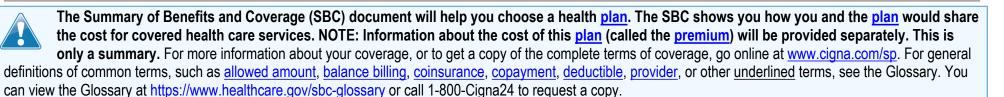
Coverage for: Individual/Individual + Family | Plan Type: OAP



Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	For <u>in-network providers</u> : \$2,000/individual or \$4,000/family For <u>out-of-network providers</u> : \$8,000/individual or \$16,000/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 <u>deductible</u> ?	Yes. In-network <u>preventive care</u> & immunizations, office visits, <u>diagnostic test</u> , <u>prescription drugs</u> , emergency room visits, in- network <u>urgent care</u> facility visits.	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>https://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> ?	For <u>in-network providers</u> : \$4,000/individual or \$8,000/family For <u>out-of-network providers</u> : \$8,000/individual or \$16,000/family Combined medical/behavioral and pharmacy <u>out-of-pocket limit</u>	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 out-of-pocket limit?	Penalties for failure to obtain <u>pre-authorization</u> for services, certain drug coupon amounts, <u>premiums</u> , <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.

Important Questions	Answers	Why This Matters:
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>www.cigna.com</u> or call 1-800-Cigna24 for a list of <u>network providers</u> .	This plan uses a provider network. You will pay less if you use a provider in the plan's network. You will pay the most if you use an out-of-network provider, and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider 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> .

Common		What Yo	bu Will Pay	Limitations, Exceptions, & Other
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information
	Primary care visit to treat an injury or illness	\$30 <u>copay</u> /visit <u>Deductible</u> does not apply	50% coinsurance	None
	<u>Specialist</u> visit	\$60 <u>copay</u> /visit <u>Deductible</u> does not apply	50% coinsurance	None
If you visit a health care provider's office or clinic	Preventive care/ screening/ immunization	No charge/visit** No charge/ <u>screening</u> ** No charge/immunizations** ** <u>Deductible</u> does not apply	50% <u>coinsurance</u> /visit 50% <u>coinsurance</u> / <u>screening</u> 50% <u>coinsurance</u> / immunizations	None None You may have to pay for services that aren't preventive. Ask your provider the services needed are preventive. Then check what your plan will pay for.
If you have a test	Diagnostic test (x-ray, blood work)	No charge Deductible does not apply	50% coinsurance	None
	Imaging (CT/PET scans, MRIs)	30% coinsurance	50% coinsurance	50% penalty for no out-of-network precertification.

Common		What You Will Pay		Limitationa Exacutiona 8 Other
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Generic drugs (Tier 1)	\$10 <u>copay</u> /prescription (retail 30 days), \$25 <u>copay</u> /prescription (retail & home delivery 90 days) <u>Deductible</u> does not apply	50% <u>coinsurance</u> /prescription (retail); Not covered (home delivery) <u>Deductible</u> does not apply	Coverage is limited up to a 00 day.
If you need drugs to treat your illness or condition More information about	Preferred brand drugs (Tier 2)	\$35 <u>copay</u> /prescription (retail 30 days), \$88 <u>copay</u> /prescription (retail & home delivery 90 days) <u>Deductible</u> does not apply	50% <u>coinsurance</u> /prescription (retail); Not covered (home delivery) <u>Deductible</u> does not apply	Coverage is limited up to a 90-day supply (retail and home delivery); up to a 30-day supply (retail and home delivery) for <u>Specialty drugs</u> . Certain limitations may apply, including, for example: prior
More information about <u>prescription drug coverage</u> is available at <u>www.cigna.com</u>	Non-preferred brand drugs (Tier 3)	\$70 <u>copay</u> /prescription (retail 30 days), \$175 <u>copay</u> /prescription (retail & home delivery 90 days) <u>Deductible</u> does not apply	50% <u>coinsurance</u> /prescription (retail); Not covered (home delivery) <u>Deductible</u> does not apply	authorization, step therapy, quantity limits. In-network Federally required preventive drugs will be provided at no charge.
	Specialty drugs (Tier 4)	25% <u>coinsurance</u> but not more than \$250/self-administered injectable prescription (retail & home delivery 30 days) <u>Deductible</u> does not apply	50% <u>coinsurance</u> /prescription (retail); Not covered (home delivery) <u>Deductible</u> does not apply	no chaige.
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	30% coinsurance	50% coinsurance	50% penalty for no out-of-network precertification.
surgery	Physician/surgeon fees	30% coinsurance	50% coinsurance	50% penalty for no out-of-network precertification.
If you need immediate medical attention	Emergency room care	\$250 <u>copay</u> /visit <u>Deductible</u> does not apply	\$250 <u>copay</u> /visit <u>Deductible</u> does not apply	Per visit copay is waived if admitted
	Emergency medical transportation	30% coinsurance	30% coinsurance	None
	<u>Urgent care</u>	\$60 <u>copay</u> /visit <u>Deductible</u> does not apply	50% coinsurance	None

