatient Hospital.	30% <u>Coinsurance</u> for Inpatient Hospital.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance.
	Skilled nursing care	10% <u>Coinsurance</u> for Inpatient Facility.	30% <u>Coinsurance</u> for Inpatient Facility.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance. In-network inpatient skilled nursing facility days are limited to 100 days.

\* For more information about limitations and exceptions, see the plan or policy document at [INSERT GROUP URL HERE WHERE THE SPD IS LOADED].

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		OMNIA Tier 1 Provider(You will pay the least)	Tier 2 Network Provider	Out-of-Network Provider (You will pay the most)	
	Durable medical equipment	10% <u>Coinsurance</u> .	30% <u>Coinsurance</u> .	Not Covered.	Prior authorization required for DME purchases regardless of the amount. 20% penalty applies for non-compliance.
	Hospice services	10% <u>Coinsurance</u> for Inpatient Facility.	30% <u>Coinsurance</u> for Inpatient Facility.	Not Covered.	Requires pre-approval; 20% penalty applies for non-compliance.
If your child needs dental or eye care	Children's eye exam	No Charge. <u>Deductible</u> does not apply.	No Charge. <u>Deductible</u> does not apply.	Not Covered.	Not covered – PCP/Specialist for adult. <b>This benefit is administered by Davis Vision.</b> In-network routine vision exam for a child is limited to 1 visit.
	Children's glasses	Amounts greater than \$150.00 for non-collection frames. <u>Deductible</u> does not apply.	Amounts greater than \$150.00 for non-collection frames. <u>Deductible</u> does not apply.	Not Covered.	<b>This benefit is administered by Davis Vision.</b> In-network lenses and hardware are covered once every 12 months. Limit includes 1 pair of frames from the select Davis Vision collection or \$150.00 allowance for non-collection frames.
	Children's dental check-up	Not Covered.	Not Covered.	Not Covered.	none

\* For more information about limitations and exceptions, see the plan or policy document at [INSERT GROUP URL HERE WHERE THE SPD IS LOADED].

## 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.)

- Cosmetic Surgery
- Dental care
- Long Term Care
- Most coverage provided outside the United States
- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult, Optometrist/ Ophthalmologist office. For verification of coverage on routine vision services, please see your policy or plan document)
- Routine foot care
- Weight Loss Programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Acupuncture when used as a substitute for other forms of anesthesia
- Bariatric surgery
- Chiropractic care
- Hearing aids (Only covered for Members age 15 or younger)
- Infertility treatment
- Private-duty nursing

\* For more information about limitations and exceptions, see the plan or policy document at [INSERT GROUP URL HERE WHERE THE SPD IS LOADED].

**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/healthreform](http://www.dol.gov/ebsa/healthreform); To contact the insurer call 1-800-355-BLUE(2583). 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.getcovered.nj.gov](http://www.getcovered.nj.gov) or call 1-833-677-1010.

**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: 1-800-355-BLUE (2583) or visit [www.Horizonblue.com](http://www.Horizonblue.com). You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).

### **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? 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.

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

\* For more information about limitations and exceptions, see the plan or policy document at [INSERT GROUP URL HERE WHERE THE SPD IS LOADED].

## 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 OMNIA Tier 1 pre-natal care and a hospital delivery )

- The plan's overall deductible \$1,000.00
- Specialist Copayment \$40.00
- Hospital (facility) Coinsurance 10%
- Other Coinsurance 10%

#### 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** \$12,700.00

#### In this example, Peg would pay:

Cost Sharing	
Deductibles	\$1,000.00
Copayments	\$90.00
Coinsurance	\$700.00
<i>What isn't covered</i>	
Limits or exclusions	\$60.00
<b>The total Peg would pay is</b>	<b>\$1,850.00</b>

### Managing Joe's type 2 Diabetes

(a year of routine OMNIA Tier 1 care of a well-controlled condition)

- The plan's overall deductible \$1,000.00
- Specialist Copayment \$40.00
- Hospital (facility) Coinsurance 10%
- Other Coinsurance 10%

#### 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** \$5,600.00

#### In this example, Joe would pay:

Cost Sharing	
Deductibles	\$800.00
Copayments	\$200.00
Coinsurance	\$0.00
<i>What isn't covered</i>	
Limits or exclusions	\$3,500.00
<b>The total Joe would pay is</b>	<b>\$4,500.00</b>

### Mia's Simple Fracture

(OMNIA Tier 1 emergency room visit and follow up care)

- The plan's overall deductible \$1,000.00
- Specialist Copayment \$40.00
- Hospital (facility) Coinsurance 10%
- Other Coinsurance 10%

#### 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** \$2,800.00

#### In this example, Mia would pay:

Cost Sharing	
Deductibles	\$1,000.00
Copayments	\$200.00
Coinsurance	\$80.00
<i>What isn't covered</i>	
Limits or exclusions	\$40.00
<b>The total Mia would pay is</b>	<b>\$1,320.00</b>

The plan would be responsible for the other costs of these EXAMPLE covered services.



### **Notice of Nondiscrimination**

Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin (including limited English proficiency and primary language), age, disability, pregnancy, gender identity, sex, sexual orientation, sex characteristics or health status in the administration of the plan, including enrollment and benefit determinations.

Horizon provides language assistance services and appropriate auxiliary aids and services at no cost to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information written in other languages.

