



Fall 2025

# PrimeLines

A complimentary publication from PrimeWest Health

Member Services: 1-866-431-0801

## Accessing Mental Health Outpatient Services

Mental health services that you get when you are not staying overnight in a hospital or facility are called outpatient services. They include things like therapy, counseling, and medication management. Please keep the following in mind if you want to make an appointment for these services:

- All mental health outpatient services are direct access services. This means you don't need a referral to make an appointment.
- Many providers offer services via telehealth. These providers are noted in our *Provider and Pharmacy Directory* as "☞ Telehealth available."

The PrimeWest Health *Provider and Pharmacy Directory* lists providers in our network. To access it on our website, go to [www.primewest.org/programs](http://www.primewest.org/programs) and click the name of your program. Then click *Provider and Pharmacy Directory* in the orange box on the left side of the page labeled "Member Materials."

- If you are in Families and Children, MinnesotaCare, Minnesota Senior Care Plus (MSC+), or Special Needs BasicCare (SNBC), look in the section called "Mental Health Providers – Outpatient."
- If you are in PrimeWest Senior Health Complete (HMO SNP) or Prime Health Complete (HMO SNP), look in Section C under "Behavioral Health Providers." Within that listing, look for the providers under the "Outpatient" heading. (For purposes of the *Directory*, "mental health" and "behavioral health" have the same meaning.)

Member Services can also help you find a provider. Call **1-866-431-0801**. TTY users call **1-800-627-3529** or **711**. These calls are free.



## Talk to a Nurse

Hurt or sick and not sure what to do? Try our 24-hour nurse line! Just call **1-866-201-4601** (TTY **711**). You'll get advice about whether you can take care of yourself at home, if you need to make an appointment with your health care provider, or even if you need to go to the emergency room.\* Calls to the nurse line are free.

*\*In an emergency that needs treatment right away, call **911** or go to the nearest emergency room.*



# Preventive Care & Chronic Conditions

By definition, *preventive* care is key for *preventing* health problems. But what if you already have a chronic condition? Do you still need preventive care? The answer is “Yes!” Preventive measures like regular screenings, vaccinations, and healthy lifestyle habits can help keep your condition under control and prevent other issues.

**Regular screenings.** Regular screenings are important. They help your provider tell if your condition is being managed well or if a change in treatment is needed. Some conditions raise your risk of developing others. For example, diabetes raises your risk of high blood pressure. Regular screenings can help spot these associated concerns. Screenings can also detect issues not related to your condition.

**Vaccinations.** Vaccines protect against illnesses that can be very harmful to people with chronic conditions. For example, pneumonia can be severe in people who have chronic obstructive pulmonary disease (COPD). Talk to your health care provider about what vaccines may be right for you.

**Healthy lifestyle habits.** Things like exercising, eating healthy foods, and not using tobacco make your body stronger and healthier overall. This can help keep your current condition in check and help prevent or slow down others. A healthy lifestyle can help you feel better, too.

Preventive care is for everyone! It can help you manage current health problems and stay as healthy as possible.

Source: Centers for Disease Control and Prevention (CDC)



## Are Your Teeth Sensitive?

A sharp pain in your tooth when you eat or drink something hot, cold, or sweet is a sign of tooth sensitivity. This is a common problem that usually happens when the underlying layer of your tooth (dentin) is exposed.

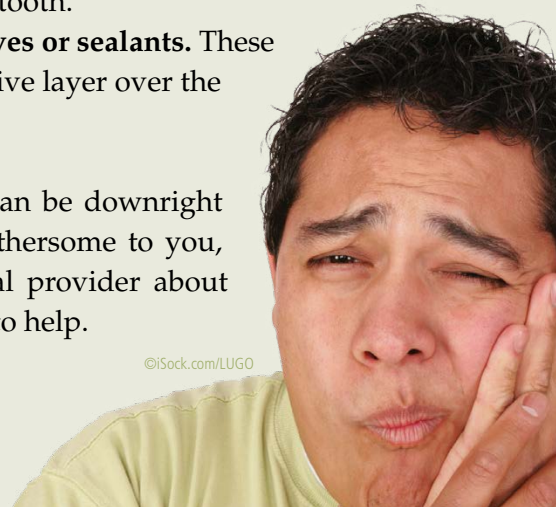
There are a few things you can do that may reduce your risk of tooth sensitivity. These things may also help keep it from getting worse.

