

2022 Preventive Schedule

Effective 1/1/2022


Plan your care: Know what you need and when to get it


Preventive or routine care helps us stay well or finds problems early, when they are easier to treat. The preventive guidelines on this schedule depend on your age, gender, health, and family history. As a part of your health plan, you may be eligible to receive some of these preventive benefits with little to no cost sharing when using in-network providers. Make sure you know what is covered by your health plan and any requirements before you receive any of these services.

Some services and their frequency may depend on your doctor's advice. That's why it's important to talk with your doctor about the services that are right for you. CHIP members may have additional preventive services and coverage. Please check the CHIP member booklet for further details of CHIP coverage of preventive services.

Questions?

 Call Member Service





 Ask your doctor

 Log in to your account











Adults: Ages 19+



GENERAL HEALTH CARE

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|  Routine Checkup* (This exam is not the work- or school-related physical) | <ul style="list-style-type: none"> Ages 19 to 49: Every 1 to 2 years Ages 50 and older: Once a year |
|  Depression Screening | Once a year |
|  Illicit Drug Use Screening | Once a year |
|  Pelvic, Breast Exam | Once a year |






SCREENINGS/PROCEDURES

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|  Abdominal Aortic Aneurysm Screening | Ages 65 to 75 who have ever smoked: One-time screening |
|  Ambulatory Blood Pressure Monitoring | To confirm new diagnosis of high blood pressure before starting treatment |
|  Breast Cancer Genetic (BRCA) Screening (Requires prior authorization) | Those meeting specific high-risk criteria: One-time genetic assessment for breast and ovarian cancer risk |
|  Cholesterol (Lipid) Screening | <ul style="list-style-type: none"> Ages 20 and older: Once every 5 years High-risk: More often |
|  Colon Cancer Screening (Including Colonoscopy) | <ul style="list-style-type: none"> Ages 45 and older: Every 1 to 10 years, depending on screening test High-risk: Earlier or more frequently |
|  Certain Colonoscopy Preps With Prescription | <ul style="list-style-type: none"> Ages 45 and older: Once every 10 years High-risk: Earlier or more frequently |
|  Diabetes Screening | High-risk: Ages 40 and older, once every 3 years |
|  Hepatitis B Screening | High-risk |
|  Hepatitis C Screening | Ages 18-79 |
|  Latent Tuberculosis Screening | High-risk |












* Routine checkup could include health history; physical; height, weight, and blood pressure measures; body mass index (BMI) assessment; counseling for obesity, fall prevention, skin cancer, and safety; depression screening; alcohol and drug abuse, and tobacco use assessment; age-appropriate guidance, and intimate partner violence screening and counseling for reproductive age women.

Adults: Ages 19+




SCREENINGS/PROCEDURES

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|  Lung Cancer Screening (Requires prior authorization and use of authorized facility) | Ages 50 to 80 with 20-pack per year history: Once a year for current smokers, or once a year if currently smoking or quit within past 15 years |
|  Mammogram | Ages 40 and older: Once a year including 3D |
|  Osteoporosis (Bone Mineral Density) Screening | Ages 65 and older: Once every 2 years, or younger if at risk as recommended by physician |
|  Cervical Cancer Screening | <ul style="list-style-type: none"> • Ages 21 to 65 Pap: Every 3 years, or annually, per doctor's advice • Ages 30 to 65: Every 5 years if HPV only or combined Pap and HPV are negative • Ages 65 and older: Per doctor's advice |
|  Sexually Transmitted Disease (STD) Screenings and Counseling (Chlamydia, Gonorrhea, HIV, and Syphilis) | <ul style="list-style-type: none"> • Sexually active males and females • HIV screening for adults to age 65 in the general population and those at risk, then screening over age 65 with risk factors |