#### **Contacting Member Services**

Please call Member Services at **1-800-355-BLUE (2583) (TTY 711)** or the phone number on the back of your member ID card, if you need the free aids and services noted above and for all other Member Services issues, including:

- **Claim, benefits or enrollment inquiries**
- **Lost/stolen ID cards**
- **Address changes**
- **Any other inquiry related to your benefits or health plan**

#### **Filing a Section 1557 Grievance**

If you believe that Horizon has failed to provide the free communication aids and services or discriminated on the basis of race, color, gender, national origin (including limited English proficiency and primary language), age or disability you can file a discrimination complaint also known as a Section 1557 Grievance. Horizon BCBSNJ's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to the following address:

**Horizon BCBSNJ – Civil Rights Coordinator**  
PO Box 820  
Newark, NJ 07101

If you are not a Horizon member, you may contact Section 1557 Coordinator by calling **1-866-660-6528 (TTY 711)** or by writing to Horizon BCBSNJ's Civil Rights Coordinator at the above-referenced address. 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> https://ocrportal.hhs.gov/ocr/portal/lobby.jsf opens a dialog window, or by mail or phone at:

**Office for Civil Rights Headquarters**  
U.S. Department of Health and Human Services 200 Independence Avenue, SW  
Room 509F, HHH Building Washington, D.C. 20201  
1-800-368-1019 or 1-800-537-7697 (TDD)

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



## Notice of Availability

If you speak English, free language assistance services and auxiliary aids are available to provide information in accessible formats. Call the number on the back of your member ID card for help.

Si habla español, hay servicios gratuitos de asistencia lingüística y ayudas auxiliares disponibles para proporcionar información en formatos accesibles. Llame al número que figura en el reverso de su tarjeta de identificación de miembro para obtener ayuda.

如果您說中文，我們提供免費的語言協助服務和輔助工具，以無障礙格式提供資訊。請撥打您的會員 ID 卡背面的電話號碼尋求協助。

한국어를 사용하시는 경우, 무료 언어 지원 서비스 및 보조 기구를 통해 접근 가능한 형식으로 정보를 제공받을 수 있습니다. 도움이 필요하시면 가입자 ID 카드 뒷면에 있는 번호로 전화하시기 바랍니다.

Se fala português, estão disponíveis serviços de assistência linguística e auxiliares gratuitos para fornecer informações em formatos acessíveis. Telefone para o número no verso do seu cartão de identificação de associado para obter ajuda.

જો તમે ગુજરાતી બોલતા હોવ, તો સુલભ ફોર્મેટમાં માહિતી પૂરી પાડવા માટે નિઃશુલ્ક ભાષા સહાય સેવાઓ અને પૂરક સહાયો ઉપલબ્ધ છે. મદદ માટે તમારા સમ્ય આઇડી કાર્ડની પાછળના નંબર પર કોલ કરો.

Jeśli posługiujesz się językiem polskim, dostępne są bezpłatne usługi wsparcia językowego i materiały pomocnicze w celu przekazania informacji w przystępnych formacie. Aby uzyskać pomoc, zadzwoń pod numer podany na odwrocie identyfikacyjnej karty członkowskiej.

Se parlate italiano, sono disponibili servizi gratuiti di assistenza linguistica e ausili aggiuntivi per fornire informazioni in formati accessibili. Chiamate il numero sul retro della Vostra tessera identificativa per ricevere assistenza.

إذا كنت تتحدث العربية، توفر خدمات المساعدة اللغوية المجانية والمساعدات الإضافية لتوفير المعلومات بصيغة بسيطة وسهل الوصول إليها. اتصل بالرقم الموجود على ظهر بطاقة هوية المضو للحصول على المساعدة.

Kung nagsasalita ka ng Tagalog, handang magamit ang mga libreng tulong na serbisyo sa wika at mga auxiliary na tulong para magbigay ng impormasyon sa mga na-access na format. Tawagan ang numero sa likod ng iyong kard ng pagkakakilanlan bilang miyembro para sa tulong.

Если вы говорите на Русский язык, мы готовы бесплатно предоставить услуги переводчика и вспомогательные средства для получения информации в доступных форматах. Для получения помощи позвоните по номеру, указанному на обратной стороне вашей карточки участника.

Si w pale Kreyòl Ayisyen, sèvis asistans lang gratis ak èd oksilyè disponib pou bay enfòmasyon nan fòma ki aksesib. Rele nimewo ki sou do kat manm ou a pou èd.

यदि आप हिंदी बोलते हैं, तो सुलभ प्रारूपों में जानकारी प्रदान करने के लिए निःशुल्क भाषा सहायता सेवाएं और सहायक साधन उपलब्ध हैं। मदद के लिए अपने सदस्य आईडी कार्ड के पीछे दिए गए नंबर पर कॉल करें।

Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí và công cụ hỗ trợ để cung cấp thông tin ở các định dạng có thể truy cập. Hãy gọi số điện thoại ở mặt sau thẻ nhận dạng thành viên của bạn để được trợ giúp.

Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition, ainsi que des outils auxiliaires fournissant des informations dans des formats accessibles. Pour recevoir de l'aide, appelez le numéro indiqué au dos de votre carte de membre.

اگر آپ اردو بولتے ہیں، تو مفت زبان کی مدد کی خدمات اور معاون امداد ایک قابل رسائی شکل میں معلومات کی فراہمی کے لیے دستیاب ہیں۔ مدد کے لیے اپنے ممبر آئی ذی کارڈ کی پشت پر موجود نمبر کاں کریں۔

আপনি যদি বাংলায় ভাষায় কথা বলেন, তাহলে সহজলভা ফরম্যাট উথ্য প্রদানের জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা ও সহায়ক উপকরণ উপলব্ধ রয়েছে। সাহায্যের জন্য আপনার সদস্য আইডি কার্ডের পিছনে দেওয়া নম্বরে কল করুন।

ECNA0023235 (0125)