



Choose Anthem Blue Cross  
and Blue Shield MyCare  
and stay healthy



# MyCare Ohio Membership

MyCare Ohio plans contract with both Medicare and Ohio Medicaid to provide benefits of both programs to its members. To improve the way your Medicare and Ohio Medicaid benefits work together, you must enroll in a MyCare Ohio plan. Choosing to be a member in a particular MyCare Ohio plan is voluntary. Once enrolled, the plan will provide your Medicaid *and* Medicare benefits and coordinate your physical, behavioral, and long-term care services. The MyCare Ohio plan is for people with disabilities, older adults, and individuals who need behavioral health services. You may choose not to get your Medicare benefits from your MyCare Ohio plan. You will not lose your Medicaid, Medicare, or other public assistance benefits if you join a MyCare Ohio plan. Anthem Blue Cross and Blue Shield MyCare is a MyCare Ohio plan that you may choose to join. You can learn more about your MyCare Ohio plans options from the Ohio Medicaid Hotline.

If you must join a MyCare Ohio plan to receive your healthcare and long-term care services, the Ohio Department of Medicaid (ODM) will send you a letter. **It is important that you read the letter and choose a health plan by the date given in the letter. If you do not choose a health plan by the date given, ODM will choose a health plan to provide your Medicaid benefits.**

If you receive only Medicaid benefits through your MyCare Ohio plan, you may make a change to another MyCare Ohio plan within the first three months of your membership or during the annual open enrollment month. ODM will mail you information to let you know when your open enrollment month will be.

## Do I have to be in a managed care plan?

Not everyone who has both Medicaid and Medicare can enroll in a MyCare Ohio plan. You are not eligible to enroll in a MyCare Ohio plan if you:

- Do not have full Medicaid benefits and Medicare Parts A, B, and D.
- Are younger than age 21.
- Are enrolled in the Program for All-Inclusive Care for the Elderly (PACE).
- Have any private creditable medical insurance, including retiree benefits, other than a Medicare Advantage plan; or
- Have intellectual or other developmental disabilities and receive services through a waiver or Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID).
- You are an individual who receives home and community-based waiver services through the Ohio Department of Developmental Disabilities.

With all MyCare Ohio plans, you get:

- All medically-necessary Medicaid and Medicare-covered services that you've always received.
- An Anthem MyCare ID card that replaces your monthly Medicaid and Medicare cards.
- **A single point of contact for all of your Medicare and Medicaid services.**
- **A 24-hour medical advice line to help you with your questions and concerns.**
- **A care team that includes you, your family, your doctor(s), your MyCare Ohio plan and anyone else you want to help you make healthcare decisions.**

**When you choose Anthem MyCare for both your Medicare and Medicaid benefits, you will also get these additional benefits:**

## Ohio MyCare Fully-Integrated Dual-Eligible Special Needs Plan (FIDE SNP) members (Dual-benefits) receive:

- \* Everyday options allowance: for healthy food, over-the-counter health items, utilities, and assistive devices
- Dental care: preventive exams, cleanings, X-rays, and comprehensive dental services
- Vision: routine exam and allowance towards glasses or contact lenses
- Hearing: routine hearing exams, hearing aid fittings, and an allowance towards the purchase of prescribed hearing aids
- Community transportation services
  - Members can receive up to 60 one-way rides to community resources and services within 30 miles of their location.
- Silver Sneakers Fitness Program
- Routine podiatry services
- Healthy meals
- Personal emergency response unit
- Worldwide coverage
- Asthma and COPD Relief Catalog
- Community Resource Link
- Cooking at Home Catalog
- Digital Library Membership and eReader
- Emotional Well-being Program
- Fresh Food Connect
- Get Connected to Health
- Healthy Home
- Home Safety Benefit
- Industry Certification Assistance
- Movie Night Package
- Sensory Solutions
- SUD Recovery Support
- Transportation Essentials