IMMUNIZATIONS**

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|  Chicken Pox (Varicella) | Adults with no history of chicken pox: One 2-dose series |
|  Diphtheria, Tetanus (Td/Tdap) | One dose Tdap, then Td or Tdap booster every 10 years |
|  Flu (Influenza) | Every year (Must get at your PCP's office or designated pharmacy vaccination provider; call Member Service to verify that your vaccination provider is in the Highmark network) |
|  Haemophilus Influenzae Type B (Hib) | For adults with certain medical conditions to prevent meningitis, pneumonia, and other serious infections; this vaccine does not provide protection against the flu and does not replace the annual flu vaccine |
|  Hepatitis A | At-risk or per doctor's advice: One 2- or 3-dose series |
|  Hepatitis B | At-risk or per doctor's advice: One 2- or 3-dose series |
|  Human Papillomavirus (HPV) | <ul style="list-style-type: none"> • To age 26: One 3-dose series • Ages 27-45, at-risk or per doctor's advice |
|  Measles, Mumps, Rubella (MMR) | One or two doses |
|  Meningitis* | At-risk or per doctor's advice |
|  Pneumonia | High-risk or ages 65 and older: One or two doses, per lifetime |
|  Shingles | Shingrix - Ages 50 and older: Two doses |

PREVENTIVE DRUG MEASURES THAT REQUIRE A DOCTOR'S PRESCRIPTION




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|  Aspirin | <ul style="list-style-type: none"> • Ages 50 to 59, to reduce the risk of stroke and heart attack • Pregnant women at risk for preeclampsia |
|  Folic Acid | Women planning or capable of pregnancy: Daily supplement containing .4 to .8 mg of folic acid |
|  Chemoprevention drugs such as raloxifene, tamoxifen, or aromatase*** inhibitor | At risk for breast cancer, without a cancer diagnosis, ages 35 and older |

* Meningococcal B vaccine per doctor's advice.


** Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network.

*** Aromatase inhibitors when the other drugs can't be used such as when there is a contraindication or they are not tolerated.



PREVENTIVE DRUG MEASURES THAT REQUIRE A DOCTOR'S PRESCRIPTION

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|  | Tobacco Cessation (Counseling and medication) | Adults who use tobacco products |
|  | Low to Moderate Dose Select Generic Statin Drugs for Prevention of Cardiovascular Disease (CVD) | Ages 40 to 75 years with 1 or more CVD risk factors (such as dyslipidemia, diabetes, hypertension, or smoking) and have calculated 10-year risk of a cardiovascular event of 10% or greater |
|  | Select PrEP Drugs and Certain Related Services for Prevention of HIV Infection | Adults at risk for HIV infection, without an HIV diagnosis |


PREVENTIVE CARE FOR PREGNANT WOMEN

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|  | Screenings and Procedures | <ul style="list-style-type: none"> • Gestational diabetes screening • Hepatitis B screening and immunization, if needed • HIV screening • Syphilis screening • Smoking cessation counseling • Depression screening during pregnancy and postpartum • Depression prevention counseling during pregnancy and postpartum • Rh typing at first visit • Rh antibody testing for Rh-negative women • Tdap with every pregnancy • Urine culture and sensitivity at first visit • Alcohol misuse screening and counseling • Nutritional counseling for pregnant women to promote healthy weight during the pregnancy |
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PREVENTION OF OBESITY, HEART DISEASE, DIABETES, AND STROKE

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|  | Adults with BMI 25 to 29.9 (overweight) and 30 to 39.9 (obese) are eligible for: | <ul style="list-style-type: none"> • Additional annual preventive office visits specifically for obesity and blood pressure measurement • Additional nutritional counseling visits specifically for obesity • Recommended lab tests: <ul style="list-style-type: none"> – ALT – AST – Hemoglobin A1c or fasting glucose – Cholesterol screening |
|  | Adults with a diagnosis of Hypertension, High Blood Pressure, Dyslipidemia, or Metabolic Syndrome Adults with BMI 40 and over | Nutritional counseling |

ADULT DIABETES PREVENTION PROGRAM (DPP)

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|  | Applies to Adults <ul style="list-style-type: none"> • Without a diagnosis of diabetes (does not include a history of gestational diabetes) • Overweight or obese (determined by BMI) • Fasting Blood Glucose of 100-125 mg/dl or HGBA1c of 5.7% to 6.4% or Impaired Glucose Tolerance Test of 140-199mg/dl | Enrollment in certain select CDC-recognized lifestyle change DPP programs for weight loss |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|

2022 Preventive Schedule

Plan your child's care: Know what your child needs and when to get it

Preventive or routine care helps your child stay well or finds problems early, when they are easier to treat. Most of these services may not have cost sharing if you use the plan's in-network providers. Make sure you know what is covered by your health plan and any requirements before you schedule any services for your child.


