

 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 premiums) 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, call 1-800-795-1023 or visit us at www.medcost.com. 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 <https://www.healthcare.gov/sbc-glossary/> or call 1-800-795-1023 to request a copy.

Important Questions	Answers			Why This Matters:
	CHS Preferred	In-Network	Non-Network	
What is the overall <u>deductible</u> ?	\$1,850/person \$3,700/family	\$2,600/person \$5,200/family	\$4,000/person \$8,000/family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount (including co-pays and other out-of-pocket medical expenses) before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , the overall family <u>deductible</u> must be met before the <u>plan</u> begins to pay.
Are there services covered before you meet your <u>deductible</u> ?	Yes: <u>preventive care</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 https://www.healthcare.gov/coverage/preventive-care-benefits/
Are there other <u>deductibles</u> for specific services?	No			You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	\$5,600/person \$11,200/family	\$6,450/person \$12,900/family	\$11,000/person \$22,000/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 limit</u> ?	<u>Premiums</u> , <u>balance billing</u> , health care expenses this <u>plan</u> doesn't cover, and penalties for failure to meet certain <u>plan</u> requirements.			Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.medcost.com or call 1-800-795-1023 for a list of <u>network providers</u>			This <u>plan</u> uses a <u>provider 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 <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.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No			You can see the <u>specialist</u> you choose without a <u>referral</u> .



All **co-payment** and **co-insurance** costs shown in this chart are as noted, *either before or 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
		CHS Preferred (You pay less)	In-Network Provider (You pay more)	Out-of-Network Provider (You pay most)	
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	25% <u>co-insurance</u>	30% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
	Specialist visit	25% <u>co-insurance</u>	30% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
	Preventive care/screening/Immunization - Well Child to age 2 - Routine Age 2 to Adult	No charge No charge	No charge No charge	50% <u>co-insurance</u> Not covered	<u>Deductible</u> does not apply to CHS Preferred and <u>In-Network</u> . <u>Co-insurance</u> applies after <u>deductible</u> <u>Out-of-Network</u> when covered.
If you have a test	Diagnostic test (x-ray, blood work)	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> .
	Imaging (CT/PET scans, MRIs)	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> .

Prescription Drug Benefits

Common Medical Event	Services You May Need	CHS Retail Pharmacy	Other Retail Pharmacy	Mail Order (CarolinaCare)	
If you need drugs to treat your illness or condition	CHS Preventive drugs	\$4 co-pay	\$15 co-pay	\$4 co-pay, 30 day supply \$12 co-pay, 90 day supply	¹ Co-pay or co-insurance applies after the CHS Preferred deductible shared with the medical plan has been met.
	Generic brand drugs	\$10 co-pay ¹	\$15 co-pay ¹	\$10 co-pay ¹ , 30 day supply \$25 co-pay ¹ , 90 day supply	
	Preferred brand drugs	\$35 co-pay ¹	30% <u>co-insurance</u> (\$35 minimum, \$100 maximum) ¹	\$35 co-pay ¹ , 30 day supply \$85 co-pay ¹ , 90 day supply	Co-pay/co-insurance covers up to a 30 day supply (retail pharmacy) or up to a 90 day supply (mail order)

Prescription Drug Benefits

Common Medical Event	Services You May Need	CHS Retail Pharmacy	Other Retail Pharmacy	Mail Order (CarolinaCare)	
<p>More information about prescription drug coverage is available at www.medcost.com.</p>	Non-preferred brand drugs	40% co-insurance (\$50 minimum, \$150 maximum) ¹	50% co-insurance (\$60 minimum, \$250 maximum) ¹	40% co-insurance (\$50 minimum, \$150 maximum) ¹ , 30 day supply 40% co-insurance (\$125 minimum, \$375 maximum) ¹ , 90 day supply	<p>¹ Co-pay or co-insurance applies after the CHS Preferred deductible shared with the medical plan has been met.</p> <p>FDA approved contraceptives, smoking cessation products, and certain over-the-counter preventive medications (with prescription) are covered 100%. Refer to the ACA Preventive List available from the pharmacy administrator (www.carolinacarerx.org or 866-697-6800).</p>
	Brand name drugs with generic equivalent	No coverage without prior authorization.			If prior authorization is approved, coverage will be the same as Non-preferred brand drugs.
	Specialty drugs	20% co-insurance (\$125 maximum) ¹			Covers a 30 day supply. Refer to the CHS Specialty Pharmacy List.* Specialty drugs required at CarolinaCARE. Some exceptions may apply to limited distribution drugs and certain infertility drugs.
	Important Note for Maintenance Medications	There is one fill at retail maximum for ACA Preventive and Generic Preventive maintenance drugs. When requesting the second fill, the drug must be transferred to CarolinaCARE or the drug will not be covered. All other maintenance drugs can be filled at retail until the deductible is met. Once met, the one fill maximum is applied and must be transferred to CarolinaCARE or the drug will not be covered. Drugs filled at retail after the one fill maximum will not apply to deductibles or annual out-of-pocket limits.			

