

The University of Iowa UIChoice Retiree POS HMO



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 premium) 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.wellmark.com or call 1-800-643-9724. 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 www.healthcare.gov/sbc-glossary or call 1-800-643-9724 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u>?	Level 1: UIHC and other Affiliated Partners: \$400 person . Level 2: WHPI Providers: \$600 person . Level 3: Out-of-Network (OON) Providers: \$800 person .	Generally, you must pay all 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 <u>deductible</u>?	<u>Deductible</u> applies to inpatient facility services only and taken once per admission.	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 www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other <u>deductibles</u> for specific services?	Yes. \$400 person for Level 2 inpatient facility services for mental health/ substance abuse. There are no other specific <u>deductibles</u> .	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u>?	Level 1: UIHC and other Affiliated Partners: \$1,700 person/ \$3,400 family . Level 2: WHPI Providers: \$1,700 person/ \$3,400 family . Level 3: Out-of-Network (OON) Providers: \$2,000 person/ \$4,000 family . Drug Card: \$1,100 person/ \$2,200 family . The In-Network health and drug card <u>out-of-pocket</u> maximum amounts accumulate separately.	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, <u>balance-billed charges</u> , and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .

Important Questions	Answers	Why this Matters:
Will you pay less if you use a <u>network provider</u>?	Yes. See www.wellmark.com or call 1-800-643-9724 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 <u>plan's 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 copayment and coinsurance costs shown in this chart are after your deductible has been met, if a deductible applies.

For more information about limitations and exceptions, see your plan document or call Wellmark at 1-800-643-9724.

Common Medical Event	Services You May Need	What You Will Pay Level 1: UIHC and other Affiliated Partners (You will pay the least)	What You Will Pay Level 2: WHPI Providers (You will pay more)	What You Will Pay Level 3: Out-of-Network (OON) Providers (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	\$10 exam <u>copay</u> per <u>provider</u> per date of service Other services: 10% <u>coinsurance</u>	\$25 exam <u>copay</u> per <u>provider</u> per date of service Other services: 10% <u>coinsurance</u>	50% <u>coinsurance</u>	Level 1: All UI Health Care locations including UIHC, The Iowa Clinic & Washington Co Hospital & Clinics; Level 2: All other Wellmark Health Plan providers. <u>Primary Care Provider (PCP)</u> or OB/GYN selection is not required. \$5 exam <u>copay</u> per <u>provider</u> per date of service applies to UI QuickCare.
	<u>Specialist visit</u>	\$10 exam <u>copay</u> per <u>provider</u> per date of service Other services: 10% <u>coinsurance</u>	\$25 exam <u>copay</u> per <u>provider</u> per date of service Other services: 10% <u>coinsurance</u>	50% <u>coinsurance</u>	-----None-----
	<u>Preventive care/ screening/ immunization</u>	No charge	No charge	0% <u>coinsurance</u> for participating <u>providers</u> 50% <u>coinsurance</u> for non-participating <u>providers</u>	Preventive exams, gynecological exams, immunizations, mammograms, hearing exams and well-child care are unlimited. Preventive medical examinations performed for administrative purposes are covered in addition to a preventive exam. Waive <u>coinsurance</u> for participating <u>providers</u> <u>preventive care</u> . 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)	10% <u>coinsurance</u>	20% <u>coinsurance</u>	40% <u>coinsurance</u>	In- <u>network</u> independent labs for mental health/ substance abuse services are not subject to <u>coinsurance</u> .
	Imaging (CT/PET scans, MRIs)	10% <u>coinsurance</u>	20% <u>coinsurance</u>	40% <u>coinsurance</u>	-----None-----