Services include Bright Futures recommendations. CHIP members may have additional preventive services and coverage. Please check the CHIP member booklet for further details of CHIP coverage of preventive services.

It's important to talk with your child's doctor. The frequency of services, and schedule of screenings and immunizations, depends on what the doctor thinks is right for your child.

Questions?

 Call Member Service

 Ask your doctor

 Log in to your account

Children: Birth to 30 Months¹

| GENERAL HEALTH CARE | BIRTH | 1M | 2M | 4M | 6M | 9M | 12M | 15M | 18M | 24M | 30M |
|----------------------------------------------------------------------------------|--------|--------|--------|--------|------------------------------------|---------------------------------------------------|-----|--------|--------|--------|-----|
| Routine Checkup* (This exam is not the preschool- or day care-related physical.) | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| Hearing Screening | ● | | | | | | | | | | |
| SCREENINGS | | | | | | | | | | | |
| Autism Screening | | | | | | | | | ● | ● | |
| Critical Congenital Heart Disease (CCHD) Screening With Pulse Oximetry | ● | | | | | | | | | | |
| Developmental Screening | | | | | | ● | | | ● | | ● |
| Hematocrit or Hemoglobin Anemia Screening | | | | | | | ● | | | | |
| Lead Screening** | | | | | | | ● | | | ● | |
| Newborn Blood Screening and Bilirubin | ● | | | | | | | | | | |
| IMMUNIZATIONS | | | | | | | | | | | |
| Chicken Pox | | | | | | | | | Dose 1 | | |
| Diphtheria, Tetanus, Pertussis (DTaP) | | | Dose 1 | Dose 2 | Dose 3 | | | | Dose 4 | | |
| Flu (Influenza)*** | | | | | | Ages 6 months to 30 months: 1 or 2 doses annually | | | | | |
| Haemophilus Influenzae Type B (Hib) | | | Dose 1 | Dose 2 | Dose 3 | | | Dose 4 | | | |
| Hepatitis A | | | | | | | | Dose 1 | | Dose 2 | |
| Hepatitis B | Dose 1 | Dose 2 | | | Dose 3 | | | | | | |
| Measles, Mumps, Rubella (MMR) | | | | | | | | Dose 1 | | | |
| Pneumonia | | | Dose 1 | Dose 2 | Dose 3 | | | Dose 4 | | | |
| Polio (IPV) | | | Dose 1 | Dose 2 | Ages 6 months to 18 months: Dose 3 | | | | | | |
| Rotavirus | | | Dose 1 | Dose 2 | Dose 3 | | | | | | |

* Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance. Additional: Instrument vision screening to assess risk for ages 1 and 2 years.

