Coverage for: Individual/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, visit

www.bcbsok.com/bb/ind/bb\_sp3h31bvpiokp\_ok\_2024.pdf or by calling 1-866-520-2507. 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 <a href="https://www.healthcare.gov/sbc-glossary/">www.healthcare.gov/sbc-glossary/</a> or call 1-855-756-4448 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	\$0 at Indian Health Care Provider (IHCP) or with IHCP referral at non-IHCP; or Network: \$1,200 Individual/\$2,400 Family Out-of-Network: \$3,600 Individual/\$7,200 Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your deductible?	Yes. Services from Indian Health care provider and In-network preventive health 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 <u>www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet deductibles for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	Network: \$9,450 Individual/\$18,900 Family Out-of-Network: Unlimited Individual/Unlimited 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>	Premiums, balance billing charges, and health care this plan doesn't cover.	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 <a href="https://www.bcbsok.com/blueadvantageppo">www.bcbsok.com/blueadvantageppo</a> or call 1-866-520-2507 for a list of <a href="https://www.bcbsok.com/blueadvantageppo">network</a> <a href="https://www.bcbsok.com/blueadvantageppo">providers</a> .	You pay the least if you use a <u>provider</u> in IHCP <u>Network</u> . You pay more if you use a <u>provider</u> in Non-IHCP <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</u> '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  $\underline{\textbf{copayment}}$  and  $\underline{\textbf{coinsurance}}$  costs shown in this chart are after your  $\underline{\textbf{deductible}}$  has been met, if a  $\underline{\textbf{deductible}}$  applies.

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	No Charge	40% coinsurance	50% coinsurance	Telemedicine Visits are available. See your benefit booklet* for details.
If you visit a health care provider's office	Specialist visit	No Charge	50% coinsurance	50% coinsurance	Cost sharing waived at non-IHCP with IHCP referral.
or clinic	Preventive care/screening/ Immunization	No Charge	No Charge; <u>deductible</u> does not apply	30% coinsurance	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No Charge	Freestanding Facility: 40% coinsurance Hospital: 50% coinsurance	50% coinsurance	Cost sharing waived at non-IHCP with IHCP referral.
	Imaging (CT/PET scans, MRIs)	No Charge	Freestanding Facility: 40% coinsurance Hospital: 50% coinsurance	50% coinsurance	Preauthorization is required; see your benefit booklet* for details. Cost sharing waived at non-IHCP with IHCP referral.

		What You Will Pay			
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need drugs to treat your illness or condition  More information about prescription drug coverage is available at www.bcbsok.com/rx24/6	Generic drugs (Preferred)	No Charge	Retail – Preferred Participating – 20% coinsurance Participating – 25% coinsurance	Retail – 25% coinsurance	
	Generic drugs (Non- Preferred)	No Charge	Retail – Preferred Participating – 25% coinsurance Participating – 30% coinsurance	Retail – 30% coinsurance	Limited to a 30-day supply at retail (or a 90-day supply at a <u>network</u> of select retail pharmacies). Up to a 90-day supply at mail order. Specialty drugs are limited to a 30-day
	Brand drugs (Preferred)	No Charge	Retail - Preferred Participating – 30% coinsurance Participating – 35% coinsurance	Retail – 35% coinsurance	supply except for certain FDA-designated dosing regimens. Preauthorization is required for certain drugs. Payment of the difference between the cost of a brand name drug and a generic may also be required if a
	Brand drugs (Non- Preferred)	No Charge	Retail - Preferred Participating – 35% coinsurance Participating – 40% coinsurance	Retail – 40% coinsurance	generic drug is available. Your cost for a covered insulin drug will not exceed \$30 per 30-day supply or \$90 per 90-day supply.
	Specialty drugs (Preferred)	No Charge	45% coinsurance	45% <u>coinsurance</u> plus 50% additional charge	
	Specialty drugs (Non- Preferred)	No Charge	50% coinsurance	50% <u>coinsurance</u> plus 50% <u>additional charge</u>	
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	No Charge	Freestanding Facility: \$300/visit plus 40% coinsurance Hospital: \$300/visit plus 50% coinsurance	\$2,000/visit plus 50% coinsurance	Preauthorization is required. For Outpatient Infusion Therapy, see your benefit booklet* for details.  Cost sharing waived at non-IHCP with IHCP referral.
surgery	Physician/surgeon fees	No Charge	\$200/visit plus 50% coinsurance	50% coinsurance	Preauthorization is required. For Outpatient Infusion Therapy, see your benefit booklet* for details.  Cost sharing waived at non-IHCP with IHCP referral.

