Coverage Period: 10/01/2019 - 09/30/2020 Coverage for: Family | Plan Type: PPO

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, contact Moda Health at <a href="https://www.modahealth.com">www.modahealth.com</a> or by calling 1-866-923-0409. 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 <a href="https://www.healthcare.gov/sbc-glossary">www.healthcare.gov/sbc-glossary</a> or call 1-888-217-2363 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	For <u>network providers</u> \$800 coordinated care individual / \$900 non-coordinated care individual / \$2,700 family; for <u>out-of-network providers</u> \$1,600 individual / \$4,800 family.	Generally, you must pay all of the costs from providers up to the <a href="deductible">deductible</a> amount before this <a href="plan">plan</a> begins to pay. If you have other family members on the <a href="plan">plan</a> , each family member must meet their own individual <a href="deductible">deductible</a> until the total amount of <a href="deductible">deductible</a> expenses paid by all family members meets the overall family <a href="deductible">deductible</a> .
Are there services covered before you meet your deductible?	Yes. For coordinated care members, in-network primary care visits, office visits, urgent care visit, acupuncture, spinal manipulation, naturopathic substances and biofeedback are covered before you meet your deductible.  For all members, in-network breastfeeding support, chemical dependency services, outpatient mental health office visits, tobacco cessation treatment, and most preventive care as well as in and out of network prescription medication and breastfeeding supplies are covered before you meet your deductible.	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> .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the out-of-pocket limit for this plan?	For <u>network providers</u> \$3,850 coordinated care individual / 4,250 non-coordinated care individual / \$12,750 family; for <u>out-of-network providers</u> \$8,000 individual / \$24,000 family.  Maximum cost share for <u>network providers</u> \$7,900 individual / \$15,800 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.
What is not included in the <u>out-of-pocket</u> <u>limit?</u>	Premiums, balance-billing charges, transplants and bariatric surgery not performed at Center of Excellence facilities, out-of-pocket expenses in excess of the reference price for an oral appliance or hip and knee replacements, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <a href="out-of-pocket limit">out-of-pocket limit</a> .

Revised 10/2/2018

Important Questions	Answers	Why This Matters:
Will you pay less if you use a network provider?	Yes. See <a href="https://www.modahealth.com">www.modahealth.com</a> or call 1-866-923-0409 for a list of <a href="https://network.providers">network providers</a> .	This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan's <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 provider's 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.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the specialist you choose without a referral.



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

		Wh	at You Will Pay			
Common	Services You	Network Provider		Out-of-Network	Limitations, Exceptions, & Other Important	
Medical Event	May Need	Coordinated Care (You will pay the least)	Non-Coordinated Care	Provider (You will pay the most)	Information	
	Primary care visit to treat an injury or illness	\$20 <u>copay</u> /visit, no <u>deductible</u> for PCP 360 and \$40 <u>copay</u> /visit, no <u>deductible</u> for other providers	20% coinsurance	50% coinsurance	None	
If you visit a health care provider's office or clinic	Specialist visit	\$20 copay/visit, no deductible for acupuncture, spinal manipulation and naturopathic physicians; \$40 copay/visit, no deductible for other services.	20% coinsurance	50% coinsurance	Includes office visits by chiropractors, naturopathic physicians and acupuncturists. \$2,000 plan year maximum for acupuncture care, spinal manipulation and naturopathic substances. Prior authorization is required for some spinal manipulation and acupuncture services. Failure to obtain prior authorization results in denial.	
	Preventive care/screening/immunization	No charge for most services. \$20 copay/visit or 20% coinsurance for remaining services. No deductible for most services.	No charge for most services. 20% coinsurance for remaining services.	50% coinsurance	You may have to pay for services that aren't preventive. Ask your provider if the services you need are preventive. Then check what your plan will pay for. A list of in-network preventive services not subject to cost sharing can be viewed at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .	