** Per Bright Futures, and refer to state-specific recommendations as needed.

*** Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network.

Children: 3 Years to 18 Years¹

| GENERAL HEALTH CARE | 3Y | 4Y | 5Y | 6Y | 7Y | 8Y | 9Y | 10Y | 11Y | 12Y | 15Y | 18Y | |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------|------------------------------------------------------------|----|----|---------------------|----|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------|-----------|--|
| Routine Checkup* (This exam is not the preschool- or day care-related physical) | ● | ● | ● | ● | ● | ● | ● | ● | Once a year from ages 11 to 18 | | | | |
| Ambulatory Blood Pressure Monitoring** | | | | | | | | | | | | ● | |
| Depression Screening | | | | | | | | | | Once a year from ages 12 to 18 | | | |
| Illicit Drug Use Screening | | | | | | | | | | | | ● | |
| Hearing Screening*** | | ● | ● | ● | | ● | | ● | | ● | ● | ● | |
| Visual Screening*** | ● | ● | ● | ● | | ● | | ● | | ● | ● | | |
| SCREENINGS | | | | | | | | | | | | | |
| Hematocrit or Hemoglobin Anemia Screening | | | Annually for females during adolescence and when indicated | | | | | | | | | | |
| Lead Screening | When indicated (Please also refer to your state-specific recommendations) | | | | | | | | | | | | |
| Cholesterol (Lipid) Screening | | | | | | | | | Once between ages 9-11 and ages 17-21 | | | | |
| IMMUNIZATIONS | | | | | | | | | | | | | |
| Chicken Pox | | Dose 2 | | | | | | | | | If not previously vaccinated: Dose 1 and 2 (4 weeks apart) | | |
| Diphtheria, Tetanus, Pertussis (DTaP) | | Dose 5 | | | | | | | One dose Tdap | | | | |
| Flu (Influenza)**** | Ages 3 to 18: 1 or 2 doses annually | | | | | | | | | | | | |
| Human Papillomavirus (HPV) | | | | | | | | Provides long-term protection against cervical and other cancers. 2 doses when started ages 9-14. 3 doses, all other ages. | | | | | |
| Measles, Mumps, Rubella (MMR) | | Dose 2 | | | | | | | | | | | |
| Meningitis***** | | | | | | | | | Dose 1 | | Age 16: One-time booster | | |
| Pneumonia | Per doctor's advice | | | | | | | | | | | | |
| Polio (IPV) | | Dose 4 | | | | | | | | | | | |
| CARE FOR PATIENTS WITH RISK FACTORS | | | | | | | | | | | | | |
| BRCA Mutation Screening (Requires prior authorization) | | | | | | Per doctor's advice | | | | | | | |
| Cholesterol Screening | Screening will be done based on the child's family history and risk factors | | | | | | | | | | | | |
| Fluoride Varnish (Must use primary care doctor) | Ages 5 and younger | | | | | | | | | | | | |
| Hepatitis B Screening | | | | | | | | | Per doctor's advice | | | | |
| Hepatitis C Screening | | | | | | | | | | | | ● | |
| Latent Tuberculosis Screening | | | | | | | | | | | | High-risk | |
| Sexually Transmitted Disease (STD) Screenings and Counseling (Chlamydia, Gonorrhea, HIV, and Syphilis) | | | | | | | | | For all sexually active individuals HIV routine check once between ages 15-18 | | | | |
| Tuberculin Test | Per doctor's advice | | | | | | | | | | | | |

* Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance; alcohol and drug abuse, and tobacco use assessment. ** To confirm new diagnosis of high blood pressure before starting treatment. *** Hearing screening once between ages 11-14, 15-17, and 18-21. Vision screening covered when performed in doctor's office by having the child read letters of various sizes on a Snellen chart. Includes instrument vision screening for ages 3, 4, and 5 years. A comprehensive vision exam is performed by an ophthalmologist or optometrist and requires a vision benefit. **** Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network. ***** Meningococcal B vaccine per doctor's advice.

Children: 6 Months to 18 Years¹


PREVENTIVE DRUG MEASURES THAT REQUIRE A DOCTOR'S PRESCRIPTION

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| Oral Fluoride | For ages 6 months to 16 years whose primary water source is deficient in fluoride |
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PREVENTION OF OBESITY, HEART DISEASE, DIABETES, AND STROKE

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| Children with a BMI in the 85th to 94th percentile (overweight) and the 95th to 98th percentile (obese) are eligible for: | <ul style="list-style-type: none"> • Additional annual preventive office visits specifically for obesity • Additional nutritional counseling visits specifically for obesity • Recommended lab tests: <ul style="list-style-type: none"> – Alanine aminotransferase (ALT) – Aspartate aminotransferase (AST) – Hemoglobin A1c or fasting glucose (FBS) – Cholesterol screening |
| Age 18 with a diagnosis of Hypertension, High Blood Pressure, Dyslipidemia, or Metabolic Syndrome | Nutritional counseling |

ADULT DIABETES PREVENTION PROGRAM (DPP) AGE 18

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
|  <p>Applies to Adults</p> <ul style="list-style-type: none"> • Without a diagnosis of diabetes (does not include a history of gestational diabetes) • Overweight or obese (determined by BMI) • Fasting Blood Glucose of 100-125 mg/dl or HGBA1c of 5.7% to 6.4% or Impaired Glucose Tolerance Test of 140-199mg/dl | Enrollment in certain select CDC-recognized lifestyle change DPP programs for weight loss |
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Women's Health Preventive Schedule

SERVICES

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| Well-Woman Visits (Includes: preconception and first prenatal visit, urinary incontinence screening) | Up to 4 visits each year for developmentally and age-appropriate preventive services |
| Contraception (Birth Control) Methods and Discussion* | All women planning or capable of pregnancy |