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need immediate	Emergency room care	No Charge	\$950/visit plus 50% coinsurance	\$950/visit plus 50% coinsurance	Copayment waived if admitted. Out-of-network cost share is subject to Network deductible. Cost sharing waived at non-IHCP with IHCP referral.
medical attention	Emergency medical transportation	No Charge	50% coinsurance	50% coinsurance	Cost sharing waived at non-IHCP with IHCP referral.
	<u>Urgent care</u>	No Charge	50% coinsurance	50% coinsurance	Cost sharing waived at non-IHCP with IHCP referral.
If you have a hospital	Facility fee (e.g., hospital room)	No Charge	\$400/visit plus 50% coinsurance	\$2,000/visit plus 50% coinsurance	Preauthorization is required. Facility: Preauthorization penalty: \$500. see your benefit booklet* for details. Cost sharing waived at non-IHCP with IHCP referral.
stay	Physician/surgeon fees	No Charge	50% coinsurance	50% <u>coinsurance</u>	Preauthorization is required. See your benefit booklet* for details.  Cost sharing waived at non-IHCP with IHCP referral.
If you need mental health, behavioral	Outpatient services	No Charge	50% coinsurance for office visit; or 40% coinsurance for other outpatient services	50% coinsurance	Telemedicine Visits are available. <u>Preauthorization</u> is required; see your benefit booklet* for details. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
health, or substance abuse services	Inpatient services	No Charge	\$400/visit plus 50% coinsurance	\$2,000/visit plus 50% coinsurance	Preauthorization is required; see your benefit booklet* for details. Preauthorization penalty: \$500. Cost sharing waived at non-IHCP with IHCP referral.
If you are pregnant	Office visits	No Charge	Primary Care: 40% coinsurance Specialist: 50% coinsurance	50% coinsurance	Cost sharing does not apply for preventive services. Depending on the type of services, a coinsurance or deductible may apply.  Maternity care may include tests and services
	Childbirth/delivery professional services	No Charge	50% coinsurance	50% coinsurance	described elsewhere in the SBC (i.e., ultrasound). Cost sharing waived at non-IHCP
	Childbirth/delivery facility services	No Charge	\$400/visit plus 50% coinsurance	\$2,000/visit plus 50% coinsurance	with IHCP <u>referral</u> .

 $<sup>\</sup>hbox{^*For more information about limitations and exceptions, see the $\underline{\tt plan}$ or policy document at $\underline{\tt www.bcbsok.com/bb/ind/bb\_sp3h31bvpiokp\_ok\_2024.pdf}$}$ 