			at You Will Pay		
Common	Services You	Services You Network Provider Out-of-Network		Limitations, Exceptions, & Other Important	
Medical Event	May Need	Coordinated Care (You will pay the least)	Non-Coordinated Care	Provider (You will pay the most)	Information
If you have a test	Diagnostic test (x-ray, blood work)	No charge for services at Quest Labs. 20% coinsurance for other providers.	No charge for services at Quest Labs. 20% coinsurance for other providers.	50% coinsurance	Includes other tests such as EKG, allergy testing and sleep study. Some services require a \$100 copay.
	Imaging (CT/PET scans, MRIs)	\$100 copay, then 20% coinsurance	\$100 <u>copay</u> , then 20% <u>coinsurance</u>	\$100 copay, then 50% coinsurance	Prior authorization is required for many services. Failure to obtain prior authorization results in denial
	Value tier	\$4 copay/retail, \$8 copay/mail-order, and \$12 copay/Choice 90 prescription	\$4 copay/retail, \$8 copay/mail-order, and \$12 copay/Choice 90 prescription	\$4 <u>copay</u> /retail prescription	No <u>deductible</u> . Prescription <u>copay</u> and <u>coinsurance</u> apply to the maximum cost share.
If you need drugs to treat your illness or	Select tier	\$12 copay/retail, \$24 copay/mail-order, and \$36 copay/Choice 90 prescription	\$12 copay/retail, \$24 copay/mail- order, and \$36 copay/Choice 90 prescription	\$12 <u>copay</u> /retail prescription	Covers up to a 31-day supply (retail prescriptions); up to a 90-day supply (participating Choice 90 pharmacies) and 90 day supply (mail-order prescription). Prior authorization may be required.  Mail order at Moda designated mail order pharmacy
condition More information about prescription drug coverage is available at www.modahea	Preferred tier	red tier up to \$150 maximum retail; up to \$150 maximum mail-order, and up to \$225 maximum Choice 90 prescription Choice 90 prescription 25% coinsurance, up to \$75 maximum mail-order, and up to \$225 maximum Choice 90 prescription	Covers up to a 31-day supply specialty. Prior authorization may be required. Moda designated pharmacy only. Specialty medications may include specialty tier and other tier medications that are often used to treat complex chronic health conditions.		
lth.com/pdl			50% coinsurance: up to \$175 maximum retail; up to \$450 maximum mail-order; and up to \$525 maximum Choice 90 prescription	50% coinsurance, up to \$175 maximum retail prescription	High-cost generic and non-preferred medications are excluded unless a formulary exception is requested and approved.  Anticancer medication is covered at no charge for in-network providers.

			at You Will Pay		
Common	Services You	Network Pro	vider	Out-of-Network	Limitations, Exceptions, & Other Important
Medical Event	May Need	Coordinated Care (You will pay the least)  Non-Coordin Care		Provider (You will pay the most)	Information
	Specialty tier	25% coinsurance up to \$200 maximum for preferred prescription, 50% coinsurance up to \$500 maximum for non-preferred prescription	25% coinsurance up to \$200 maximum for preferred prescription, 50% coinsurance up to \$500 maximum for non-preferred prescription	Not covered	
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	20% coinsurance	20% coinsurance	50% coinsurance	Prior authorization may be required. Failure to obtain prior authorization results in denial.
surgery	Physician/surge on fees	20% coinsurance	20% coinsurance	50% coinsurance	
If you need	Emergency room care	\$100 copay/visit, then 20% coinsurance	\$100 copay/visit, then 20% coinsurance	\$100 copay/visit, then 20% coinsurance	Copay waived if hospital admission immediately follows. Plan deductible and coinsurance may apply to some services. In-network deductible and out-of-pocket limit applies.
immediate medical attention	Emergency medical transportation	20% coinsurance	20% coinsurance	20% coinsurance	In-network deductible and out-of-pocket limit apply.
	Urgent care	\$40 <u>copay</u> /visit, no <u>deductible</u>	20% coinsurance	20% coinsurance	In-network <u>deductible</u> and <u>out-of-pocket limit</u> applies to mental health and chemical dependency services.
If you have a	Facility fee (e.g., hospital room)	20% coinsurance	20% coinsurance	50% coinsurance	Prior authorization is required. Failure to obtain prior
hospital stay	Physician/surge on fees	20% coinsurance	20% coinsurance	50% coinsurance	authorization results in denial.