Common		What You Will Pay		Limitations Evantions 8 Other
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	<ul> <li>Limitations, Exceptions, &amp; Other Important Information</li> </ul>
If you have a hospital stay	Facility fee (e.g., hospital room)	30% coinsurance	50% coinsurance	50% penalty for no out-of-network precertification.
n you have a nospital stay	Physician/surgeon fees	30% coinsurance	50% coinsurance	50% penalty for no out-of-network precertification.
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$30 <u>copay</u> /office visit** 30% <u>coinsurance</u> /all other services ** <u>Deductible</u> does not apply	50% <u>coinsurance</u> /office visit 50% <u>coinsurance</u> /all other services	50% penalty if no precert of out-of- network non-routine services (i.e., partial hospitalization, etc.).
	Inpatient services	30% coinsurance	50% coinsurance	50% penalty for no out-of-network precertification.
	Office visits	30% coinsurance	50% coinsurance	Primary Care or Specialist benefit
lf you are pregnant	Childbirth/delivery professional services	30% coinsurance	50% coinsurance	levels apply for initial visit to confirm pregnancy.
	Childbirth/delivery facility services	30% <u>coinsurance</u>	50% <u>coinsurance</u>	Cost sharing does not apply for preventive services. Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).

Common		What You Will Pay		Limitations, Exceptions, & Other	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information	
	Home health care	30% <u>coinsurance</u>	50% <u>coinsurance</u>	<ul> <li>50% penalty for no out-of-network precertification.</li> <li>Coverage is limited to 60 days annual max.</li> <li>16 hour maximum per day (The limit is not applicable to mental health and substance use disorder conditions.)</li> </ul>	
If you need help recovering or have other special health needs	Rehabilitation services	\$30 <u>copay</u> /PCP visit** \$60 <u>copay</u> / <u>Specialist</u> visit** ** <u>Deductible</u> does not apply	50% <u>coinsurance</u> /PCP visit 50% <u>coinsurance</u> / <u>Specialist</u> visit	<ul> <li>50% penalty for failure to precertify out-of-network speech therapy services. Coverage is limited to annual max of: 36 days for Pulmonary rehab; 30 days for Cognitive therapy; 30 days for Occupational therapy; 30 days for Physical therapy; 30 days for Speech therapy; 36 days for Cardiac rehab services; 30 days for Chiropractic care services</li> <li>Limits are not applicable to mental health conditions for Physical, Speech and Occupational therapies.</li> </ul>	
	Habilitation services	\$30 <u>copay</u> /PCP visit** \$60 <u>copay</u> / <u>Specialist</u> visit** ** <u>Deductible</u> does not apply	50% <u>coinsurance</u> /PCP visit 50% <u>coinsurance</u> / <u>Specialist</u> visit	Services are covered when <u>Medically</u> <u>Necessary</u> to treat a mental health condition (e.g. autism). 50% penalty for failure to precertify out-of-network speech therapy services. Limits are not applicable to mental health conditions for Physical, Speech and Occupational therapies.	

Common		What Yo	u Will Pay	Limitations Exceptions 9 Other	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	<ul> <li>Limitations, Exceptions, &amp; Other Important Information</li> </ul>	
	Skilled nursing care	30% <u>coinsurance</u>	50% <u>coinsurance</u>	50% penalty for no out-of-network precertification. Coverage is limited to 60 days annual max.	
	Durable medical equipment	30% coinsurance	50% coinsurance	50% penalty for no out-of-network precertification.	
	Hospice services	No charge/inpatient services No charge/outpatient services	50% <u>coinsurance</u> /inpatient; 50% <u>coinsurance</u> /outpatient services	50% penalty for failure to precertify out-of-network inpatient hospice services.	
If your shild peeds depted	Children's eye exam	Not covered	Not covered	None	
If your child needs dental or eye care	Children's glasses	Not covered	Not covered	None	
	Children's dental check-up	Not covered	Not covered	None	
Excluded Services & Of	ther Covered Services:				
Services Your Plan General	lly Does NOT Cover (Check y	our policy or <u>plan</u> document for	r more information and a list of a	any other <u>excluded services</u> .)	
Acupuncture		• Eye care (Children)	Priva	te-duty nursing	
Bariatric surgery		Infertility treatment     Routine eye care (Adult)		ne eye care (Adult)	
Cosmetic surgery		Long-term care     Routine foot care		ne foot care	
Dental care (Adult)		<ul> <li>Non-emergency care when traveling outside the</li> <li>Weight loss programs</li> </ul>		ht loss programs	
Dental care (Children)		U.S.			
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)					
Chiropractic care (30 c	days)	<ul> <li>Hearing aids (\$2,000 maximu Year)</li> </ul>	um per Calendar		