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Home health care	No Charge	50% coinsurance	50% coinsurance	30 visits/year. <u>Preauthorization</u> is required. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Rehabilitation services	No Charge	50% coinsurance	50% coinsurance	Outpatient: Separate 25-visit limit per benefit period for Rehabilitation and Habilitation
If you need help recovering or have other special health needs	Habilitation services	No Charge	50% <u>coinsurance</u>	50% coinsurance	services, which includes physical, speech, occupational therapy, and muscle manipulation. Inpatient: Separate 30-day maximum for Rehabilitation and Habilitation services per benefit period. Preauthorization is required. Preauthorization penalty: \$500. Cost sharing waived at non-IHCP with IHCP referral.
	Skilled nursing care	No Charge	50% coinsurance	50% coinsurance	30 days/year. Preauthorization is required. Inpatient preauthorization penalty: \$500. Cost sharing waived at non-IHCP with IHCP referral.
	Durable medical equipment	No Charge	50% coinsurance	50% coinsurance	Cost sharing waived at non-IHCP with IHCP referral.
	Hospice services	No Charge	Inpatient: \$400/visit plus 50% coinsurance Outpatient: 50% coinsurance	Inpatient: \$2,000/visit plus 50% coinsurance Outpatient: 50% coinsurance	Preauthorization is required. Inpatient Preauthorization penalty: \$500. Cost sharing waived at non-IHCP with IHCP referral.
If your child needs dental or eye care	Children's eye exam	No Charge	No Charge; deductible does not apply	Up to a \$30 reimbursement is available; deductible does not apply	One visit per year. Out-of-network reimbursement will not exceed the retail cost. See your benefit booklet* (Pediatric Vision Care Benefits) for details.
	Children's glasses	No Charge	No Charge; <u>deductible</u> does not apply	Up to a \$75 reimbursement is available; deductible does not apply	One pair of glasses per year. Reimbursement for frames, lenses, and lens options purchased out-of-network is available (not to exceed the retail cost). See your benefit booklet* (Pediatric Vision Care Benefits) for details.
	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 services.)

- Abortion (unless the life of the mother is endangered) Dental care (Adult and Child)
- Acupuncture
- Bariatric surgery (for treatment of obesity/weight reduction)
- Cosmetic surgery (except accidental injury repair and some instances for physiological functioning improvement of a malformed body member)
- Infertility treatment
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult)
- Routine foot care (except when medically necessary)
- Weight loss programs

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

- Chiropractic care (Chiropractic and Osteopathic manipulation combined with outpatient therapies limited to 25 visits per calendar year)
- Hearing aids (limited to one each ear every 48 months)
- Private-duty nursing (limited to 85 visits per year)

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: the plan at Blue Cross and Blue Shield of Oklahoma at 1-866-520-2507 or visit www.bcbsok.com. You may also contact your state insurance department at 1-405-521-2991 or the, Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa. 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, or state Health Insurance Marketplace or SHOP.

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 on how 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: Oklahoma Department of Insurance, Consumer Protection at 1-405-521-2991 or www.oid.ok.gov.

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

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

### Does this plan meet the Minimum Value Standards? Not Applicable.

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 1-866-520-2507. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-520-2507.

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-866-520-2507.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-866-520-2507.

To see examples of how this <u>plan</u> 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 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	plar	<u>''S</u>	overall	<u>deductible</u>

- Specialist
- Hospital (facility)
- Other

#### 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)

# **Managing Joe's Type 2 Diabetes** (a year of routine in-network care of a well-

controlled condition)

The plan's overall deductible	
■ Specialist	
■ Hospital (facility)	
Other	

#### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)

Diagnostic tests (blood work)

Prescription drugs

\$0

Durable medical equipment (glucose meter)

# Mia's Simple Fracture

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

<b>\$0</b>	■ The plan's overall deductible	\$0
<b>\$</b> 0	■ Specialist	\$0
<b>\$0</b>	■ Hospital (facility)	\$0

# This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

Other

Durable medical equipment (crutches) Rehabilitation services (physical therapy)

Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,800
n this example. Peg would pay:		In this example. Joe would pay:		In this example. Mia would pay:	

Cost Sharing					
<u>Deductibles</u>	\$0				
<u>Copayments</u>	\$0				
Coinsurance	\$0				
What isn't covered					
Limits or exclusions	\$60				
The total Peg would pay is	\$60				

Cost Sharing					
<u>Deductibles</u>	\$0				
<u>Copayments</u>	\$0				
Coinsurance	\$0				
What isn't covered					
Limits or exclusions	\$20				
The total Joe would pay is	\$20				

Ш	i ulis example, ivila would pay.	
	Cost Sharing	
	<u>Deductibles</u>	\$0
	Copayments	\$0
	Coinsurance	\$0
	What isn't covered	
	Limits or exclusions	\$0
	The total Mia would pay is	\$0

Note: These numbers assume the patient does not participate in the <u>plan's</u> wellness program. If you participate in the <u>plan's</u> wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: 1-866-236-1702.