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Common Medical Event	Services You May Need	What You Will Pay Level 1: UIHC and other Affiliated Partners (You will pay the least)	What You Will Pay Level 2: WHPI Providers (You will pay more)	What You Will Pay Level 3: Out-of-Network (OON) Providers (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.wellmark.com/prescriptions .	Tier 1	0% <u>coinsurance</u>	0% <u>coinsurance</u>	0% <u>coinsurance</u>	Drugs listed on Wellmark's Blue Rx Complete Drug List are covered. Drugs not on this Drug List are not covered. For OON <u>prescription drugs</u> , you may be balance billed. 30-day supply for <u>specialty drugs</u> . 34-day supply for <u>prescription drugs</u> . 100-day supply prescription maximum (Maintenance). <u>Specialty drugs</u> are covered only when obtained through the UIHC Specialty Pharmacy. See wellmark.com/prescriptions for information about drugs and drug quantities that require prior authorization by Wellmark to be covered by your plan.
	Tier 2	30% <u>coinsurance</u>	30% <u>coinsurance</u>	30% <u>coinsurance</u>	
	Tier 3	50% <u>coinsurance</u>	50% <u>coinsurance</u>	50% <u>coinsurance</u>	
	Tier 4	50% <u>coinsurance</u>	50% <u>coinsurance</u>	50% <u>coinsurance</u>	
	Specialty drugs	Same as cost-share above depending on drug category	Not covered	Not covered	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	10% <u>coinsurance</u>	20% <u>coinsurance</u>	40% <u>coinsurance</u>	-----None-----
	Physician/surgeon fees	10% <u>coinsurance</u>	20% <u>coinsurance</u>	40% <u>coinsurance</u>	-----None-----
If you need immediate medical attention	<u>Emergency room care</u>	\$100 <u>copay</u> and 10% <u>coinsurance</u>	\$100 <u>copay</u> and 10% <u>coinsurance</u>	\$100 <u>copay</u> and 10% <u>coinsurance</u>	For <u>emergency medical conditions</u> treated OON, it is likely you may not be balance billed pursuant to the federal rules developed for implementation of the No Surprises Act. Emergency room <u>copay</u> applies per visit for facility and physician(s) services combined.
	<u>Emergency medical transportation</u>	10% <u>coinsurance</u>	10% <u>coinsurance</u>	10% <u>coinsurance</u>	For covered non-emergent situations, OON ambulance services are NOT reimbursed at the IN level. The member may be balance billed for any OON service as established under the rules developed for implementation of the No Surprises Act.
	<u>Urgent care</u>	\$10 <u>copay</u> per provider per date of service	\$25 <u>copay</u> per provider per date of service	50% <u>coinsurance</u>	Waive cost-share on in- <u>network</u> outpatient services for mental health/substance abuse.

For more information about limitations and exceptions, see your plan document or call Wellmark at 1-800-643-9724.

Common Medical Event	Services You May Need	What You Will Pay Level 1: UIHC and other Affiliated Partners (You will pay the least)	What You Will Pay Level 2: WHPI Providers (You will pay more)	What You Will Pay Level 3: Out-of-Network (OON) Providers (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you have a hospital stay	Facility fee (e.g., hospital room)	10% <u>coinsurance</u>	10% <u>coinsurance</u>	40% <u>coinsurance</u>	Transplants must be done at UIHC or Blue Distinction Centers.
	Physician/surgeon fees	10% <u>coinsurance</u>	20% <u>coinsurance</u>	40% <u>coinsurance</u>	-----None-----
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Office: \$0 <u>copay</u> Facility: 10% coin.	Office: \$0 <u>copay</u> Facility: 10% coin.	Office: 50% coin. Facility: 40% coin.	-----None-----
	Inpatient services	10% <u>coinsurance</u>	10% <u>coinsurance</u>	40% <u>coinsurance</u>	Residential treatment is covered with no 24 hour nursing supervision requirement.
If you are pregnant	Office visits	No charge	No charge	50% <u>coinsurance</u>	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). Cost sharing does not apply for <u>preventive services</u> . For any <u>in-network</u> services that fall outside of routine obstetric care, the office visit benefits shown above may apply.
	Childbirth/delivery professional services	No charge	No charge	40% <u>coinsurance</u>	Benefits shown reflect OB/GYN practitioner services which are typically globally billed at time of delivery for pre-natal, post-natal and delivery services.
	Childbirth/delivery facility services	10% <u>coinsurance</u>	10% <u>coinsurance</u>	40% <u>coinsurance</u>	Newborn's initial <u>hospitalization</u> is not subject to <u>deductible</u> .

For more information about limitations and exceptions, see your plan document or call Wellmark at 1-800-643-9724.

Common Medical Event	Services You May Need	What You Will Pay Level 1: UIHC and other Affiliated Partners (You will pay the least)	What You Will Pay Level 2: WHPI Providers (You will pay more)	What You Will Pay Level 3: Out-of-Network (OON) Providers (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need help recovering or have other special health needs	Home health care	10% coinsurance	10% coinsurance	40% coinsurance	-----None-----
	Rehabilitation services	10% coinsurance	10% coinsurance	Office: 50% coin. Facility: 40% coin.	Level 1 and 2 copay applies to office billed physical therapy.
	Habilitation services	10% coinsurance	10% coinsurance	Office: 50% coin. Facility: 40% coin.	Level 1 and 2 copay applies to office billed physical therapy.
	Skilled nursing care	10% coinsurance	10% coinsurance	40% coinsurance	-----None-----
	Durable medical equipment	20% coinsurance	20% coinsurance	20% coinsurance	Wigs are covered following chemotherapy up to \$1,000 annual max and are calculated using billed charge. Orthotics, including shoes, are covered.
	Hospice services	10% coinsurance	10% coinsurance	40% coinsurance	Hospice respite care is limited to 15 inpatient and 15 outpatient days per lifetime.
If your child needs dental or eye care	Children's eye exam	\$10 exam copay per provider per date of service Other: services: 10% coinsurance	\$25 exam copay per provider per date of service Other services: 10% coinsurance	50% coinsurance	Routine vision exams are unlimited.
	Children's glasses	Not covered	Not covered	Not covered	-----None-----
	Children's dental check-up	Not covered	Not covered	Not covered	-----None-----