## Ohio MyCare (Medicaid only members) receive:

- Community transportation services
  - Members can receive up to 60 one-way rides to provider appointments, and community resources and services within 30 miles of their location.
- Enhanced adult dental
- Enhanced vision
- Over-the-counter supplies
- Post-discharge meals
- Asthma and COPD Relief Catalog
- Community Resource Link
- Cooking at Home Catalog
- Digital Library Membership and eReader
- Emotional Well-being Program
- Fresh Food Connect
- Get Connected to Health
- Healthy Home
- Home Safety Benefit
- Industry Certification Assistance
- Movie Night Package
- Sensory Solutions
- SUD Recovery Support
- Transportation Essentials

Some additional benefits have eligibility requirements or other qualifications and may change or end at any time. Be sure to look at the additional benefits offered in the area where you live.



## How to disenroll from Anthem MyCare

As a member of a managed care organization (MCO), you can end your membership for many reasons. Here are some main reasons why you can disenroll:

- Not eligible anymore — if a member no longer qualifies for Medicaid or certain Medicare parts, they will be taken out of the plan. Examples include: incarceration/unlawful presence. This happens at the end of the month when they became ineligible.
- Moved away — if a member moves to a new home outside the area where the plan works, they will be taken out of the plan at the end of that month.
- Special care needs — if a member needs special care for developmental disabilities and is in a special facility or program, they will leave the plan. This happens after the health plan tells the Ohio Medicaid Department.
- Other insurance — if a member gets other health insurance (except Medicare), they leave the plan at the end of the month when this is found out.
- Plan stops working — if the agreement between the plan and the Ohio Medicaid Department ends, then membership in the plan also ends on that date.

In each of the reasons listed above, departure from the plan is assumed at the end of the month when the situation occurs, unless otherwise stated.

You may also choose to leave or change your plan for the following reasons:

- Anytime for special cases — if a member qualifies due to certain reasons, they can ask to leave or change plans anytime.
- First three months flexibility — in the first three months after joining, members can change plans if they want.
- Open enrollment — there is a special time each year when members can switch plans.

To learn more about disenrollment from Anthem MyCare, call Member Services at **833-727-2169 (TTY 711)** 8 a.m. to 8 p.m. local time, seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30.

### Choosing a primary care provider (PCP)

You must choose a primary care provider (PCP) from our provider network. Your PCP will direct most of your healthcare needs. Your PCP will work with our care managers to coordinate your health and long-term care services.

To find a network provider, you can refer to the Provider/Pharmacy Directory you received, the Provider/Pharmacy Directory on our website, or call Member Services at **833-727-2169 (TTY 711)**.

To help you make your selection, our online provider search allows you to choose providers near you and gives information about the doctor's gender, language, hospital affiliations, and board certifications. Member Services can also help you choose a doctor. If you are already seeing a doctor, you can look in the Provider/Pharmacy Directory to see if that doctor is in our network. If so, you can tell us you want to keep that doctor. If you did not choose a PCP, we will select one for you who is located close to where you live. Your PCP's name and phone number will be printed on your member ID card. Visit [anthem.com/oh/mycare/search-providers](https://www.anthem.com/oh/mycare/search-providers) to learn more.

You can change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our plan's network of providers and you would have to find a new one. To change your PCP, or if you need help finding a network provider, call Member Services using the number shown on the back cover of this document, or visit our website to access our online, searchable directory. If you would like a Provider/Pharmacy Directory mailed to you, you can call Member Services, or request one on our website. You can also download the **Sydney<sup>SM</sup> Health** app from your smart device app store.

Member Services will help make sure that you can continue with the specialty care and other services you have been getting when you change to a new PCP. They will also check to be sure the PCP you want to switch to is able to accept new patients.

Member Services will change your membership record to show the name of your new PCP and tell you when the change to your PCP will take effect. Once your PCP has been changed, you will get a new ID card in the mail within 10 working days.