* For more information about limitations and exceptions, refer to the Plan Document which can be accessed via the Member Portal at www.medcost.com

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		CHS Preferred (You pay less)	In-Network Provider (You pay more)	Out-of-Network Provider (You pay most)	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	30% <u>co-insurance</u>	40% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> . Charges for other services may apply, such as for anesthesia.
	Physician/surgeon fees	25% <u>co-insurance</u>	30% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
If you need immediate medical attention	<u>Emergency room care</u>	25% <u>co-insurance</u>	25% <u>co-insurance</u>	25% <u>co-insurance</u>	<u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> .
	<u>Emergency medical transportation</u>	25% <u>co-insurance</u>	25% <u>co-insurance</u>	25% <u>co-insurance</u>	<u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> .
	<u>Urgent care</u>	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> . Charges for other services may apply, such as for lab or x-ray.
If you have a hospital stay	Facility fee (e.g., hospital room)	30% <u>co-insurance</u>	40% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> . Charges for other services may apply, such as for anesthesia or diagnostic tests. Precertification required.*
	Physician/surgeon fees	25% <u>co-insurance</u>	30% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
If you need mental health, behavioral health, or substance abuse services	Outpatient services - Facility - Physician	30% <u>co-insurance</u> 25% <u>co-insurance</u>	40% <u>co-insurance</u> 30% <u>co-insurance</u>	50% <u>co-insurance</u> 50% <u>co-insurance</u>	<i>Precertification by CBHA required.*</i> <u>Co-insurance</u> applies after <u>deductible</u> .
	Inpatient services	30% <u>co-insurance</u>	40% <u>co-insurance</u>	50% <u>co-insurance</u>	<i>Precertification by CBHA required.*</i> <u>Co-insurance</u> applies after <u>deductible</u> .
If you are pregnant	Office visits - Initial visit	25% <u>co-insurance</u>	30% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
	- Subsequent visit / global fee	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> .

* For more information about limitations and exceptions, refer to the Plan Document which can be accessed via the Member Portal at www.medcost.com

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		CHS Preferred (You pay less)	In-Network Provider (You pay more)	Out-of-Network Provider (You pay most)	
					There is no charge for <u>In-Network prenatal visits</u> when billed independently by the <u>physician</u> .*
	Childbirth/delivery professional services	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> . Professional services are generally included in the global fee charged by the <u>physician</u> for pregnancy and delivery.
	Childbirth/delivery facility services	30% <u>co-insurance</u>	40% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> . Includes birthing centers.
If you need help recovering or have other special health needs	<u>Home health care</u>	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> .
	<u>Rehabilitation services</u>				
	- Facility - cardiac, pulmonary & respiratory	30% <u>co-insurance</u>	40% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
	- Office/physician – cardiac	25% <u>co-insurance</u>	30% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
	- Office/physician – pulmonary & respiratory	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> . Includes cardiac (90 visits), pulmonary (50 visits) and respiratory (50 visits) therapies.

* For more information about limitations and exceptions, refer to the Plan Document which can be accessed via the Member Portal at www.medcost.com

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		CHS Preferred (You pay less)	CBHA In-Network Provider (You pay more)	Out-of-Network Provider (You pay most)	
	<u>Habilitation services</u> - Facility	30% <u>co-insurance</u>	40% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance applies after deductible</u>
	- Office/Physician	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> . Includes physical (30 visits), occupational (20 visits) and speech (20 visits) therapies.
	<u>Skilled nursing care</u>	25% <u>co-insurance</u>	25% <u>co-insurance</u>	25% <u>co-insurance</u>	<u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . Limited to 100 days / benefit year.
	<u>Durable medical equipment</u>	25% <u>co-insurance</u> ¹	25% <u>co-insurance</u> ¹	50% <u>co-insurance</u> ²	¹ <u>Co-insurance</u> applies after CHS Preferred <u>deductible</u> . ² <u>Coinsurance</u> applies after <u>Out-of-Network deductible</u> .
	<u>Hospice services</u>	25% <u>co-insurance</u>	30% <u>co-insurance</u>	50% <u>co-insurance</u>	<u>Co-insurance</u> applies after <u>deductible</u> .
If your child needs dental or eye care	Children's eye exam	Not covered	Not covered	Not covered	No coverage.
	Children's glasses	Not covered	Not covered	Not covered	No coverage
	Children's dental check-up	Not covered	Not covered	Not covered	No coverage