- Brush twice a day, floss once a day, and see your dental provider regularly.
- Use fluoride toothpaste and a soft-bristled toothbrush. Don't brush too hard.
- Try not to clench or grind your teeth. If you do grind or clench, ask your dental provider about wearing a mouthguard at night.
- Limit acidic foods and drinks like fruit juice and soda.

Talk with your dental provider if you have sensitive teeth. Several treatment options are available, including those below. Your provider can recommend what's right for your situation.

- **Desensitizing toothpaste.** There are many brands available that may help block the pain. Ask your dental provider which one they recommend.
- **Fluoride varnish.** Your dental provider can apply fluoride to the sensitive areas to help ease pain and strengthen the tooth.
- **Dental adhesives or sealants.** These act as a protective layer over the exposed area.

Tooth sensitivity can be downright painful! If it is bothersome to you, talk to your dental provider about what can be done to help.



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Source: Cleveland Clinic, Mayo Clinic



# Confused About Vaccines for Adults? Talk to Your Health Care Provider.

Vaccines have been in the news lately. When you hear different information from different sources, it can be hard to know what is right for you. One thing most people agree on is that the best thing you can do is to talk to your health care provider.

Ask your health care provider any questions you have. They will address your concerns and can then make vaccine recommendations. These will be based on your age, lifestyle, health, and vaccination history. Your health care provider may recommend the following vaccines:

- **Flu (influenza):** If you get this yearly vaccine, you should ideally have it by the end of October. It can still be beneficial if you get it later in the season.
- **COVID-19:** This vaccine can be especially important if you are age 65 or over, are at high risk for COVID-19, or have not been vaccinated before.
- **RSV (respiratory syncytial virus):** This cold-like virus can be particularly serious in older adults.
- **Pneumococcal:** Pneumococcal disease can cause pneumonia, meningitis, and sepsis (blood poisoning). People over age 50 are at increased risk.
- **HPV (human papillomavirus):** HPV can cause many types of cancer. The 2- or 3-dose vaccine series is typically started at age 11 or 12.

## Scheduling vaccinations

After talking to your provider, the next step is scheduling the vaccinations you need. You can get vaccinated at your clinic, as well as at many pharmacies. You can usually schedule appointments online, and many vaccines can be given during the same appointment.

## WHAT ABOUT MEASLES?



More than **1,200 cases** of measles have been reported in the United States this year. For comparison, there were 285 cases in 2024, and 59 cases in 2023. Measles is **very contagious** and can lead to life-threatening complications. However, the MMR (measles, mumps, rubella) vaccine given in childhood protects against it.

**Check with your health care provider** if you aren't sure if you are up to date on the measles vaccine. Your current provider may not have your health records from when you were a child, but they can help you decide your next steps.



# Treating Your Child's Cold Symptoms

The bad news is that there is no cure for the common cold. Medication, including antibiotics, won't make a cold go away faster. The good news is that kids generally get better on their own. Over-the-counter (OTC) medications can ease some of the symptoms of a cold, but they should be used with care. If your child is in a lot of discomfort or has trouble sleeping, talk to your health care provider about treatment options. Some general guidelines are below.

## Pain and fever medications

- Acetaminophen (Tylenol®) can be used in children age 3 months and over. Ibuprofen (Advil®) can be used in children age 6 months and over. Dosing for both is based on weight for children under age 12. Ask your provider or pharmacist if you have questions.
- Never give aspirin to children or teens. It can lead to a rare but life-threatening condition.

## Cough and cold medications

- Do not give these products to children under age 4. Check with a health care provider before giving them to kids ages 4 – 6.
- Many OTC cough and cold products contain more than one type of medication. Check for active ingredients on the label to make sure your child isn't getting the same medication from multiple products. For example, acetaminophen is common in many OTC products.

## When to call your health care provider

The following are some signs to watch for. Always talk to your provider if you have questions.

- Fever of 100.4°F in an infant age 2 months or younger; fever of 102°F or higher in a child of any age
- Persistent ear pain or drainage
- Trouble breathing, wheezing, or fast breathing
- Signs of dehydration such as dry diapers

## TIPS TO HELP YOUR CHILD GET THROUGH A COLD:

- **Make sure they get enough rest.**
- **Give plenty of fluids. Warm liquids can soothe a sore throat and loosen mucus.**
- **Try saline drops or spray to loosen congestion. Nasal suctioning can help kids under age 1 year.**
- **Run a cool-mist humidifier if you have one. Be sure to keep it clean.**

Source: Food and Drug Administration (FDA)





## FRAUD ALERT:

### Are You Getting the Right Care?

Medical Assistance covers important services like peer recovery, housing stabilization, and Individual Community Living Supports (ICLS). But if these services—or your information—are misused, it can lead to serious problems. Here's how you can protect yourself.

