

Practitioner Office Standards and Performance Measures

Performance Goals: Practitioner offices are required to meet all practitioner office site quality standards and performance measures. An office site review is initiated upon reaching the threshold of quality of care complaints. The office site review requires 100% compliance.

Standard	Performance Measures
Safety/Privacy	
<p>1. Reasonable accommodations have been made to allow access to office for people with disabilities.</p>	<ul style="list-style-type: none"> ■ Where people with disabilities require assistance to access an office, staff is able to describe how they accommodate these patients. Some examples are: an entrance ramp is provided where there are steps; elevators are available in multiple story buildings
<p>2. Privacy and confidentiality are maintained for each patient and their health information.</p>	<ul style="list-style-type: none"> ■ Exam rooms, rest rooms and consultation areas have doors. Treatment bays have curtains to screen patients ■ Gowns and drapes are available for patient use ■ Patient interviews and staff discussions that occur outside exam areas are conducted in a manner that ensures confidentiality ■ All PHI and PII are securely maintained
<p>3. Passageways, reception and patient care areas are safe, clean, clear of hazards, and of adequate size for the practice.</p>	<ul style="list-style-type: none"> ■ The environment is smoke free ■ Waiting and patient care areas are adequate for the practice ■ A rest room, which includes a toilet and handwashing facilities and supplies, is provided for patient use. Preferably, at least one rest room allows access for people with disabilities ■ Entry to office and passageways are clear of obstacles and adequate for movement of patients and equipment ■ Supplies are not stacked in a manner that could fall over or be pulled over on patients. Consider curiosity of children in pediatric practices ■ Facility and equipment appear in good repair ■ Syringes and needles are stored in cabinets or other locations that deter unauthorized access by patients ■ Trash is not overflowing receptacles. Separate containers are available for hazardous waste and regular trash
<p>4. There are established procedures for cleaning/disinfecting reusable equipment</p>	<ul style="list-style-type: none"> ■ Staff is able to describe established procedures for cleaning surfaces in the office and disinfecting or sterilizing reusable equipment ■ Biological monitoring of all autoclaves is performed and logged weekly ■ There is a written procedure for handling positive biological monitors ■ An integrator/indicator is placed inside each item autoclaved to verify steam penetration

Standard	Performance Measures
Emergency Preparedness	
<p>5. The office is equipped with fire-fighting equipment and emergency plan in case of fire or other hazard.</p>	<ul style="list-style-type: none"> ■ Staff is able to describe an evacuation plan which demonstrates knowledge of emergency exit(s) and provisions for movement of patients to safety ■ For a large office with more than 10 staff members, a plan is written and posted ■ Door(s) that exit the office are marked by exit signs above or on the back of the door. Exit signs may be lighted or printed signs ■ There are directional arrows or other exit instructions in patient care areas when the direction of travel to exit is not immediately apparent ■ Office must be equipped with either an overhead sprinkler system or a fire extinguisher located in the office suite ■ Where portable fire extinguishers have been provided for staff use, an educational program is provided to familiarize staff with the general principles of extinguisher use and the hazards involved with fire-fighting ■ Extinguishers must have current tags documenting annual inspection by qualified fire equipment inspector or receipt showing purchase within one year
<p>6. Medical emergency supplies are appropriate for specialty and scope of practice and are checked periodically for availability and expiration.</p>	<ul style="list-style-type: none"> ■ All primary care practices and specialty practices that administer injectable medications with a high potential for anaphylactic reaction must maintain adrenaline or epinephrine, and an appropriate means and qualified staff to administer ventilation ■ Staff is able to describe who is responsible and the frequency with which emergency supplies are checked for availability and expiration ■ For offices that have a defibrillator, staff is able to produce a record showing appropriate defibrillator checks and is able to verbalize that staff has been trained on proper use of equipment ■ At least one staff member, other than the physician, maintains current CPR certification
Pharmaceuticals	
<p>7. All drugs and other pharmaceutical supplies are stored and monitored as appropriate.</p>	<ul style="list-style-type: none"> ■ Drug samples and other medications utilized in the office are stored in cabinets or other locations that deny unauthorized access by patients (e.g., drugs should not be observed on countertops or on open shelves in patient care areas) ■ Staff is able to describe who is responsible and the frequency with which drug samples are checked for expiration. Checking samples for expiration should be a routine office procedure, rather than optional or random in nature. At minimum, there should be documentation of quarterly inspection ■ Schedule II, III, IV and V narcotics (controlled substances) are stored in a locked location; access is restricted to a limited number of staff. (Controlled substances are identified by a "C" and Roman numeral on the packaging. Schedule II examples include codeine, Dilaudid, Demerol, Morphine, Percocet/Percodan. Schedule III, IV and V examples include Ativan, Halcion, phenobarbital, Restoril, Valium, Xanax and Buprenex.) ■ A periodic count of controlled substances is recorded ■ Staff is able to describe the steps taken to destroy outdated or unusable narcotics. Required documentation of these steps includes the signatures of two witnesses who are licensed staff members ■ Prescription pads are stored during office hours in a location that denies unauthorized access, such as kept with the physician or stored in a cabinet or drawer that is not in a patient care area ■ The temperature is monitored daily and recorded for the refrigerator and/or freezer designated for pharmaceuticals and biological materials ■ Staff is able to identify appropriate temperature range of refrigerator and freezer (if applicable). Refrigerator temperature should be maintained between 2 and 8 degrees Centigrade, or 36 and 41 degrees Fahrenheit; freezer temperature (if applicable) should be maintained per pharmaceutical guidelines ■ Pharmaceuticals and biological products are not refrigerated with food or beverages