## 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: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="http://www.HealthInsurance">Health Insurance</a> Marketplace. For more information about the <a href="http://www.HealthCare.gov">Marketplace</a>, visit <a href="http://www.HealthCare.gov">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="http://www.HealthInsurance">Health Insurance</a> Marketplace. For more information about the <a href="http://www.HealthCare.gov">Marketplace</a>, visit <a href="http://www.HealthCare.gov">www.dol.gov/ebsa/healthreform</a>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="http://www.HealthCare.gov">Health Insurance</a> Marketplace. For more information about the <a href="http://www.HealthCare.gov">Marketplace</a>, visit <a href="http://www.HealthCare.gov">www.HealthCare.gov</a> or call 1-800-318-2596.

# Your Grievance and Appeals Rights:

There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u> or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Cigna Customer service at 1-800-Cigna24. You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>.

# 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.

# Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-244-6224. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-244-6224. Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-800-244-6224. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-244-6224.

-----To see examples of how this plan 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 <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

<b>Peg is Having a Baby</b> (9 months of in-network pre-natal ca hospital delivery)	<b>M</b> (a y	
<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$2,000 \$60 30% 30%	<ul> <li>The</li> <li>Spe</li> <li>Hos</li> <li>Other</li> </ul>
This EXAMPLE event includes service Specialist office visits <i>(prenatal care)</i> Childbirth/Delivery Professional Service Childbirth/Delivery Englisher	This EX Primary disease	

Childbirth/Delivery Facility Services <u>Diagnostic tests</u> *(ultrasounds and blood work)* <u>Specialist</u> visit *(anesthesia)* 

Total Example Cost	\$12,700

In this	example,	Peg woul	ld pay:
---------	----------	----------	---------

Cost Sharing		
Deductibles	\$2,000	
<u>Copayments</u>	\$30	
Coinsurance	\$2,000	
What isn't covered		
Limits or exclusions	\$20	
The total Peg would pay is	\$4,020	

(a year of routine in-network care of controlled condition)	
<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$2,000 \$60 30% 30%
This EXAMPLE event includes servic <u>Primary care physician</u> office visits <i>(incl disease education)</i>	

lanaging Joe's type 2 Diabetes

disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose meter)

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

	· · · · · · · · · · · · · · · · · · ·
Cost Sharing	
\$0	Deductibles
800	Copayments
\$0	Coinsurance
	What isn't covered
\$20	Limits or exclusions
820	The total Joe would pay is
8	The total Joe would pay is

# Mia's Simple Fracture(in-network emergency room visit and follow up<br/>care)The plan's overall deductible\$2,000Specialist copayment\$60Hospital (facility) coinsurance30%Other coinsurance30%

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	\$2,800
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#### In this example, Mia would pay:

Cost Sharing		
Deductibles	\$980	
<u>Copayments</u>	\$600	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$1,580	

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

Plan Name: OAP Option 1 Ben Ver: 22 Plan ID: 14192917

PHOLIMICANNIC PHOLEMAN

# DISCRIMINATION IS AGAINST THE LAW

#### **Medical coverage**

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

Cigna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact customer service at the toll-free number shown on your ID card, and ask a Customer Service Associate for assistance.

If you believe that Cigna 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 by sending an email to ACAGrievance@Cigna.com or by writing to the following address:

Cigna Nondiscrimination Complaint Coordinator PO Box 188016 Chattanooga, TN 37422

If you need assistance filing a written grievance, please call the number on the back of your ID card or send an email to ACAGrievance@Cigna.com. 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.



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#### Proficiency of Language Assistance Services

**English** – ATTENTION: Language assistance services, free of charge, are available to you. For current Cigna customers, call the number on the back of your ID card. Otherwise, call 1.800.244.6224 (TTY: Dial 711).