#### Choose services that fit your needs.

Not all services are meant for everyone. ICLS and similar support services may not provide the right level of care if you have complex needs. Speak up if you feel like you need more care than you're getting.

#### Be careful when accepting new services.

Don't assume a service is right for you just because it's offered. Ask what the service involves and how it will help you. You can always say "no" to a service that doesn't seem helpful or necessary.

#### Protect your personal information and track your care.

Some providers may use your insurance information to bill for services you didn't receive. Be cautious when signing forms: never sign something you didn't read or don't understand. Don't sign blank attendance sheets or documents with missing details. Write down the dates and types of services you receive.

#### Report anything suspicious.

If something doesn't seem right, report it to PrimeWest Health's Compliance Hotline by calling **1-866-763-2952**. TTY users call **1-800-627-3529** or **711**. These calls are free. You can also email our Compliance team at **compliance@primewest.org**. Please don't include personal information in emails.

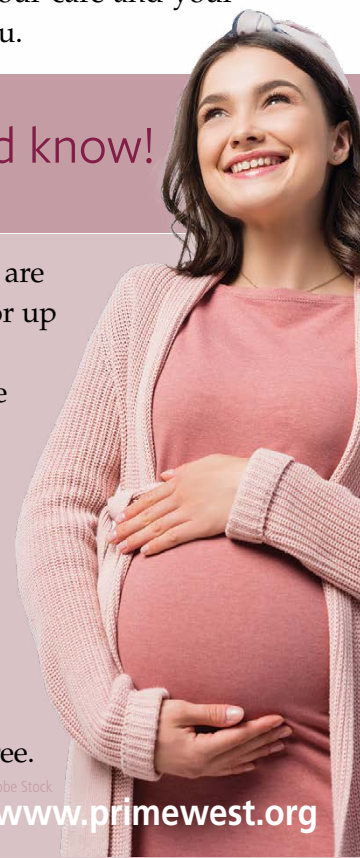
By staying informed, asking questions, and tracking your services, you help protect both your care and your benefits. If something doesn't feel right, let us know! PrimeWest Health is here to support you.



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## PREGNANT? Here are **5** things to do and know!

- 1 Tell your county or MinnesotaCare worker.** They will update your eligibility to show you are pregnant. This means you won't have copays or premiums while you're pregnant, and for up to 12 months after pregnancy.
- 2 Make a prenatal appointment.** Do this as soon as you know you are pregnant to lower the risk of complications. Your first appointment should be within the first 8 – 12 weeks of pregnancy.
- 3 Get a car seat from your local Public Health agency.** Tell them you are a PrimeWest Health member and they will set you up with a car seat and make sure it is installed correctly.
- 4 Ask questions about your health and your child's health.** Call Member Services at the number below and ask for Sheila or Jennifer K.
- 5 Learn about your benefits.** The links on the web page at [www.primewest.org/pregnancy](http://www.primewest.org/pregnancy) describe many of these benefits. For more information, call Member Services at **1-866-431-0801** and ask for Sheila or Jennifer K. TTY users call **1-800-627-3529** or **711**. These calls are free.



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# Autism Spectrum Disorder (ASD): SERVICES AND RESOURCES

Autism spectrum disorder (ASD) is a developmental disability that usually shows up in early childhood. It can cause social and behavioral challenges and make communication difficult. There are many different signs and symptoms of ASD, and they are different for everyone. This can make knowing how to best help a child with ASD confusing. Having the right services and resources can help.

## SERVICES

Services that can help children under age 21 with ASD are called “Early Intensive Developmental and Behavioral Intervention (EIDBI).” These services are designed to do the following:

- \* Educate parents and family members about ASD and related conditions
- \* Help the person with ASD learn to be more independent
- \* Improve quality of life for the person with ASD and their family

To get these services, your child will need to have a “Comprehensive Multi-Disciplinary Evaluation (CMDE).” This is an exam that tells if your child is eligible for EIDBI services. Providers who can give this exam, as well as EIDBI service providers, are listed in PrimeWest Health’s *Provider and Pharmacy Directory*. Go to [www.primewest.org/programs](http://www.primewest.org/programs) and click the name of your program. Then click *Provider and Pharmacy Directory* in the orange box on the left side of the page labeled “Member Materials.” All EIDBI services must be approved by PrimeWest Health in advance. This is called a Service Authorization. You can work with your provider to submit a Service Authorization. Or, you can submit one on your own. To learn how, call Member Services.