Standard	Performance Measures
Laboratory	
<p>8. A tracking system is utilized to monitor laboratory specimens and receipt of reports.</p>	<ul style="list-style-type: none"> ■ Staff is able to describe how laboratory specimens are tracked from acquisition to receipt of final reports. Patient name, date, specimen obtained, the laboratory tests requested and receipt of corresponding test results are monitored to ensure completion of intended laboratory tests. Office maintains a computerized or manual log. Another system may be employed if it accomplishes the intent in a consistent and accurate manner
<p>9. Office has appropriate provisions for storage and removal of contaminated medical waste.</p>	<ul style="list-style-type: none"> ■ Sharps containers are closable, puncture resistant, leak-proof, and color-coded or labeled as biohazardous. Containers for other contaminated waste are closable, constructed to contain all contents and prevent leakage, and labeled or color-coded. Large sharps containers may be utilized for small volumes of other contaminated waste in lieu of separate containers ■ Sharps containers are stored out of immediate or accidental patient reach (i.e., sharps containers are wall mounted, located on countertops, or stored in a closed cabinet). Containers should not be stored on the floor or on exam tables where patients sit or lie ■ Staff is able to identify the hazardous waste hauler with which the office contracts to remove medical waste or describe disposal by the physician to an appropriate intermediate site such as a hospital ■ A large volume of full sharps containers or multiple large boxes or bags of other medical waste are not stored in the office; removal of waste should occur regularly
Office Operations	
<p>10. Patient care is supervised by a physician or licensed professional during hours of operation.</p>	<ul style="list-style-type: none"> ■ Patient care is performed by a physician or licensed professionals or is performed by unlicensed staff under direct professional supervision. Services such as injections, in particular, are not performed by medical technicians or other unlicensed staff unless under direct physician supervision. Non-invasive services such as blood pressure testing may be performed as long as a physician is available by telephone to coordinate care if needed
<p>11. All staff is referred to with the correct professional designation</p>	<ul style="list-style-type: none"> ■ Staff displays name tag or ID badge which identifies their position or professional title
Appointments/Accessibility	
<p>12. There is a system for scheduling appointments, new patients, special problems and emergencies.</p>	<ul style="list-style-type: none"> ■ Practitioner has established procedures for staff members regarding how to prioritize and process calls from patients. Staff is trained or provided a written procedure ■ The intent is to ensure that patients are handled consistently and scheduled for appointments in a manner that recognizes the urgency of their complaints ■ Phone system is set up so that callers are able to reach a person and are not sent directly to voicemail ■ The staff is able to verbalize the wait time for appointments for the categories of non- symptomatic, urgent, and symptomatic non-urgent visits. (Preferred times are non- symptomatic in 30 days; urgent visits in 24 hours; symptomatic non-urgent visits within 14 days) ■ Patients who have an emergency are seen by a practitioner immediately or referred to an appropriate alternative medical facility
<p>13. The practitioner or a covering practitioner is available/on call after office hours.</p>	<ul style="list-style-type: none"> ■ The practitioner or a designated covering practitioner may be contacted 24 hours per day through an answering service or directly by telephone and/or pager and responds within 30 minutes ■ Practitioner office answering machines need to be used in conjunction with a pager ■ It is not acceptable for a practitioner to direct all patients who call after office hours to a hospital emergency department

