



PERSONAL **CARE PLAN**

Dear

Your health is unique to you, and the things you do to maintain good health should be personalized. That's why Gateway HealthSM is sending you a Personalized Prevention Care Plan. The enclosed care plan was developed based on your answers to the Health Assessment Survey.

The steps outlined in your care plan will help screen for certain diseases, prevent illness and manage health conditions you may already have.

Your care plan has been shared with your primary care provider (PCP). We encourage you to make an appointment with your doctor to discuss your plan as well as steps to improve your health and well-being.

If you have any questions about your care plan or would like to make any changes, please call _____ and select the option for Medical Case Management. Case managers are available from 8:30 a.m. to 4:30 p.m., Monday through Friday. TTY users can call 711.

Thank you for being a Gateway Health Medicare AssuredSM member and for allowing us to be part of your healthcare team.

Sincerely,

Gateway Health Medicare Assured Clinical Services



TABLE OF CONTENTS



What keeps people from changing?

The answer for most of us is that we don't know how to change. Your **Personalized Prevention Care Plan** will give you the strategies that can help you get started. This plan will show you what you are doing well and how ready you are to change behaviors to improve your health and well-being. Your report does not diagnose illness or substitute for your healthcare provider's advice. Your doctor or nurse can help you develop a health and wellness plan that is right for you.

Your Personalized Prevention Care Plan will be developed and shared with you and your healthcare providers. It can help with early identification of needs, and allow coordinated care to improve your overall health.



Your Personal Care Team

If you have any questions about your Health Assessment Survey or your Personalized Prevention Care Plan, you can contact your **Personal Care Team**. Gateway Health provides you with a Personal Care Team; some members of your care team include your doctor and case manager that will work with you and your health needs. Your Care Team is available to discuss any new or reoccurring issues that you may be having. Together, they develop care and services tailored to your individual specific needs.

All Medicare Assured members have access to their Care Team to help with any concerns as needed. Just call _____ and select the option for Medical Case Management. Case managers are available 8:30 a.m. to 4:30 p.m., Monday through Friday. TTY users can call 711.

Community Resource Connection

Our **Community Resource Connection** is a resourceful tool that is full of support and guidance through a list of public agencies. The categories that define this tool focus on all aspects of life including health and dental, food support, utility assistance, maternal care, housing assistance, mental health and more. For more information, visit **www.gatewayhealthplan.com**.



Community
Resource
Connection



Healthcare

HEALTHCARE IN THE LAST 30 DAYS

<<Your PCP helps you stay healthy over time by spotting health problems before they begin. You can also ask your PCP any questions you may have. If you need to follow up with your PCP, call to schedule an appointment.>>

<<You can also ask your specialty provider any questions. If you need to follow up with your provider, call to schedule an appointment.>>

<<Sometimes you can't avoid having to go to the hospital. If you are admitted to the hospital there are some important things that you should do once you come home. If you need to schedule follow-up appointments or help reviewing your medication, call Case Management at <<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>.>>

<<Sometimes you can't avoid having to go to the emergency room. There are some important things that you should do once you come home. If you need to schedule follow-up appointments or help reviewing your medication, call Case Management at <<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>.>>

<<Sometimes you can't avoid having to go to urgent care. There are some important things that you should do once you come home. If you need to schedule follow-up appointments or help reviewing your medications, call Case Management at <<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>.>>

<<Sometimes you can't avoid having to go to a clinic. There are some important things that you should do once you come home. If you need to schedule follow-up appointments or help reviewing your medications, call Case Management at <<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>.>>

CHANGES IN YOUR MEDICAL TREATMENT PLAN

<<You have indicated that there have not been changes to your current treatment plan. If anything changes and you need additional information, please contact Case Management at <<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>> about how Gateway Health can help you.>>

<<Make sure that all of your doctors are aware of the changes in your treatment plan. If you aren't sure about the changes, ask your doctors to help you understand what you should be doing to care for your health. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** about how Gateway Health can help provide you with education and support regarding the the care plan that your doctors have made for you.>>



Health and Well-Being

ISSUES AFFECTING YOUR HEALTH AND WELL-BEING

<<You have indicated that there are no issues affecting your health or well-being. If something changes and you are having issues with your overall health, please call your provider to schedule an appointment to discuss your results. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you need assistance with scheduling.>>

<<You have indicated that you have a concern about your housing. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about housing resources and how Gateway Health can help you.>>