As an Anthem MyCare member, you must use network providers, facilities, and pharmacies to get covered services. The only time you can use an out-of-network provider is for:

- Emergency services.
- Services at federally qualified health centers or rural health clinics.
- Certified nurse midwives or certified nurse practitioners and any other services or provider types designated by ODM or Anthem MyCare.
- Medicare hospice services.
- An out-of-network provider Anthem MyCare approves you to see.

For a specified time after your enrollment in a MyCare Ohio plan, you are allowed to get services from certain out-of-network providers that were prior approved by Ohio Medicaid. This is called your transition of care period. The transition period starts the first day you are effective with any MyCare Ohio plan. If you change your MyCare Ohio plan, your transition period does not start over. Once you join a MyCare Ohio plan, you will get more information.

### Access to out-of-state providers

Anthem MyCare covers emergency care or urgently needed services that you get from an out-of-network provider or dialysis services when you are out of the service area.

If you need medical care that Medicare requires our plan to cover but there are no specialists in our network that provide this care, you can get this care from an out-of-network provider at the same cost sharing you normally pay in-network. You should obtain authorization from the plan prior to seeking care. In this situation, we will cover these services at no cost to you.

### Emergency services

Emergency services are services for a medical problem that you think is so serious that it must be treated right away. We cover emergency care in and out of the county where you live. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you have an emergency, call your PCP. Anthem MyCare members can also call their PCP or 24/7 NurseLine.

### Where can I get more information?

For more information about the MyCare Ohio plans available and for help selecting a MyCare Ohio plan, call the Ohio Medicaid Consumer Hotline at **800-324-8680 (TTY 711)** or visit [ohiomh.com](https://www.ohiomh.com).

You may ask to end your membership for certain reasons at any time. If ODM determines you meet one of the reasons, it will end your membership. Also, if there is something special about the care you need or how you get the care and your MyCare Ohio plan is not able to provide it, you can ask to end your membership. ODM will give you more information about this.

To learn more about Anthem MyCare, call Member Services at **833-727-2169 (TTY 711)**. This brochure is only a summary of important information. Anthem MyCare can provide you with a list of network providers, share information on how we pay our providers, and answer any other questions.

## Your rights

If you feel we discriminated against you for reasons listed above, you can file a grievance (complaint). File by mail, phone, or fax.

### Mail:

Anthem MyCare Dual-benefits:	Anthem MyCare Medicaid only:
Medicare Complaints, Appeals & Grievances Anthem Blue Cross and Blue Shield Mailstop: OH0205-A537 4361 Irwin Simpson Rd Mason, OH 45040	Medical Appeals Anthem Blue Cross and Blue Shield P.O. Box 62429 Virginia Beach, VA 23466-2429

Phone: **833-727-2169 (TTY 711)**

Fax: 888-458-1406

To help you understand this notice, language assistance, interpretation services, and auxiliary aids and services are available upon request at no cost to you. Services available include, but are not limited to: oral translation, written translation, and auxiliary aids. You can request these services and/or auxiliary aids by calling Anthem Blue Cross and Blue Shield MyCare Member Services at **833-727-2169**, 8 a.m. to 8 p.m. local time, seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30; individuals with a hearing impairment may call **TTY 711**.

This information is available for free in other languages and formats, like Braille and audio CD.

### Spanish

Para ayudarlo a entender este aviso, tenemos disponible sin costo asistencia en otros idiomas, servicios de interpretación y ayudas y servicios auxiliares, si los solicita. Los servicios disponibles incluyen, entre otros, traducción oral, traducción escrita y ayudas auxiliares. Puede solicitar estos servicios y/o ayudas auxiliares llamando a Servicios para Miembros de Anthem MyCare al **833-727-2169** de 8 a.m. a 8 p.m. hora local, los siete días de la semana (excepto el Día de Acción de Gracias y Navidad) del 1.º de octubre al 31 de marzo, y de lunes a viernes (excepto los días feriados) del 1.º de abril al 30 de septiembre; las personas con dificultades auditivas pueden llamar al **TTY 711**.