**Spanish** – ATENCIÓN: Hay servicios de asistencia de idiomas, sin cargo, a su disposición. Si es un cliente actual de Cigna, llame al número que figura en el reverso de su tarjeta de identificación. Si no lo es, llame al 1.800.244.6224 (los usuarios de TTY deben llamar al 711).

Chinese - 注意:我們可為您免費提供語言協助服務。對於 Cigna 的現有客戶,請致電您的 ID 卡背面的號碼。其他客戶請致電 1.800.244.6224 (聽障專線:請撥 711)。

Vietnamese – XIN LƯU Ý: Quý vị được cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Dành cho khách hàng hiện tại của Cigna, vui lòng gọi số ở mặt sau thẻ Hội viên. Các trường hợp khác xin gọi số 1.800.244.6224 (TTY: Quay số 711).

Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 현재 Cigna 가입자님들께서는 ID 카드 뒷면에 있는 전화번호로 연락해주십시오. 기타 다른 경우에는 1.800.244.6224 (TTY: 다이얼 711)번으로 전화해주십시오.

**Tagalog** – PAUNAWA: Makakakuha ka ng mga serbisyo sa tulong sa wika nang libre. Para sa mga kasalukuyang customer ng Cigna, tawagan ang numero sa likuran ng iyong ID card. O kaya, tumawag sa 1.800.244.6224 (TTY: I-dial ang 711).

Russian – ВНИМАНИЕ: вам могут предоставить бесплатные услуги перевода. Если вы уже участвуете в плане Cigna, позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки участника плана. Если вы не являетесь участником одного из наших планов, позвоните по номеру 1.800.244.6224 (TTY: 711).

Arabic – برجاء الانتباه خدمات الترجمة المجانية متاحة لكم. لعملاء Cigna الحاليين برجاء الاتصال بالرقم المدون علي ظهر بطاقتكم الشخصية. او اتصل ب 1.800.244.6224 (TTY: اتصل ب 711). **French Creole** – ATANSYON: Gen sèvis èd nan lang ki disponib gratis pou ou. Pou kliyan Cigna yo, rele nimewo ki dèyè kat ID ou. Sinon, rele nimewo 1.800.244.6224 (TTY: Rele 711).

**French** – ATTENTION: Des services d'aide linguistique vous sont proposés gratuitement. Si vous êtes un client actuel de Cigna, veuillez appeler le numéro indiqué au verso de votre carte d'identité. Sinon, veuillez appeler le numéro 1.800.244.6224 (ATS : composez le numéro 711).

**Portuguese** – ATENÇÃO: Tem ao seu dispor serviços de assistência linguística, totalmente gratuitos. Para clientes Cigna atuais, ligue para o número que se encontra no verso do seu cartão de identificação. Caso contrário, ligue para 1.800.244.6224 (Dispositivos TTY: marque 711).

**Polish** – UWAGA: w celu skorzystania z dostępnej, bezpłatnej pomocy językowej, obecni klienci firmy Cigna mogą dzwonić pod numer podany na odwrocie karty identyfikacyjnej. Wszystkie inne osoby prosimy o skorzystanie z numeru 1 800 244 6224 (TTY: wybierz 711).

Japanese - 注意事項:日本語を話される場合、無料の言語支援サービスをご利用いただけます。現在のCignaのお客様は、IDカード裏面の電話番号まで、お電話にてご連絡ください。その他の方は、1.800.244.6224 (TTY: 711) まで、お電話にてご連絡ください。

**Italian** – ATTENZIONE: Sono disponibili servizi di assistenza linguistica gratuiti. Per i clienti Cigna attuali, chiamare il numero sul retro della tessera di identificazione. In caso contrario, chiamare il numero 1.800.244.6224 (utenti TTY: chiamare il numero 711).

**German** – ACHTUNG: Die Leistungen der Sprachunterstützung stehen Ihnen kostenlos zur Verfügung. Wenn Sie gegenwärtiger Cigna-Kunde sind, rufen Sie bitte die Nummer auf der Rückseite Ihrer Krankenversicherungskarte an. Andernfalls rufen Sie 1.800.244.6224 an (TTY: Wählen Sie 711).

Persian (Farsi) – توجه: خدمات کمک زبانی، به صورت رایگان به شما ارائه می شود. برای ممتنزیان فعلی Cigna، لطفاً با شماره ای که در یشت کارت شناسایی شماست تماس بگیرید. در غیر اینصورت با شماره Cigna، لطفاً با شماره 1.800.244.6224 تماس بگیرید (شماره تلفن ویژه ناشنوایان: شماره 711 را شماره گیری کنید).