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.)		
<ul style="list-style-type: none"> Acupuncture Cosmetic surgery Dental care (Adult) 	<ul style="list-style-type: none"> Long-term care Non-emergency care when traveling outside the U.S. 	<ul style="list-style-type: none"> Routine eye care (Adult) 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.)		
<ul style="list-style-type: none"> Bariatric surgery Chiropractic care 	<ul style="list-style-type: none"> Hearing aids Infertility treatment 	<ul style="list-style-type: none"> Private duty nursing

* For more information about limitations and exceptions, refer to the Plan Document which can be accessed via the Member Portal at www.medcost.com

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 www.dol.gov/ebsa/healthreform or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight at 1-877-267-2323, ext. 61565 or www.cciio.cms.gov. For more information on how to continue coverage under this Plan, you may contact the Plan at 704-631-0263. 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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or www.dol.gov/ebsa/healthreform or the Claims Administrator, MedCost Benefit Services at 1-800-795-1023 or at www.medcost.com. Additionally, a consumer assistance program can help you file your appeal: contact Health Insurance Smart NC at 1-855-408-1212 or at <http://www.ncdoi.com/Smart/>.

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 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.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-795-1023

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-795-1023

[Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-800-795-1023

[Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-800-795-1023

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

1/8/2018

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 in-network pre-natal care and a hospital delivery)

■ The plan's overall <u>deductible</u>	\$1,850
■ <u>Specialist co-insurance</u>	25%
■ Hospital (facility) <u>coinsurance</u>	30%
■ Other: <u>co-insurance</u>	25%

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
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In this example, Peg would pay:

<i>Cost Sharing</i>	
Deductibles	\$1,850
Copayments	\$30
Coinsurance	\$3,042
<i>What isn't covered</i>	
Limits or exclusions	\$0
The total Peg would pay is	\$4,922

Managing Joe's type 2 Diabetes

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

■ The plan's overall <u>deductible</u>	\$1,850
■ <u>Specialist co-insurance</u>	25%
■ Hospital (facility) <u>co-insurance</u>	30%
■ Other: <u>co-insurance</u>	25%

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	\$7,400
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In this example, Joe would pay:

<i>Cost Sharing</i>	
Deductibles	\$1,850
Copayments	\$420
Coinsurance	\$1,229
<i>What isn't covered</i>	
Limits or exclusions	\$0
The total Joe would pay is	\$3,499

Mia's Simple Fracture

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

■ The plan's overall <u>deductible</u>	\$1,850
■ <u>Specialist co-insurance</u>	25%
■ Hospital (facility) <u>co-insurance</u>	30%
■ Other: <u>co-insurance</u>	25%

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	\$1,925
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In this example, Mia would pay:

<i>Cost Sharing</i>	
Deductibles	\$1,850
Copayments	\$0
Coinsurance	\$19
<i>What isn't covered</i>	
Limits or exclusions	\$0
The total Mia would pay is	\$1,869

Note: These numbers assume the patient/member does not participate in the plan's wellness/incentive program(s). If you participate in such program(s), you may be able to reduce your costs. For more information about the wellness/incentive program(s), visit <http://livewell.carolinashhealthcare.org> or call (704) 631-0263.

English:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-795-1023.

Español (Spanish):

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-795-1023.

繁體中文 (Chinese):

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-795-1023。

Tiếng Việt (Vietnamese):

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-795-1023.

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-795-1023 번으로 전화해 주십시오.

Français (French):

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-795-1023.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-795-1023.

Hmoob (Hmong):

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-795-1023.

Русский (Russian):

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-795-1023.

Tagalog (Tagalog – Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-795-1023.

ગુજરાતી (Gujarati):

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-795-1023.

ខ្មែរ (Mon-Khmer Cambodian):

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-795-1023 ។

Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-795-1023.

हिंदी (Hindi):

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-795-1023 पर कॉल करें।

ພາສາລາວ (Lao):

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-795-1023.

日本語 (Japanese):

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-795-1023 まで、お電話に