SCREENINGS/PROCEDURES

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|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Diabetes Screening | <ul style="list-style-type: none"> • High-risk: At the first prenatal visit • All women between 24 and 28 weeks pregnant • Postpartum women without diabetes but with a history of gestational diabetes |
| HIV Screening and Discussion | All sexually active women: Once a year |
| Human Papillomavirus (HPV) Screening Testing | Beginning at age 30: Every 3 years |
| Domestic and Intimate Partner Violence Screening and Counseling | Once a year |
| Breast-feeding (Lactation) Support and Counseling, and Costs for Equipment | During pregnancy and/or after delivery (postpartum) |
| Sexually Transmitted Infections (STI) Discussion | All sexually active women: Once a year |
| Screening for Anxiety | The Women's Preventive Services Initiative recommends screening for anxiety in adolescent girls and adult women, including those who are pregnant or postpartum. |

* FDA-approved contraceptive methods may include sterilization and procedures as prescribed. One form of contraception in each of the 18 FDA-approved methods is covered without cost sharing. If the doctor recommends a clinical service or FDA-approved item based on medical necessity, there will be no cost sharing.

Information About the Affordable Care Act (ACA)

This schedule is a reference tool for planning your family's preventive care, and lists items and services required under the Affordable Care Act (ACA), as amended. It is reviewed and updated periodically based on the advice of the U.S. Preventive Services Task Force, laws and regulations, and updates to clinical guidelines established by national medical organizations. Accordingly, the content of this schedule is subject to change. Your specific needs for preventive services may vary according to your personal risk factors. Your doctor is always your best resource for determining if you're at increased risk for a condition. Some services may require prior authorization. If you have questions about this schedule, prior authorizations, or your benefit coverage, please call the Member Service number on the back of your member ID card.

Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.

Discrimination is Against the Law

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Claims Administrator/Insurer does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Claims Administrator/Insurer will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Claims Administrator/Insurer will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Claims Administrator/Insurer:

- 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 the Civil Rights Coordinator.

If you believe that the Claims Administrator/Insurer has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: CivilRightsCoordinator@highmarkhealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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 or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

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

Information About Children's Health Insurance Program (CHIP)

Because the Children's Health Insurance Program (CHIP) is a government-sponsored program and not subject to ACA, certain preventive benefits may not apply to CHIP members and/or may be subject to copayments.

The ACA authorizes coverage for certain additional preventive care services. These services do not apply to "grandfathered" plans. These plans were established before March 23, 2010, and have not changed their benefit structure. If your health coverage is a grandfathered plan, you would have received notice of this in your benefit materials.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số điện thoại ở mặt sau thẻ ID của quý vị (TTY: 711).

알림: 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. ID 카드 뒷면에 있는 번호로 전화하십시오 (TTY: 711).

ATENSYON: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyonang tulong sa wika. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Позвоните по номеру, указанному на обороте вашей идентификационной карты (номер для текст-телефонных устройств (TTY): 711).

تنبيه: إذا كنت تتحدث اللغة العربية، فهناك خدمات المساعدة في اللغة المجانية متاحة لك. اتصل بالرقم الموجود خلف بطاقة هويتك (جهاز الاتصال لذوي صعوبات السمع والنطق: 711).

Kominike : Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan nimewo ki nan do kat idantite w la (TTY: 711).

ATTENTION: Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez le numéro au dos de votre carte d'identité (TTY: 711).

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer podany na odwrocie karty ubezpieczenia zdrowotnego (TTY: 711).

ATENÇÃO: Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para o número no verso da sua identidade (TTY: 711).

ATTENZIONE: se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Contatti il numero riportato sul retro della sua carta d'identità (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie dazu die auf der Rückseite Ihres Versicherungsausweises (TTY: 711) aufgeführte Nummer an.

注：日本語が母国語の方は言語アシスタンス・サービスを無料でご利用いただけます。ID カードの裏に明記されている番号に電話をおかけください (TTY: 711)。

توجه: اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان، به صورت رایگان، در دسترس شماست. با شماره واقع در پشت کارت شناسایی خود (TTY: 711) تماس بگیرید.

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