Standard	Performance Measures
Medical Record Evaluation	
<p>14. Medical records are set up one per patient, organized in a consistent manner, kept confidential and are easily retrieved by appropriate office staff</p>	<ul style="list-style-type: none"> ■ Medical records do not contain information for other patients. Exception: Family members in one record must be clearly separated ■ Each medical record must be well organized and allow for documentation of: history and physical, allergies and adverse reactions (or “none” or “NKA”), problem list, visit notes for each visit, medications, preventive services/risk screening ■ Patient records are stored in a location that denies unauthorized access. Records are not stored in patient exam rooms unless files are locked during patient care hours ■ Records are stored and handled in a way that ensures confidentiality. The office staff is able to describe the process to preserve patient confidentiality and the appropriate release of medical information ■ Copy of the medical record release form is available for review in the office ■ Records are easily retrieved by appropriate office staff ■ If applicable, electronic medical records systems are designed to maintain information privacy, confidentiality, security, and data integrity. If systems were severely interrupted, there is a plan for maintaining continuity of information. The plan can be verbalized and includes an alternative means of processing data, provides for recovery of data and the return to normal operations as soon as possible

References

APhA	American Pharmacists Association
TJC	The Joint Commission
CMS	Centers for Medicare and Medicaid Services
COMAR	Code of Maryland Related Regulations
Federal Dispensing Regulation	(DEA) Drug Enforcement Administration (FDA) Food and Drug Administration
MCHIP	Commonwealth of Virginia Regulation for the Certification of Managed Care Health Insurance Plan Licensees
NFPA	National Fire Protection Association
OSHA	Occupational Safety and Health Administration

Approved by the Quality Improvement Council September 2018.



Notice of Nondiscrimination and Availability of Language Assistance Services

(UPDATED 7/12/18)

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc., CareFirst Diversified Benefits and all of their corporate affiliates (CareFirst) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. CareFirst does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

CareFirst:

- Provides free aid and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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, please call 855-258-6518.

If you believe CareFirst has failed to provide these services, or discriminated in another way, on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our CareFirst Civil Rights Coordinator by mail, fax or email. If you need help filing a grievance, our CareFirst Civil Rights Coordinator is available to help you.

To file a grievance regarding a violation of federal civil rights, please contact the Civil Rights Coordinator as indicated below. Please do not send payments, claims issues, or other documentation to this office.

Civil Rights Coordinator, Corporate Office of Civil Rights

Mailing Address P.O. Box 8894
 Baltimore, Maryland 21224

Email Address civilrightscoordinator@carefirst.com

Telephone Number 410-528-7820

Fax Number 410-505-2011

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> or by mail or phone at:

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

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Foreign Language Assistance

Attention (English): This notice contains information about your insurance coverage. It may contain key dates and you may need to take action by certain deadlines. You have the right to get this information and assistance in your language at no cost. Members should call the phone number on the back of their member identification card. All others may call 855-258-6518 and wait through the dialogue until prompted to push 0. When an agent answers, state the language you need and you will be connected to an interpreter.

አማርኛ (Amharic) ማሳሰቢያ፡- ይህ ማስታወቂያ ስለ መድን ሽፋንዎ መረጃ ይዟል። ከተወሰኑ ቀን-ገደቦች በፊት ሊፈጽሟቸው የሚገቡ ነገሮች ሊኖሩ ስለሚችሉ እነዚህን ወሳኝ ቀናት ሊይዝ ይችላሉ። ይኸን መረጃ የማግኘት እና ያለምንም ክፍያ በቋንቋዎ አገዛ የማግኘት መብት አለዎት። አባል ከሆኑ ከመታወቂያ ካርድዎ በስተጀርባ ላይ ወደተጠቀሰው የስልክ ቁጥር መደወል ይችላሉ። አባል ካልሆኑ ደግሞ ወደ ስልክ ቁጥር 855-258-6518 ደውለው 0ን እንዲጫኑ እስኪነገርዎ ድረስ ንግግሩን መጠበቅ አለብዎ። አንድ ወኪል መልስ ሲሰጥዎ፣ የሚፈልጉትን ቋንቋ ያሳውቁ፣ ከዚያም ከተርጓሚ ጋር ይገናኛሉ።

Èdè Yorùbá (Yoruba) Ìtètíléko: Àkíyèsí yìí ní iwífún nípa isẹ adójútòfò rẹ. Ó le ní àwọn déèti pàtó o sì le ní láti gbé ìgbésé ní àwọn ojú gbèdèké kan. O ni ètò láti gba iwífún yìí àti irànlówó ní èdè rẹ lófèfè. Àwọn omọ-egbé gbòdò pe nóm̀bà fòdùn tò wà lẹ̀yìn káàdì idánimò wọn. Àwọn mírán le pe 855-258-6518 kí o sì dúró nípasẹ̀ ìjíròrò tí tí a ó fí sọ fún ọ láti tẹ 0. Nígbatí aṣojú kan bá dáhùn, sọ èdè tí o fẹ a ó sì sọ ọ pò mò ògbufò kan.