## Resources

The Minnesota Autism Resource Portal has a collection of resources and information about ASD to help parents and other caregivers learn more about ASD and helpful services. The portal is at <https://mn.gov/autism>.

## Questions

Let us know if you need help finding a provider or have questions about Service Authorizations. We also provide care coordination services. Call Member Services at 1-866-431-0801 and ask to speak with a behavioral health care coordinator to learn more. TTY users call 1-800-627-3529 or 711. These calls are free.



# FALL PREVENTION

As we get closer to winter, worries about falls may be front of mind. While snow and ice do require extra caution, falls are a problem for older adults year round. There are things you can do in your daily life to lower your risk of falling—and avoid injuries.

**Talk to your health care provider.** They can assess your risk for falling and give you personalized information on reducing falls. They can also talk to you about your risk factors. Risk factors can include the following:

- **Health conditions.** Certain conditions like heart disease, diabetes, and arthritis can increase the risk of falling. Your provider can help you manage your health conditions and stay as healthy as possible.
- **Medication.** Some medications have side effects like dizziness, drowsiness, and/or confusion that can lead to falls or make you less able to prevent them. Medication interactions can also cause side effects. Your provider can review your medications for side effects and interactions.
- **Vision problems.** Not being able to see well can make it hard to judge distance and see objects you might trip over or run into. Get your eyes checked regularly and wear glasses if you need them.

**Stay active.** Regular physical activity can improve strength, balance, flexibility, and coordination. Inactivity can lead to decreases in each of these. Gentle exercises, like walking or yoga, can help. Your health care provider can suggest more specific exercises that will work for you.

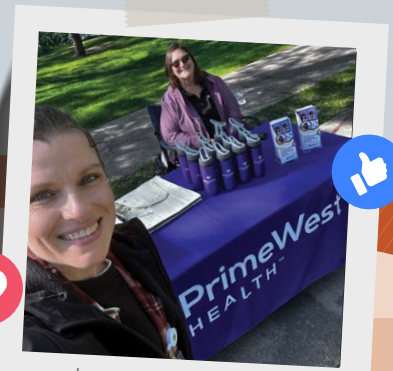
**Make your home safer.** Get rid of throw rugs and clutter on the floor or stairs. Install grab-bars if needed, use handrails, and clean up any spills right away. Keep your home well-lit and use nightlights.

**Take extra precautions.** Wear shoes that fit well and have low heels. Try to avoid walking on wet or icy surfaces. When you have been sitting, try not to stand up too quickly. Get up slowly and pause to make sure you aren't dizzy before starting to walk.

Sources: Johns Hopkins Medicine, Mayo Clinic

## Are You Following PrimeWest Health on Facebook and Instagram?

If you are, you know that PrimeWest Health team members have been finding their way to all kinds of events in the community! So far this year we've been to events in Beltrami, Douglas, Grant, Kandiyohi, and Stevens counties. Give us a follow to find out where we'll be next. And if you spot us out and about, be sure to stop by and say "Hi!"



Homeless Awareness Event in Alexandria



Kindergarten & Pre-K Open House in Herman



MVP Mindset Night in Willmar



3905 Dakota St  
Alexandria, MN 56308

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*Health and wellness or prevention information*



Reduce Reuse Recycle

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RESPONSIBLE  
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ENVIRONMENT