Esta información está disponible de manera gratuita en otros idiomas y formatos, como Braille y CD de audio

### Haitian French Creole

Pou ede ou konprann avi sa a, asistans lang, sèvis entèpretasyon, ak èd ak sèvis oksilyè disponib sou demann san okenn frè pou ou. Sèvis ki disponib yo enkli, men yo pa limite a tradiksyon oral, tradiksyon ekri, ak èd oksilyè. Ou ka mande sèvis sa yo ak/oswa èd oksilyè lè w rele Sèvis Manm Anthem MyCare nan **833-727-2169**, 8 a.m. pou rive 8 p.m. lè lokal, sèt jou pa semèn (eksepte Thanksgiving ak Nwèl) soti 1ye oktòb pou rive 31 mas, epi soti Lendi pou rive Vandredi (eksepte jou ferye) soti 1ye avril pou rive 30 septanm; moun ki gen pwoblèm tande ka rele **TTY 711**.

Enfòmasyon sa a disponib gratis nan lòt lang ak fòm, tankou Bray ak CD odyo.

### Ukrainian

Щоб допомогти вам зрозуміти це повідомлення, за запитом безкоштовно надаються мовна підтримка, послуги усного перекладу, а також допоміжні засоби та послуги. Доступні послуги включають, зокрема, усний переклад, письмовий переклад та допоміжні засоби. Ви можете замовити ці послуги та/або допоміжні засоби, зателефонувавши до відділу обслуговування учасників Anthem MyCare за номером **833-727-2169** з 8:00 до 20:00 за місцевим часом у будь-який день тижня (крім Дня подяки та Різдва) з 1 жовтня по 31 березня та з понеділка по п'ятницю (крім святкових днів) з 1 квітня по 30 вересня; особи з порушеннями слуху можуть зателефонувати за номером **TTY 711**.

Цю інформацію можна безкоштовно отримати в перекладі на інші мови та в інших формах, наприклад надрукованою шрифтом Брайля або у вигляді аудіозапису.

### Nepali/Nepalese (Nepal)

यो सूचना बुझ्न मद्दतका लागि, अनुरोधमा भाषा सहायता, व्याख्या सेवाहरू, र सहायक सहायता र सेवाहरू निःशुल्क उपलब्ध छन्। उपलब्ध सेवाहरूमा मौखिक अनुवाद, लिखित अनुवाद, र सहायक सहायताहरू समावेश छन्, तर सीमित छैनन्। तपाईंले यी सेवाहरू र/वा सहायक सहायताहरू Anthem MyCare को सदस्य सेवाहरूमा **833-727-2169** मा कल गरेर अनुरोध गर्न सक्नु हुन्छ, स्थानीय समय अनुसार बिहान 8 बजेदेखि बेलुका 8 बजे सम्म, हप्ताको सातै दिन (धन्यवाद कार्यक्रम र क्रिसमस बाहेक) अक्टोबर 1 देखि मार्च 31 सम्म, र सोमबारदेखि शुक्रबार (बिदा बाहेक) अप्रिल 1 देखि सेप्टेम्बर 30 सम्म; श्रवणशक्ति कमजोर भएका व्यक्तिहरूले **TTY 711** मा सम्पर्क गर्न सक्छन्।

यो जानकारी ब्रेल र अडियो कम्प्याक्ट डिस्क जस्ता अन्य भाषा र ढाँचाहरूमा निःशुल्क उपलब्ध छ।