For more information about limitations and exceptions, see your [plan](#) document or call Wellmark at 1-800-643-9724.

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.)

- Acupuncture
- Cosmetic surgery
- Custodial care - in home or facility
- Dental care - Adult
- Dental check-up
- Extended home skilled nursing
- Glasses
- Long-term care
- 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.)

- Applied Behavior Analysis therapy
- Bariatric surgery
- Chiropractic care
- Hearing aids (\$1,500 limit every 36 months)
- Infertility treatment (\$25,000 LTM, Level 2: 30% coins)
- Most coverage provided outside the U.S.
- Private-duty nursing - short term intermittent home skilled nursing
- Routine eye care - Adult (unlimited exams)

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 U.S. Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov.

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, you can contact: Wellmark at 1-800-643-9724.

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? 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.

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

Wellmark Health Plan of Iowa, Inc. is an independent licensee of the Blue Cross and Blue Shield Association.

This contains only a partial description of the benefits, limitations, exclusions and other provisions of the health care plan. It is not a contract or policy. It is a general overview only. It does not provide all the details of coverage, including benefits, exclusions, and policy limitations. In the event there are discrepancies between this document and the Coverage Manual, Certificate, or Policy, the terms and conditions of the Coverage Manual, Certificate, or Policy will govern.

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 deductible \$400
- PCP exam copay services coinsurance\$10 and 10%
- Hospital(facility) coinsurance 10%
- Other no charge No Charge

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*)

Total Example Cost	\$12,700
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In this example, Peg would pay:

Cost Sharing	
<u>Deductibles</u>	\$400
<u>Copayments</u>	\$0
<u>Coinsurance</u>	\$800
What isn't covered	
Limits or exclusions	\$60
The total Peg would pay is	\$1,260

Managing Joe's type 2 Diabetes (a years of routine in-network care of a well-controlled condition)

- The plan's overall deductible \$400
- Specialist exam copay services coinsurance\$10 and 10%
- Hospital(facility) coinsurance 10%
- Other coinsurance 20%

This EXAMPLE event includes services like:

Primary care physician office visits (*including disease education*)
Diagnostic tests (*blood work*)
Prescription drugs

Total Example Cost	\$5,600
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In this example, Joe would pay:

Cost Sharing	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$80
<u>Coinsurance</u>	\$1,100
What isn't covered	
Limits or exclusions	\$200
The total Joe would pay is	\$1,380

Mia's Simple Fracture (in-network emergency room visit and follow up care)

- The plan's overall deductible \$400
- Specialist exam copay services coinsurance\$10 and 10%
- Hospital(facility) copay and coinsurance\$100 and 10%
- Other coinsurance 20%

This EXAMPLE event includes services like:

Emergency room care (*including medical supplies*)
Diagnostic test (*x-ray*)

Total Example Cost	\$2,800
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In this example, Mia would pay:

Cost Sharing	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$200
<u>Coinsurance</u>	\$200
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$400

The amounts shown in the maternity claim example above are based on amounts using a single per person deductible. Some plans may actually apply a two-person or family deductible to maternity services for the mother and newborn baby.

The plan would be responsible for the other costs of these EXAMPLE covered services.

Required Federal Accessibility and Nondiscrimination Notice



Discrimination is against the law

Wellmark complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Wellmark does not exclude people or treat them differently because of their race, color, national origin, age, disability or sex.

Wellmark provides:

- Free aids and services to people with disabilities so they may communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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, call 800-524-9242.

If you believe that Wellmark 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: Wellmark Civil Rights Coordinator, 1331 Grand Avenue, Station 5W189, Des Moines, IA 50309-2901, 515-376-4500, TTY 888-781-4262, Fax 515-376-9073, Email CRC@Wellmark.com. You can file a grievance in person, by mail, fax or email. If you need help filing a grievance, the Wellmark Civil Rights Coordinator is available to help you. 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, phone or fax at: U.S. Department of Health and Human Services, 200 Independence Avenue S.W., Room 509F, HHH Building, Washington DC 20201, 800-368-1019, 800-537-7697 (TDD).