Tiếng Việt (Vietnamese) Chú ý: Thông báo này chứa thông tin về phạm vi bảo hiểm của quý vị. Thông báo có thể chứa những ngày quan trọng và quý vị cần hành động trước một số thời hạn nhất định. Quý vị có quyền nhận được thông tin này và hỗ trợ bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Các thành viên nên gọi số điện thoại ở mặt sau của thẻ nhận dạng. Tất cả những người khác có thể gọi số 855-258-6518 và chờ hết cuộc đối thoại cho đến khi được nhắc nhấn phím 0. Khi một tổng đài viên trả lời, hãy nêu rõ ngôn ngữ quý vị cần và quý vị sẽ được kết nối với một thông dịch viên.

Tagalog (Tagalog) Atensyon: Ang abisong ito ay naglalaman ng impormasyon tungkol sa nasasaklawan ng iyong insurance. Maaari itong maglaman ng mga pinakamahalagang petsa at maaaring kailangan mong gumawa ng aksyon ayon sa ilang deadline. May karapatan ka na makuha ang impormasyong ito at tulong sa iyong sariling wika nang walang gastos. Dapat tawagan ng mga Miyembro ang numero ng telepono na nasa likuran ng kanilang identification card. Ang lahat ng iba ay maaaring tumawag sa 855-258-6518 at maghintay hanggang sa dulo ng diyalogo hanggang sa diktahan na pindutin ang 0. Kapag sumagot ang ahente, sabihin ang wika na kailangan mo at ikokonekta ka sa isang interpreter.

Español (Spanish) Atención: Este aviso contiene información sobre su cobertura de seguro. Es posible que incluya fechas clave y que usted tenga que realizar alguna acción antes de ciertas fechas límite. Usted tiene derecho a obtener esta información y asistencia en su idioma sin ningún costo. Los asegurados deben llamar al número de teléfono que se encuentra al reverso de su tarjeta de identificación. Todos los demás pueden llamar al 855-258-6518 y esperar la grabación hasta que se les indique que deben presionar 0. Cuando un agente de seguros responda, indique el idioma que necesita y se le comunicará con un intérprete.

Русский (Russian) Внимание! Настоящее уведомление содержит информацию о вашем страховом обеспечении. В нем могут указываться важные даты, и от вас может потребоваться выполнить некоторые действия до определенного срока. Вы имеете право бесплатно получить настоящие сведения и сопутствующую помощь на удобном вам языке. Участникам следует обращаться по номеру телефона, указанному на тыльной стороне идентификационной карты. Все прочие абоненты могут звонить по номеру 855-258-6518 и ожидать, пока в голосовом меню не будет предложено нажать цифру «0». При ответе агента укажите желаемый язык общения, и вас свяжут с переводчиком.

हिन्दी (Hindi) ध्यान दें: इस सूचना में आपकी बीमा कवरेज के बारे में जानकारी दी गई है। हो सकता है कि इसमें मुख्य तिथियों का उल्लेख हो और आपके लिए किसी नियत समय-सीमा के भीतर काम करना ज़रूरी हो। आपको यह जानकारी और संबंधित सहायता अपनी भाषा में निःशुल्क पाने का अधिकार है। सदस्यों को अपने पहचान पत्र के पीछे दिए गए फ़ोन नंबर पर कॉल करना चाहिए। अन्य सभी लोग 855-258-6518 पर कॉल कर सकते हैं और जब तक 0 दबाने के लिए न कहा जाए, तब तक संवाद की प्रतीक्षा करें। जब कोई एजेंट उत्तर दे तो उसे अपनी भाषा बताएँ और आपको व्याख्याकार से कनेक्ट कर दिया जाएगा।