### Arabic

لمساعدتك على فهم محتوى هذا الإشعار، تتوفر المساعدة اللغوية والترجمة الفورية والمساعدات الإضافية عند طلبها دون أي تكلفة عليك. تتضمن الخدمات المتوفرة على سبيل المثال لا الحصر الترجمة الشفوية والترجمة التحريرية والمساعدات الإضافية. يمكنك طلب هذه الخدمات و/أو المساعدات الإضافية من خلال الاتصال بخدمات أعضاء Anthem MyCare على الرقم **833-727-2169**، من الساعة 8 صباحًا إلى 8 مساءً بالتوقيت المحلي، على مدار سبعة أيام في الأسبوع (عدا عيد الشكر والكريسماس) من 1 أكتوبر إلى 31 مارس، ومن الاثنين إلى الجمعة (عدا أيام العطلات) من 1 أبريل إلى 30 سبتمبر، ويُرجى من الأفراد المصابين بضعف السمع الاتصال على **TTY 711**. تتوفر هذه المعلومات مجانًا بلغات وتنسيقات أخرى، مثل طريقة برايل وأقراص CD صوتية.

### Somali

Si aan kaaga caawino in aad fahanto ogeysiiskan, kaalmada luuqada, adeegyada turjumaada, iyo kaalmoyinka dheeriga ah iyo adeegyada la heli karo marka codsato ayadoo wax lacag ah kugu baxeynin. Adeegyada la heli karo waxaa kamida, laakiin kuma xadidna turjumaan afka ah, turjumaan qoraal, iyo kaalmo dheeri ah. Waxaad codsan kartaa adeegyadan iyo/ama kaalmoyinka dheeriga ah adigo wacaya Adeega Macmiisha Anthem MyCare ee **833-727-2169**, 8 a.m. ilaa 8 p.m. waqtiga deegaanka, todobada maalin isbuuca (marka laga reebo Thanksgiving iyo Christmas) laga bilaabo October 1 ilaa March 31, iyo Isniinta ilaa Jimcaha (marka laga reebo maalmaha fasaxa) laga bilaabo April 1 ilaa September 30; dadka dhagoolaha ah ayaa soo wici karo **TTY 711**.

Warbixintan ayaad si bilaash ah ugu heli kartaa luuqadaha kale iyo habab kale, sida Farta-indholaha iyo CD cod ahaan ah.

Russian

Чтобы помочь вам понять это уведомление, по запросу бесплатно предоставляется языковая поддержка, услуги устного перевода, а также вспомогательные средства и услуги. Доступные услуги включают, помимо прочего, устный перевод, письменный перевод и вспомогательные средства. Вы можете запросить эти услуги и/или вспомогательные средства, позвонив в отдел обслуживания участников Anthem MyCare по номеру **833-727-2169** с 8:00 до 20:00 по местному времени в любой день недели (кроме Дня благодарения и Рождества) с 1 октября по 31 марта и с понедельника по пятницу (кроме праздничных дней) с 1 апреля по 30 сентября; лица с нарушениями слуха могут позвонить по номеру **TTY 711**.

Эту информацию можно бесплатно получить в переводе на другие языки и в других форматах, например набранной шрифтом Брайля или в виде аудиозаписи.

Swahili

Ili kukusaidia kuelewa ilani hii, msaada wa lugha, huduma za tafsiri, na misaada na huduma za msaidizi zinapatikana kwa ombi bila gharama kwako. Huduma zinazopatikana ni pamoja na, lakini sio tu kwa tafsiri ya mdomo, tafsiri ya maandishi, na misaada. Unaweza kuomba huduma hizi na/ au misaada kwa kupiga simu kwa Huduma za Wanachama za Anthem MyCare kwa **833-727-2169**, saa 8 asubuhi hadi 8 jioni kwa muda wa eneo, siku saba kwa wiki (isipokuwa Siku za Shukrani na Krismasi) kuanzia Tarehe ya 1 Oktoba hadi Tarehe ya 31 Machi, na Jumatatu hadi Ijumaa (isipokuwa likizo) kuanzia Tarehe ya 1 Aprili hadi Tarehe ya 30 Septemba; watu wenye matatizo ya kusikia wanaweza kupiga simu kwa **TTY 711**.

Habari hizo zinapatikana bila malipo katika lugha na muundo mwingine, kama vile maandishi ya vipofu (Braille) na CD za kusikiliza.