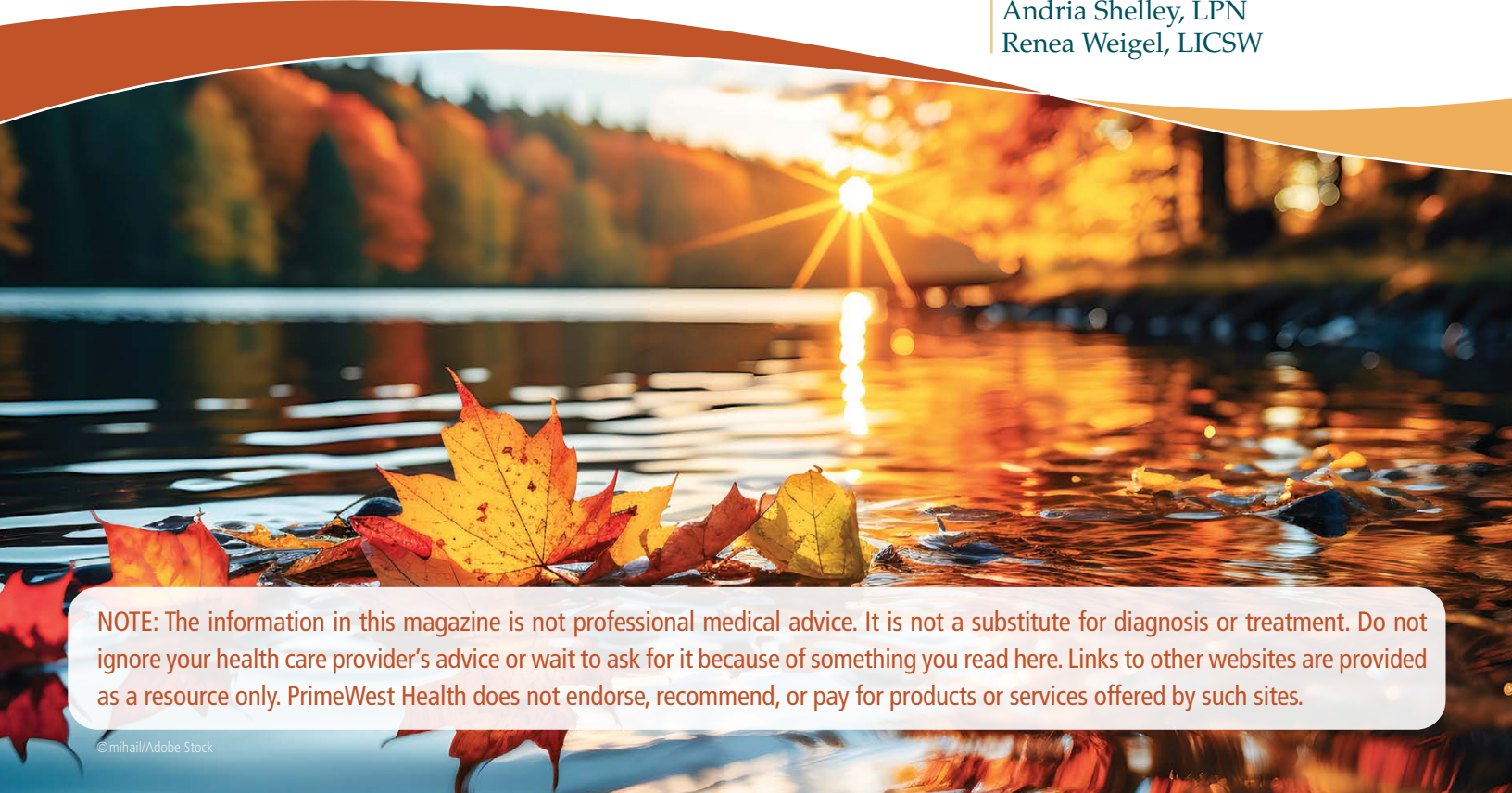


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NOTE: The information in this magazine is not professional medical advice. It is not a substitute for diagnosis or treatment. Do not ignore your health care provider's advice or wait to ask for it because of something you read here. Links to other websites are provided as a resource only. PrimeWest Health does not endorse, recommend, or pay for products or services offered by such sites.

**1-866-431-0801 (toll free); TTY 1-800-627-3529 or 711**

ATTENTION: If you speak English, free language assistance services are available to you free of charge and without unnecessary delay. Additionally, appropriate auxiliary aids and services to provide information in accessible formats are available free of charge and in a timely manner. Please call the number above or speak to your provider. English

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تنبيه: إذا كنت تتحدث العربية، فستكون خدمات المساعدة اللغوية متاحة لك مجاناً وبدون تأخير غير ضروري. بالإضافة إلى ذلك، تتوفر المساعدات والخدمات المساعدة المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجاناً وفي الوقت المناسب. يرجى الاتصال بالرقم أعلاه أو التحدث إلى مقدم الخدمة الخاص بك. Arabic

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注意：如果您講繁體中文，我們將免費為您提供語言協助服務，且不會造成不必要的延誤。此外，還免費及時提供適當的輔助工具和服務，以無障礙格式提供資訊。請撥打上述電話號碼或與您的提供者聯絡。Chinese

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition gratuitement et sans délai inutile. En outre, des aides et services auxiliaires appropriés permettant de fournir des informations dans des formats accessibles sont disponibles gratuitement et en temps opportun. Veuillez appeler le numéro ci-dessus ou parler à votre prestataire. French