		Wh	at You Will Pay			
Common	Services You	Network Pro	vider	Out-of-Network	Limitations, Exceptions, & Other Important	
Medical Event	May Need	Coordinated Care (You will pay the least)	Non-Coordinated Care	Provider (You will pay the most)	Information	
If you need mental health, behavioral health, or	Outpatient services	\$20 copay, no deductible for office visits and substance abuse services. 20% coinsurance for other services.	\$20 <u>copay</u> , no <u>deductible</u> for office visits and substance abuse services. 20% <u>coinsurance</u> for other services.	50% coinsurance	Prior authorization is required for some services. Failure to obtain prior authorization results in denial.	
substance abuse services	Inpatient services	\$20 copay, no deductible for substance abuse services. 20% coinsurance for other services.	\$20 <u>copay</u> , no <u>deductible</u> for substance abuse services. 20% <u>coinsurance</u> for other services.	50% coinsurance	Prior authorization is required. Failure to obtain prior authorization results in denial.	
	Office visits	20% coinsurance	20% coinsurance	50% coinsurance	In-network elective abortion is covered at no cost	
If you are	Childbirth/delive ry professional services	20% coinsurance	20% coinsurance	50% coinsurance	sharing. Cost sharing does not apply to certain preventive services. Depending on the type of services, a copayment, coinsurance, or deductible	
pregnant	Childbirth/delive ry facility services	20% coinsurance	20% coinsurance	50% coinsurance	may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).	
	Home health care	20% coinsurance	20% coinsurance	50% coinsurance	Plan year maximum of 140 visits.	
If you need help recovering or have other	Rehabilitation services	20% coinsurance	20% coinsurance	50% coinsurance	Plan year maximum of 30 days for inpatient and 30 sessions for outpatient rehabilitation except as required for mental health parity. May be eligible for additional days or sessions for acute head or spinal cord injury. Habilitation services are limited to	
special health needs	Habilitation services	20% coinsurance	20% coinsurance	50% coinsurance	services that qualify under rehabilitation guidelines and medically necessary to treat a mental health condition. Prior authorization may be required.  Failure to obtain prior authorization results in denial.	
	Skilled nursing care	20% coinsurance	20% coinsurance	50% coinsurance	Plan year maximum of 60 visits	

		Wh	at You Will Pay			
Common	Services You	Network Pro	vider	Out-of-Network	Limitations, Exceptions, & Other Important	
Medical Event	May Need	Coordinated Care (You will pay the least)	Non-Coordinated Care	Provider (You will pay the most)	Information	
If you need help recovering or have other	Durable medical equipment	20% coinsurance	20% coinsurance	50% coinsurance	Includes supplies and prosthetics. Frequency limits apply to some DME. Prior authorization may be required. Failure to obtain prior authorization results in denial.	
special health needs	Hospice services	20% coinsurance	20% coinsurance	50% coinsurance	None.	
If your child	Children's eye exam	No charge	No charge	Not covered	Preventive vision screening for children age 3-5 covered in-network at no cost sharing. Eye exams are not covered for other ages.	
needs dental or eye care	Children's glasses	Not covered	Not covered	Not covered	None	
	Children's dental check-up	Not covered	Not covered	Not covered	None	

#### **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 service		Services Your Plan Generall	y Does NOT Cover	(Check your police	cy or plan document	for more information and	a list of any other excluded services
---	--	-----------------------------	------------------	--------------------	---------------------	--------------------------	---------------------------------------

- Cosmetic Surgery, except as required for certain situations
- Long Term Care
- Dental Care (Adult) except for accident related injuries
- Private Duty Nursing

- Routine Eye Care (Adult)
- Routine Foot Care, except for diabetes
- Weight Loss Programs, except for WW

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

Acupuncture

**Bariatric Surgery** 

- Chiropractic Care
- Hearing Aids

- Infertility Treatment
- Non-emergency care when traveling outside the U.S.

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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="http://www.dol.gov/ebsa/healthreform">http://www.dol.gov/ebsa/healthreform</a> for group health coverage subject to ERISA, the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <a href="www.cciio.cms.gov">www.cciio.cms.gov</a> for non-federal governmental group health plans, and the Oregon Division of Financial Regulation at 1-888-877-4894 or <a href="www.dfr.oregon.gov">www.dfr.oregon.gov</a> for Church plans. 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 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: Moda Health at 1-866-923-0409. For group health coverage subject to ERISA, you may also contact the Employee Benefits Security Administration, U.S. Department of Labor at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform. Additionally, a consumer assistance program can help you file your appeal. Contact the Oregon Division of Financial Regulation at 1-888-877-4894 or www.dfr.oregon.gov.

#### Does this plan provide Minimum Essential Coverage? Yes.

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

## Does this plan meet Minimum Value Standards? Yes.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

## **Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 888-786-7461.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 888-873-1395. Chinese (中文): 如果需要中文的帮助,请拨打这个号码 888-873-1395.

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 888-873-1395. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 888-873-1395.