French

Pour vous aider à comprendre cet avis, une assistance linguistique, des services d’interprétation et des aides et services auxiliaires sont disponibles sur demande, gratuitement. Les services disponibles comprennent, sans s’y limiter, la traduction orale, la traduction écrite et les aides auxiliaires. Vous pouvez demander ces services et/ou aides auxiliaires en appelant le service aux membres d’Anthem MyCare au **833-727-2169**, de 8 a.m. à 8 p.m., heure locale, sept jours sur sept (sauf Thanksgiving et Noël) du 1er octobre au 31 mars, et du lundi au vendredi (sauf les jours fériés) du 1er avril au 30 septembre ; les personnes malentendantes peuvent appeler le **TTY 711**.

Ces informations sont disponibles gratuitement dans d’autres langues et formats, tels que le braille et le CD audio.

Uzbek (Uzbekistan)

Bu eslatmani tushunishingizga yordam berish uchun tilga oid yordam, tarjima xizmatlari hamda yordamchi qoʻllanmalar va xizmatlar soʻrovingiz asosida bepul taqdim etiladi. Mavjud xizmatlarga ogʻzaki tarjima, yozma tarjima va yordamchi vositalar kiradi, lekin bular bilan cheklanmaydi. Siz ushbu xizmatlarni va/yoki yordamchi vositalarni Anthem MyCare aʼzolik xizmatlariga **833-727-2169** raqami orqali mahalliy vaqt bilan soat 8:00 dan 20:00 gacha, haftaning yetti kuni (Shukronalik kuni va Rojdestvo kunlaridan tashqari) 1-oktyabrdan 31-martgacha va dushanbadan jumagacha (bayram kunlaridan tashqari) 1-apreldan 30-sentyabrgacha telefon qilish orqali soʻrov yuborishingiz mumkin; eshitish qobiliyati cheklangan shaxslar **TTY 711** raqamiga telefon qilishi mumkin.

Bu maʼlumotlar Brayl alifbosi hamda audio CD kabi boshqa til va formatlarda bepul mavjud.

Pashtu (Afghanistan)

د دې خبرتيا په پوهيدو کې ستاسو سره د مرستې لپاره، د ژبې مرسته، د ژباړې خدمتونه، او مرستندويه مرستې او خدمات ستاسو د غوښتنې په صورت کې وړيا شتون لري. شته خدماتو کې شفاهي ژباړه، ليکلي ژباړه، او مرستندويه مرستې شاملې دي، مگر ورپورې محدود ندي. تاسو کولی شئ چې د دې خدماتو او/يا مرستندويه مرستو غوښتنه د Anthem MyCare د غړو خدماتو ته د **833-727-2169** په شميره زنگ ووهلو سره وکړئ، د سهار له 8 بجو څخه تر ماښام 8 بجو پورې، په سيمه ايز وخت، په اونۍ کې اوه ورځې (د شکرگزارۍ او کرسمس پرته) د اکتوبر له 1 څخه د مارچ تر 31 پورې، او د دوشنبې څخه تر جمعي پورې (د رخصتيو پرته) د اپريل له 1 څخه تر سپتمبر 30 پورې؛ هغه کسان چې د اوریدلو ستونزه لري کولی شي چې **TTY 711** ته زنگ ووهي.

دا معلومات په نورو ژبو او بڼو کې وړيا شتون لري، لکه بریل او آډيو سي ډي.