CEEB TOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab cuam lus pab dawb rau koj xwb thiab tsis muaj qhov qeeb li. Dhau no lawm, tseem muaj ntaub ntawv qhia txog cov cuab yeej pab hnov lus thiab cov kev pab cuam ua hom qauv ntawv uas mus siv tau dawb yam tsis sau nqi thiab raws sij hawm. Thov hu rau tus xov tooj saum toj no los sis tham nrog koj tus kws kho mob. Hmong

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ចូរកត់ចំណាំ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាភាគតិចត្រូវបានផ្តល់ឱ្យអោយមានសម្រាប់អ្នកដោយមិនគិតថ្លៃនិងដោយគ្មានការពន្យារពេលមិនចាំបាច់។ លើសពីនេះ ផ្លូវ និងសេវាកម្មជំនួយសមស្របដើម្បីផ្តល់ព័ត៌មានក្នុងទម្រង់ដែលអាចចូលប្រើបាន អាចរកបានដោយមិនគិតថ្លៃ និងទាន់ពេលវេលា។ សូមទូរសព្ទទៅលេខខាងលើ ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។ Khmer

주의: 한국어를 사용하시는 경우, 불필요한 지연 없이 무료로 언어 지원 서비스를 받으실 수 있습니다. 또한, 접근 가능한 형식으로 정보를 제공해 주는 적절한 보조 도구와 서비스를 무료로 적시에 이용하실 수 있습니다. 위의 번호로 전화하시거나 담당 의료 제공자에게 문의해 주십시오. Korean

ຂໍຂວນ ເອົາໃຈໃສ່: ຖ້າ ທ່ານ ເວົ້າ ລາວ, ການບໍລິການການຊ່ວຍເຫຼືອ ດ້ານພາສາແມ່ນມີໃຫ້ ທ່ານ ໂດຍບໍ່ເສຍຄ່າ ແລະ ໂດຍບໍ່ມີການຊັກຊ້າທີ່ບໍ່ຈໍາ ເປັນ. ນອກຈາກນັ້ນ, ການຊ່ວຍ ເຫຼືອ ແລະ ການບໍລິການຜົມທີ່ເໝາະສົມໃນການສະໜອງຂໍ້ມູນ ໃນຮູບແບບທີ່ສາມາດເຂົ້າ ເຖິງໄດ້ແມ່ນມີໃຫ້ໂດຍບໍ່ເສຍຄ່າ ແລະ ທັນເວລາ. ກະລຸນາໂທຫາເບີໂທຂ້າງເທິງ ຫຼື ຜົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ. Lao

HUBADHAA: Afaan Oromoo dubbattu yoo ta'e, tajaajilootni deeggarsa afaanii barfannaa hin barbaachisne malee bilisaan isiniif kennamu. Dabalataanis, odeeffannoo bifa argamuun danda'uun dhiyeessuf tajaajilliwwaniifi deeggarsiwwan dabalataa bilisaafi yeroosaa eeggate jira. Maaloo lakkkoofsa armaan olii irratti bilbilaa yookiin ogeessa fayyaa keessan haasofsiisaa. Oromo

ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой помощи, которые оказываются безвозмездно и своевременно. Кроме того, бесплатно и своевременно предоставляются соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах. Позвоните по указанному выше номеру или обратитесь к своему поставщику услуг. Russian

FIIRO GAAR AH: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda bilaashka ah ayaa laguugu heli karaa adiga lacag la'aan oo aan lahayn daahid aan lama huraan ahayn. Intaa waxaa dheer, caawimooyinka iyo adeegyada ku habboon si loogu bixiyo macluumaadka qaabab la heli karo ayaa lagu heli karaa lacag la'aan iyo waqti ku habboon. Fadlan wac lambarka kore ama la hadal adeeg bixiyahaaga. Somali

ATENCIÓN: Si habla español, los servicios gratuitos de asistencia en otros idiomas están disponibles para usted de forma gratuita y sin demoras innecesarias. Además, se dispone de ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles de forma gratuita y oportuna. Llame al número mencionado anteriormente o hable con su proveedor. Spanish

LUU Ý: Nếu quý vị nói Tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho quý vị, hoàn toàn miễn phí và không bị chậm trễ không cần thiết. Ngoài ra, các thiết bị và dịch vụ hỗ trợ phù hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí và kịp thời. Vui lòng gọi số ở trên hoặc nói chuyện với nhà cung cấp của quý vị. Vietnamese