<<You have indicated that being able to afford your medication is affecting your health and well-being. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about resources to help pay for your medications and how Gateway Health can help you.>>

<<If you are having issues with your overall health, please call your provider to schedule an appointment to discuss your results. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you need assistance with scheduling.>>

<<You have indicated that you have a childcare issue. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about childcare resources and how Gateway Health can help you.>>

<<You have indicated that you have a financial issue. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<You have indicated that you have health problems. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<You have indicated that you have trouble scheduling appointments and/or problems with your doctor. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about scheduling a doctors appointment and/or how Gateway Health can help you.>>

<<You have indicated that you have trouble with transportation. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about transportation assistance and how Gateway Health can help you.>>

ADDITIONAL PROBLEMS

<<You have indicated that you have a sleeping issue. Sleeping well means getting enough sleep to feel well and stay healthy. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about sleeping better and how Gateway Health can help you.>>

<<Having problems with your appetite can cause issues with managing your health. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<Having problems with eating/swallowing can cause issues with managing your health. Please consider speaking with your doctor to refer you to a specialist. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<If you haven't already, please speak with your doctor about how you're feeling. Together, you can work out a plan to start feeling better as soon as possible. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about managing your pain and how Gateway Health can help you.>>

<<Eating healthy and keeping your weight in the right range can help you improve your health, physically and mentally. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about better nutrition and how Gateway Health can help you.>>

<<You have indicated that you have a stress issue. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about stress management and how Gateway Health can help you.>>

<<You have indicated that you have a mobility issue. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about mobility issues and how Gateway Health can help you.>>

<<You have indicated that you have issues with activities of daily living. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<You have indicated that you have issues with falling. Falls happen. They may not seem serious, but they can have dangerous results. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<You have indicated that you may have a health issue. Please contact Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>



Medications

DIFFICULTIES TAKING PRESCRIBED MEDICATION

<<Taking your medications is another important part of caring for your overall health. You should understand what each of the medications is for and how each medication is supposed to be taken. Talk with your doctor. They can help you if you are having side effects or you are unsure if you are taking a medication the right way. They can also answer any questions you have. You can also talk with your pharmacy. They might have services such as refill reminders, pill packaging or home delivery that can help.>>



Care Providers

YOUR COMFORT AND UNDERSTANDING WITH INFORMATION FROM YOUR PRIMARY CARE PROVIDER OR WHEN DISCHARGED FROM THE HOSPITAL

<<Gateway Health Case Management can also help you find community resources that can help support you. Call Case Management at **<<1-800-685-5209/TTY: 711 (PA)>> <<1-888-447-4505/TTY: 711 (OH)>> <<1-855-847-6430/TTY: 711 (NC)>> <<1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

ISSUES ATTENDING FOLLOW UP APPOINTMENTS

<<You have indicated that there are no issues making it hard to attend follow up appointments. If something changes and you are having issues with your overall health, please call your provider to schedule an appointment to discuss your results. Please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** if you need assistance with scheduling.>>

<<You have indicated that you have a childcare issue. Please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about childcare resources and how Gateway Health can help you.>>

<<You have indicated that you have a financial issue. Please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<You have indicated that you have health problems. Please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about how Gateway Health can help you.>>

<<You have indicated that you have trouble scheduling appointments and/or problems with your doctor. Please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about scheduling a doctors appointment and/or how Gateway Health can help you.>>

<<You have indicated that you have trouble with transportation. Please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** if you would like more information about transportation assistance and how Gateway Health can help you.>>

<<If you are having issues with your overall health, please call your provider to schedule an appointment to discuss your results. Please contact Case Management at <<**1-800-685-5209/TTY: 711 (PA)>>** <<**1-888-447-4505/TTY: 711 (OH)>>** <<**1-855-847-6430/TTY: 711 (NC)>>** <<**1-855-847-6380/TTY: 711 (KY)>>** if you need assistance with scheduling.>>



Equipment

DURABLE MEDICAL EQUIPMENT (DME)

<<You have indicated that you do not need or have not been prescribed any equipment. If anything changes, talk to your doctor about your needs. If you need assistance with your equipment, please contact Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>**.>>

<<Great! You have indicated that the equipment prescribed to you is meeting your needs. If you have additional needs or questions about your equipment, call Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>**.>>

<<If you feel that you could benefit from durable medical equipment, talk with your doctor who can help you to find the items that might best meet your needs. You can also call Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>**.>>