Vietnamese

Đề giúp quý vị hiểu thông báo này, chúng tôi cung cấp hỗ trợ ngôn ngữ, dịch vụ thông dịch, hỗ trợ và dịch vụ phụ trợ miễn phí cho quý vị theo yêu cầu. Các dịch vụ sẵn có bao gồm, nhưng không chỉ gồm, thông dịch bằng lời, biên dịch văn bản và hỗ trợ phụ trợ. Quý vị có thể yêu cầu những dịch vụ và/hoặc hỗ trợ phụ trợ này bằng cách gọi tới ban Dịch vụ Thành viên của Anthem MyCare theo số **833-727-2169**, 8 giờ sáng đến 8 giờ tối theo giờ địa phương, bảy ngày một tuần (trừ Lễ Tạ ơn và Giáng sinh) từ ngày 1 tháng 10 đến ngày 31 tháng 3 và từ Thứ Hai đến Thứ Sáu (trừ ngày lễ) từ ngày 1 tháng 4 đến ngày 30 tháng 9; người khiếm thính vui lòng gọi **TTY 711**.

Thông tin này được cung cấp miễn phí bằng các ngôn ngữ và định dạng khác, chẳng hạn như chữ nổi Braille và CD âm thanh.

Tigrinya

እዚ መዘኻኸሪኪ ምእጎቲ ክርደእኩም፡ ናይ ቋንቋ ደገፍ፡ ኣገልግሎታት ትርጉምን ካልኣት ሓገዛት ከምኡ'ውን ሓጋዚ ኣገልግሎታት ብዘይ ገለ ክፍሊት ይርከብ እዩ። እዚ ዝርከብ ኣገልግሎታት ናይ ጽሑፍ ትርጉምን ሓጋዚ ኣገልግሎታትን ዘጠቓልል ኳኑ፡ በዚ ጥራይ ዝተሓጸረ ግን ኣይከፉን። ናብ ናይ Anthem MyCare ኣገልግሎታት ኣባል ብ **833-727-2169** ኣቢልኩም፡ ካብ 8 ናይ ንግሆ ክሳብ 8 ናይ ምሽት ብከባቢያዊ ግዜ፡ ብሰሙን ንሸውዓተ መዓልታት (ብዘይካ ቴክኖሊቬንግን በዓል ልደትን) ካብ ኦክቶበር 1 ክሳብ ማርች 31፡ ካብ ሰኔይ ክሳብ ዓርቢ (ብዘይካ ኣውደ ዓመት) ከምኡ'ውን ካብ ኤፕሪል 1 ክሳብ ሴፕቴምበር 30 ብምድዋል ነዚ ኣገልግሎታትን/ ወይ ከዓ ሓገዛት ክትሓቱ ትኽእሉ፤ ናይ ምስማዕ ጸገም ዘለዎም ሰባት ናብ **TTY 711** ክድውሉ ይኽእሉ እዮም።

እዚ ሓበሬታዚ ብዘይ ገለ ክፍሊት ብካልኣት ቋንቋታት ከምኡ'ውን ከም ብብሬልን ሲዲን ዝኣመሰለ ኣቀራርባታትን ይርከብ።

Darl (Afghanistan)

برای کمک به شما در درک این اطلاعات، کمک‌های زبانی، خدمات ترجمه شفاهی و کمک‌ها و خدمات کمکی بنا به درخواست و بدون هیچ مصرف برای شما ارائه می‌شوند. خدمات موجود شامل، اما نه محدود به، ترجمه شفاهی، ترجمه کتبی و کمک‌های کمکی می‌شود. شما می‌توانید این خدمات و/یا وسایل کمکی را با تماس با خدمات اعضای Anthem MyCare به شماره **833-727-2169**، از ساعت 8 صبح تا 8 شب به وقت محلی، هفت روز هفته (به جز روز شکرگزاری و کریسمس) از 1 اکتوبر تا 31 مارچ، و از دوشنبه تا جمعه (به جز رخصتی) از 1 اپریل تا 30 سپتمبر درخواست کنید؛ افراد دار ای اختلال شنوایی می‌توانند با شماره **TTY 711** تماس بگیرند.

این معلومات به صورت رایگان به زبان‌ها و فارمت‌های دیگر، مانند بریل و سی‌دی صوتی، در دسترس است.





Member Services: **833-727-2169 (TTY 711)**

8 a.m. to 8 p.m. local time, seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30.



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