Note: These numbers assume the patient received care from an IHCP <u>provider</u> or with IHCP <u>referral</u> at a non-IHCP. If you receive care from a non-IHCP <u>provider</u>

without a referral from an IHCP your costs may be higher.

\$0



#### Health care coverage is important for everyone.

We provide free communication aids and services for anyone with a disability or who needs language assistance. We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability.

To receive language or communication assistance free of charge, please call us at 855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator Phone: 855-664-7270 (voicemail)

300 E. Randolph St. TTY/TDD: 855-661-6965 35th Floor Fax: 855-661-6960

Chicago, Illinois 60601

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services Phone: 800-368-1019 200 Independence Avenue SW TTY/TDD: 800-537-7697

Room 509F, HHH Building 1019 Complaint Portal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf Washington, DC 20201 Complaint Forms: http://www.hhs.gov/ocr/office/file/index.html

bcbsok.com

# BlueCross BlueShield of Oklahoma

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984.

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Español Spanish	Si usted o alguien a quien usted està ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.
العربية Arabic	إن كان لدبك أي لدى تُشخص تساعده أستلة، فلدبك الحق في الحصول بلع المساعدة والمعلومات الضرورية بلغتك من دون ية تكلفة المتحدث مع مترجم فوري، اتصل بلع الرم 884-710-855.
繁體中文 Chinese	如果您、或您正在協助的對象,對此有疑問,您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員、請撥電話 號碼 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interpréte, appelez 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.
ગુજરાતી Gujarati	જો તમને અથવા તમે મદદ કરી રહ્યા હોય એવી કોઈ બીજી વ્યક્તિને એસ.બી.એમ. કાયક્રેમ બાબતે પૃશ્નો હોય, તો તમને વેના ખયેર, તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો ફક્ક છે. દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કૉલ કરો.
हिंदी Hindi	यिद आपके, या आप जिसकी सहायता कर रहे हैं उैसके, प्रश्न हैं, तो आपके अपनी भाषा म निःशुल्क सहायता और जानकारी प्राप्त करन का अधिकार है। किसी अनवादक स बात करन क लिए 855-710-6984 पर कॉल करें।.
Italiano Italian	Se tu o qualcuno che stai aiutando avete domande, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare il numero 855-710-6984.
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면 855-710-6984 로 전화하십시오.
Diné Navajo	T'áá ní, éí doodago la'da biká anánilwo'ígii, na'idílkidgo, ts'ídá bee ná ahóóti'i' t'áá níík'e niká a'doolwol dóó bína'idilkidigií bee níl h odoonih. Ata'dahalne'igií bich'i' hodiílnih kwe'é 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به ی کمک می کنید، سزالی داشته بشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات نریافت نمائید جهت گفتگر با یک مترجم شهافی، با شماره بنمسا حاصل نمایید 488-710-858
Polski Polish	Jeśli Ty lub osoba, której pomagasz, macie jakiekolwiek pytania, macie prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 855-710-6984.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.
اردو Urdu	اگٹر آپ کو، یا تھے ایسے عرد کو جہن کئی آپ جد کوریے تیز، شوش میرال دریش مے شو، آپ کو لینی زیان میں مهندمدند ور معلومات حاصل کرنے کا حق مے. مفرجم بنے بنائ کرنے کے بھے، 855-710-6984 تی کال کورین
Tiếng Việt Vietnamese	Nếu quý vị, hoặc người mà quý vị giúp đỡ, có câu hói, thi quý vị có quyền được giúp đỡ và nhận thông tin bằng ngôn ngữ của mình miễn phí. Đế nói chuyện với một thông dịch viên, gọi 855-710-6984.