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

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意: 如果您说普通话, 我们可免费为您提供语言协助服务。请拨打 800-524-9242 或 (听障专线: 888-781-4262)。

CHÚ Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho quý vị. Xin hãy liên hệ 800-524-9242 hoặc (TTY: 888-781-4262).

NAPOMENA: Ako govorite hrvatski, dostupna Vam je besplatna podrška na Vašem jeziku. Kontaktirajte 800-524-9242 ili (tekstualni telefon za osobe oštećena sluha: 888-781-4262).

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).

تنبيه: إذا كنت تتحدث اللغة العربية، فإننا نوفر لك خدمات المساعدة اللغوية، المجانية. اتصل بالرقم 800-524-9242 أو (خدمة الهاتف النصي: 888-781-4262).

ສິ່ງຄວນເອົາໃຈໃສ່, ພາສາລາວ ຖ້າທ່ານເວົ້າ: ພວກເຮົາມີບໍລິການຄວາມຊ່ວຍເຫຼືອດ້ານພາສາ ໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ ຫຼື 800-524-9242 ທີ່ຕໍ່ຕິ. (TTY: 888-781-4262.)

주의: 한국어 를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 800-524-9242번 또는 (TTY: 888-781-4262)번으로 연락해 주십시오.

ध्यान रखें : अगर आपकी भाषा हिन्दी है, तो आपके लिए भाषा सहायता सेवाएँ, नि:शुल्क उपलब्ध हैं। 800-524-9242 पर संपर्क करें या (TTY: 888-781-4262)।

ATTENTION : si vous parlez français, des services d'assistance dans votre langue sont à votre disposition gratuitement. Appelez le 800 524 9242 (ou la ligne ATS au 888 781 4262).

Geb Acht: Wann du Deutsch schwetze duscht, kannscht du Hilf in dei eegni Schprooch koschdefrei griege. Ruf 800-524-9242 oder (TTY: 888-781-4262) uff.

โปรดทราบ: หากคุณพูด ไทย เรายังมีบริการช่วยเหลือด้านภาษาสำหรับคุณโดยไม่คิดค่าใช้จ่าย ติดต่อ 800-524-9242 หรือ (TTY: 888-781-4262)

PAG-UKULAN NG PANSIN: Kung Tagalog ang wikang ginagamit mo, may makukuha kang mga serbisyong tulong sa wika na walang bayad. Makipag-ugnayan sa 800-524-9242 o (TTY: 888-781-4262).

တော့ဆွဲပုံညါ-နမူနာကတိကေညါကိပ်ကိတ်မစာတော့ဖဲတော့မတော့လဲ.လောတဘိလဘိဘိဘိ.ဆဲးကိပ်ဆူ ၈၀၀-၅၂၄-၉၂၄မှတဆူ(TTY: ၈၈၈-၇၈၁-၄၂၆)တကူ.

ВНИМАНИЕ! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. Обращайтесь 800-524-9242 (телетайп: 888-781-4262).

सावधान: यदि तपाईं नेपाली बोल्नुहुन्छ भने, तपाईंका लागि नि:शुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध गराइन्छ। 800-524-9242 वा (TTY: 888-781-4262) मा सम्पर्क गर्नुहोस्।

ማሰብያ: አማርኛ የሚናገሩ ከሆነ: የቋንቋ አገዛ አገልግሎቶች: ከክፍያ ነፃ: ያገኛሉ:: በ 800-524-9242 ወይም (በTTY: 888-781-4262) ደውሎ ያነጋግሩ::

HEETINA To a wolwa Fulfulde laabi walliinde dow wolde, naa e njobdi, ene ngoodi ngam maada. Hebir 800-524-9242 malla (TTY: 888-781-4262).

FUULEFFANNA: Yo isin Oromiffaa, kan dubbattan taatan, tajaajiloonni gargaarsa afaanii, kaffaltii malee, isiniif ni jiru. 800-524-9242 yookin (TTY: 888-781-4262) quunnaama.

УВАГА! Якщо ви розмовляєте українською мовою, для вас доступні безкоштовні послуги мовної підтримки. Зателефонуйте за номером 800-524-9242 або (телетайп: 888-781-4262).

Ge': Diné k'éhjí yáníłti'go níká bizaad bee áká' adoowoł, t'áá jiik'é, náhóló. Kojí' hólne' 800-524-9242 doodaii' (TTY: 888-781-4262)