<<It is important that you use the equipment that is prescribed to you. If there is something that is preventing you from using the equipment, talk with your doctor who can help you learn how to properly use the equipment and address other issues. You can also call Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>**.>>



Eating Habits

PAYING FOR FOOD

<<You have indicated that you have concerns about having enough food. Please contact Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>** for a list of community resources and how Gateway Health can help you.>>

<<You have indicated that you sometimes have concerns about having enough food. Please contact Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>** for a list of community resources and how Gateway Health can help you.>>



Emotional Health

INTEREST OR PLEASURE IN DOING THINGS

<<Based on your responses, you are not feeling depressed right now. Life and situations can change quickly. If you ever notice that you are becoming depressed or your mental health is getting worse, Gateway Health has resources available to help. Please contact Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>** about how Gateway Health can help you.>>

<<Based on your responses, you are experiencing some symptoms related to depression. Talk with your doctor about how you have been feeling. Gateway Health offers you the ability to see a specialist to receive care for your emotional health. A case manager will be calling you to talk more about your specific needs. If you would like to contact a case manager right away, please call Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>** about how Gateway Health can help you manage your emotional health.>>

FEELINGS OF DEPRESSION OR HOPELESSNESS

<<Based on your responses, you are not feeling depressed right now. Life and situations can change quickly. If you ever notice that you are becoming depressed or your mental health is getting worse, Gateway Health has resources available to help. Please contact Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>** about how Gateway Health can help you.>>

<<Based on your responses, you are experiencing some symptoms related to depression. Talk with your doctor about how you have been feeling. Gateway Health offers you the ability to see a specialist to receive care for your emotional health. A case manager will be calling you to talk more about your specific needs. If you would like to contact a case manager right away, please call Case Management at **<1-800-685-5209/TTY: 711 (PA)>>** **<<1-888-447-4505/TTY: 711 (OH)>>** **<<1-855-847-6430/TTY: 711 (NC)>>** **<<1-855-847-6380/TTY: 711 (KY)>>** about how Gateway Health can help you manage your emotional health.>>

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

Gateway HealthSM:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact Member Services at PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380, 8 AM to 8 PM, 7 days a week from October 1 through February 14. From February 15 through September 30, 8 AM - 8 PM, Monday through Friday. TTY users should call 711.

If you believe that Gateway HealthSM 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:

Gateway HealthSM Appeals and Grievances
PO Box 22278
Pittsburgh, PA 15222

Phone: 1-844-207-0336
Fax: 1-412-255-4503

You can file a grievance by mail, or by fax. If you need help filing a grievance, Gateway HealthSM Appeals and Grievances 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 or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

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

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711)。

VIETNAMESE

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711)로 연락주시기 바랍니다.

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (телетайп: 711).

ARABIC

ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً من أجلك. اتصل بالرقم PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (الهاتف النصي: 711).

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

POLISH

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

ITALIAN

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

JAPANESE

お知らせ: 日本語での対応を望まれる方には、無料で通訳サービスをご利用になれます。電話番号PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711)までお問い合わせ下さい。

GERMAN

BITTE BEACHTEN: Wenn Sie Deutsch sprechen, stehen Ihnen unsere Dolmetscher unter der Nummer PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711) kostenlos zur Verfügung.

FARSI

توجه: چنانچه به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان، در اختیار شما قرار خواهد گرفت.
PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 با شماره تماس بگیرید.

SERBO-CROATIAN

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

PENNSYLVANIA DUTCH

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

NEPALI

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस्
PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (टिडिवाइ: 711) ।

OROMO

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

BANTU

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

CAMBODIAN

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។
ចូរ ទូរស័ព្ទ PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711) ។

HMONG

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

HINDI

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711) पर कॉल करें।

LAO

ໂປດຊາບຸ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

GUJARATI

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

DUTCH

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

UKRAINIAN

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (телетайп: 711).

ROMANIAN

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la PA: 1-800-685-5209, OH: 1-888-447-4505, NC: 1-855-847-6430, KY: 1-855-847-6380 (TTY: 711).

Gateway HealthSM offers HMO plans with a Medicare contract. Some Gateway Health plans have a contract with Medicaid in the states where they are offered. Enrollment in these plans depends on contract renewal.



Four Gateway Center
444 Liberty Avenue, Suite 2100
Pittsburgh, PA 15222-1222