Bàsòò-wùdù (Bassa) Tò Dùù Cáo! Bǒ nìà kè bá nyo bě kè m̄ gbo kpá bó nì fùà-fúá-tiìn nyεε jè dyí. Bǒ nìà kè bédé wé jéé bě b́é m̄ kè dε wa ḿ m̄ kè nyuεε nyu hwè b́é wé b́éa kè zi. Ǿ m̀ò nì kpé b́é m̄ kè bǒ nìà kè kè gbo-kpá-kpá m̄ ḿεε dyé dé nì bídí-wùdù mú b́é m̄ kè se wídí d̀ò péè. Kpooò nyo b́é m̄ dá fúùn-nòbà nìà dé waa I.D. káàò d́éin nyε. Nyo t̀òò séin m̄ dá nòbà nìà kè: 855-258-6518, kè m̄ m̄ f̀ò tee b́é wa ḱε m̄ gbo ćé b́é m̄ kè nòbà m̀òà 0 ḱε dyi pàd̀àn hwè. Ǿ j̀ù kè nyo d̀ò dyi m̄ g̀ j̀ùin, po wuqu m̄ ḿ poε dyie, kè nyo d̀ò mu bó nìin b́é Ǿ kè nì wuquò mú zà.

বাংলা (Bengali) লক্ষ্য করুন: এই নোটিশে আপনার বিমা কভারেজ সম্পর্কে তথ্য রয়েছে। এর মধ্যে গুরুত্বপূর্ণ তারিখ থাকতে পারে এবং নির্দিষ্ট তারিখের মধ্যে আপনাকে পদক্ষেপ নিতে হতে পারে। বিনা খরচে নিজের ভাষায় এই তথ্য পাওয়ার এবং সহায়তা পাওয়ার অধিকার আপনার আছে। সদস্যদেরকে তাদের পরিচয়পত্রের পিছনে থাকা নম্বরে কল করতে হবে। অন্যেরা 855-258-6518 নম্বরে কল করে 0 টিপতে না বলা পর্যন্ত অপেক্ষা করতে পারেন। যখন কোনো এজেন্ট উত্তর দেবেন তখন আপনার নিজের ভাষার নাম বলুন এবং আপনাকে দোভাষীর সঙ্গে সংযুক্ত করা হবে।

اردو (Urdu) توجہ: یہ نوٹس آپ کے انشورینس کوریج سے متعلق معلومات پر مشتمل ہے۔ اس میں کلیدی تاریخیں ہو سکتی ہیں اور ممکن ہے کہ آپ کو مخصوص آخری تاریخوں تک کارروائی کرنے کی ضرورت پڑے۔ آپ کے پاس یہ معلومات حاصل کرنے اور بغیر خرچہ کیے اپنی زبان میں مدد حاصل کرنے کا حق ہے۔ ممبران کو اپنے شناختی کارڈ کی پشت پر موجود فون نمبر پر کال کرنی چاہیے۔ سبھی دیگر لوگ 855-258-6518 پر کال کر سکتے ہیں اور 0 دبانے کو کہے جانے تک انتظار کریں۔ ایجنٹ کے جواب دینے پر اپنی مطلوبہ زبان بتائیں اور مترجم سے مربوط ہو جائیں گے۔

فارسی (Farsi) توجه: این اعلامیه حاوی اطلاعاتی درباره پوشش بیمه شما است. ممکن است حاوی تاریخ های مهمی باشد و لازم است تا تاریخ مقرر شده خاصی اقدام کنید. شما از این حق برخوردار هستید تا این اطلاعات و راهنمایی را به صورت رایگان به زبان خودتان دریافت کنید. اعضا باید با شماره درج شده در پشت کارت شناسایی شان تماس بگیرند. سایر افراد می توانند با شماره 855-258-6518 تماس بگیرند و منتظر بمانند تا از آنها خواسته شود عدد 0 را فشار دهند. بعد از پاسخگویی توسط یکی از اپراتورها، زبان مورد نیاز را تنظیم کنید تا به مترجم مربوطه وصل شوید.

اللغة العربية (Arabic) تنبيه: يحتوي هذا الإخطار على معلومات بشأن تغطيتك التأمينية، وقد يحتوي على تواريخ مهمة، وقد تحتاج إلى اتخاذ إجراءات بحلول مواعيد نهائية محددة. يحق لك الحصول على هذه المساعدة والمعلومات بلغتك بدون تحمل أي تكلفة. ينبغي على الأعضاء الاتصال على رقم الهاتف المذكور في ظهر بطاقة تعريف الهوية الخاصة بهم. يمكن للأخريين الاتصال على الرقم 855-258-6518 والانتظار خلال المحادثة حتى يطلب منهم الضغط على رقم 0. عند إجابة أحد الوكلاء، اذكر اللغة التي تحتاج إلى التواصل بها وسيتم توصيلك بأحد المترجمين الفوريين.