——To see examples of how this plan 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 <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. 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 <u>plan's</u> overall <u>deductible</u>	\$800
■ Specialist copayment	\$40
■ Hospital (facility) coinsurance	20%
Other coinsurance	20%

#### 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	\$12,800

### In this example, Peg would pay:

Cost Sharing			
Deductibles	\$800		
Copayments	\$40		
Coinsurance	\$2,300		
What isn't covered			
Limits or exclusions	\$300		
The total Peg would pay is	\$3,440		

## **Managing Joe's type 2 Diabetes**

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

■ The plan's overall deductible	\$800
■ Specialist copayment	\$40
■ Hospital (facility) coinsurance	20%
■ Other coinsurance	20%

#### 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)

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

## In this example, Joe would pay:

Cost Sharing	
Deductibles	\$800
Copayments	\$500
Coinsurance	\$1,100
What isn't covered	
Limits or exclusions	\$60
The total Joe would pay is	\$2,460

## **Mia's Simple Fracture**

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

■ The <u>plan's</u> overall <u>deductible</u>	\$800
■ Specialist copayment	\$40
■ Hospital (facility) coinsurance	20%
■ Other coinsurance	20%

#### 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	\$1,900
·	

### In this example, Mia would pay:

Cost Sharing	
Deductibles	\$800
Copayments	\$200
Coinsurance	\$100
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,100

## Moda does not discriminate

Moda, Inc. follows federal civil rights laws. We do not discriminate based on race, color, national origin, age, disability, gender identity, sex or sexual orientation.

We provide free services to people with disabilities so that they can communicate with us. These include sign language interpreters and other forms of communication.

If your first language is not English, we will give you free interpretation services and/or materials in other languages.

## If you need any of the above, call Customer Service at:

888-217-2363 (TDD/TTY 711)

If you think we did not offer these services or discriminated, you can file a written complaint. Please mail or fax it to:

Moda, Inc. Attention: Appeal Unit 601 SW Second Ave. Portland, OR 97204 Fax: 503-412-4003

## Dave Nesseler-Cass coordinates our nondiscrimination work:

Dave Nesseler-Cass, Chief Compliance Officer 601 SW Second Ave. Portland, OR 97204 855-232-9111 compliance@modahealth.com

# If you need help filing a complaint, please call Customer Service.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone:

U.S. Department of Health and Human Services 200 Independence Ave. SW, Room 509F HHH Building, Washington, DC 20201 800-368-1019, 800-537-7697 (TDD)

You can get Office for Civil Rights complaint forms at hhs.gov/ocr/office/file/index.html.



ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

注意:如果您說中文,可得到免費語言幫助服務。 請致電1-877-605-3229(聾啞人專用:711)

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hổ trợ ngôn ngữ miễn phí cho bạn. Goi 1-877-605-3229 (TTY:711)

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجانًا. اتصل برقم 211 . 711 (الهاتف النصبي: 711)

ATANSYON: Si ou pale Kreyòl Ayisyen, nou ofri sèvis gratis pou ede w nan lang ou pale a. Rele nan 1-877-605-3229 (moun ki itilize sistèm TTY rele: 711)

ATTENTION: si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible.
Appelez au 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)

ATENÇÃO: Caso fale português, estão disponíveis serviços gratuitos de ajuda linguística. Telefone para 1-877-605-3229 (TERMINAL: 711) ATTENZIONE: Se parla italiano, sono disponibili per lei servizi gratuiti di assistenza linguistica. Chiamare il numero 1-877-605-3229 (TTY: 711)

注意:日本語をご希望の方には、日本語 サービスを無料で提供しております。 1-877-605-3229 (TYY、テレタイプライター をご利用の方は711)までお電話ください。

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistenzdienste zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

توجه: در صورتی که به فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان برای شما موجود است. با (TTY: 711) تماس بگیرید.

УВАГА! Якщо ви говорите українською, для вас доступні безкоштовні консультації рідною мовою. Зателефонуйте 1-877-605-3229 (TTY: 711)

ATENŢIE: Dacă vorbiţi limba română, vă punem la dispoziţie serviciul de asistenţă lingvistică în mod gratuit. Sunaţi la 1-877-605-3229 (TTY 711)

THOV CEEB TOOM: Yog hais tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Hu rau 1-877-605-3229 (TTY: 711)

โปรดหราบ: หากคุณพูดภาษาไหย คุณ สามารถใช้บริการช่วยเหลือด้านภาษาได้ ฟรี โหร 1-877-605-3229 (TTY: 711)

ត្រវចងចាំ៖ បើអ្នកនិយាយភាសាខ្មែរ ហើយត្រវ ការសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ៍ គឺមានផ្តល់ជូនលោកអ្នក។ សូមទូរស័ព្ទទៅកាន់លេខ 1-877-605-3229 (TTY: 711)

HUBACHIISA: Yoo afaan Kshtik kan dubbattan ta'e tajaajiloonni gargaarsaa isiniif jira 1-877-605-3229(TTY:711) tiin bilbilaa.