中文繁体 (Traditional Chinese) 注意：本聲明包含關於您的保險給付相關資訊。本聲明可能包含重要日期及您在特定期限之前需要採取的行動。您有權利免費獲得這份資訊，以及透過您的母語提供的協助服務。會員請撥打印在身分識別卡背面的電話號碼。其他所有人士可撥打電話 855-258-6518，並等候直到對話提示按下按鍵 0。當接線生回答時，請說出您需要使用的語言，這樣您就能與口譯人員連線。

Igbo (Igbo) Nrubama: Okwa a nwere ozi gbasara mkpuchi nchekwa onwe gi. O nwere ike inwe ubochi ndi di mkpa, i nwere ike ime ihe tupu ufodu ubochi njedebe. I nwere ikike inweta ozi na enyemaka a n'asusu gi na akwughi ugwo o bula. Ndi otu kwesiri ikpo akara ekwentu di n'azu nke kaadi njirimara ha. Ndi ozo niile nwere ike ikpo 855-258-6518 wee chere ububo ahu ruo mgbe amanyere ipi 0. Mgbe onye nnochite anya zara, kwuo asusu i choro, a ga-ejiko gi na onye okowa okwu.

Deutsch (German) Achtung: Diese Mitteilung enthält Informationen über Ihren Versicherungsschutz. Sie kann wichtige Termine beinhalten, und Sie müssen gegebenenfalls innerhalb bestimmter Fristen reagieren. Sie haben das Recht, diese Informationen und weitere Unterstützung kostenlos in Ihrer Sprache zu erhalten. Als Mitglied verwenden Sie bitte die auf der Rückseite Ihrer Karte angegebene Telefonnummer. Alle anderen Personen rufen bitte die Nummer 855-258-6518 an und warten auf die Aufforderung, die Taste 0 zu drücken. Geben Sie dem Mitarbeiter die gewünschte Sprache an, damit er Sie mit einem Dolmetscher verbinden kann.

Français (French) Attention: cet avis contient des informations sur votre couverture d'assurance. Des dates importantes peuvent y figurer et il se peut que vous deviez entreprendre des démarches avant certaines échéances. Vous avez le droit d'obtenir gratuitement ces informations et de l'aide dans votre langue. Les membres doivent appeler le numéro de téléphone figurant à l'arrière de leur carte d'identification. Tous les autres peuvent appeler le 855-258-6518 et, après avoir écouté le message, appuyer sur le 0 lorsqu'ils seront invités à le faire. Lorsqu'un(e) employé(e) répondra, indiquez la langue que vous souhaitez et vous serez mis(e) en relation avec un interprète.

한국어(Korean) 주의: 이 통지서에는 보험 커버리지에 대한 정보가 포함되어 있습니다. 주요 날짜 및 조치를 취해야 하는 특정 기한이 포함될 수 있습니다. 귀하에게는 사용 언어로 해당 정보와 지원을 받을 권리가 있습니다. 회원이신 경우 ID 카드의 뒷면에 있는 전화번호로 연락해 주십시오. 회원이 아닌 경우 855-258-6518 번으로 전화하여 0을 누르라는 메시지가 들릴 때까지 기다리십시오. 연결된 상담원에게 필요한 언어를 말씀하시면 통역 서비스에 연결해 드립니다.

Diné Bizaad (Navajo) Ge': Díí bee í hane'ígíí bii' dahóló bee éédahózin béeso ách'ááh naanil ní'íst'í'ígíí bá. Bii' dahólóq doo íyisíí yoolkáálígíí dóo t'áadoo le'é ádadoolyíí'ígíí da yókeedgo t'áa doo bee e'e'aa'ahí ájiil'ííh. Bee ná ahóót'í' díí bee í hane' dóo níká'ádoowó t'áa nínizaad bee t'áa jiik'é. Atah danilínígíí béesh bee hane'é bee wó'ta'ígíí nit'izgo bee nee hódolzinígíí bikéédéé' bikáá' bich'í' hodoonihjí'. Aadóo náána'á' éi kó'jí' dahóoolnih 855-258-6518 dóo yíi dii'łts'íí'ł yałtí'ígíí t'áa níléj'í' áádóo éi bikéé'dóo naasba'as bíł adidiilchíł. Áká'ánidaalwó'ígíí neidiitá'ágo, saad bee yáníłt'í'ígíí yíi diikił dóo ata' halne'é lá níká'ádoowó.