

# MEMBER NEWSLETTER

## Like us or follow us!

Stay up to date on member news, health and wellness tips, events in your community, helpful resources, and more.



## In this issue

- Schedule your next telehealth appointment ..... 2
- Earn rewards while staying healthy ..... 3
- How to renew your benefits ..... 4
- Get your well-child and adult visits scheduled ..... 6 – 7
- Water safety ..... 8



## Got plans this summer?

We will be at the Ohio State Fair from July 23 to August 3!

Our state-of-the-art Mobile Wellness and Opportunity Center will be onsite near Kiddieland. We are also partnering with the Infant Care & Nursing Stations throughout the fair. Stop by and see us. We hope to see you there!



# Skip the wait — get care fast with MDLIVE!

If you are feeling sick, the last thing you want is to sit in a waiting room or scramble to find an open appointment with your doctor. That's why AmeriHealth Caritas Ohio covers telehealth appointments for our members through MDLIVE. This is an alternative to going to the doctor's office. We can connect you with a licensed healthcare provider for a quick and convenient virtual appointment — from anywhere!

You can also use our MDLIVE telehealth services if you don't want to call our 24/7 Nurse Call Line.

## Why choose telehealth?

- There's no cost to you. AmeriHealth Caritas Ohio covers your MDLIVE visits 100%!
- It is a virtual way to get your healthcare needs met 24/7, 365 days a year, right when you need it.
- No waiting rooms. See a doctor in the comfort of wherever you are.
- Fast, effective treatment. MDLIVE providers can diagnose, recommend treatment, and even send medications to your preferred pharmacy (when medically necessary).
- Convenient and easy. All you need is a smartphone, tablet, or computer with a camera and internet connection.

## What can MDLIVE help with?

MDLIVE providers can address a wide range of common health issues, including:

- Cold, flu, and COVID-19 symptoms
- Allergy and sinus problems
- Sore throat, cough, and respiratory issues
- Stomachaches, constipation, and diarrhea
- Ear pain and pink eye
- Rash and insect bites
- Urinary tract infections (UTIs) and yeast infections
- And more!

## How can I connect with MDLIVE?

- Download the MDLIVE app in Google Play or the App Store.
- Visit [www.mdlive.com/aco](http://www.mdlive.com/aco).
- Call **1-888-743-6582**.
- Text **ACOH** to **635483** (message and data rates may apply).



## 24/7 Nurse Call Line:

You can always call our toll-free Nurse Call Line. They offer advice when your healthcare provider is not available. Our registered nurses are available 24 hours a day, seven days a week. If you have an emergency, please call **911**.

# Now you can get your eyeglasses and frames at your local Walmart store

Your AmeriHealth Caritas Ohio vision benefit covers eyeglasses and frames at any Walmart Vision Center in the state of Ohio at no cost to you. Many optometrists are joining the network. Check to see if your eye doctor is in-network: Visit [www.amerihhealthcaritasoh.com/provider/find-provider/index.aspx](http://www.amerihhealthcaritasoh.com/provider/find-provider/index.aspx) and click Search for a provider.

Have questions or want to learn more? Call Member Services at 1-833-764-7700 (TTY 1-833-889-6446), 24 hours a day, seven days a week.



## Did you know you can earn rewards while staying healthy?



### Play mobile games through the Motivv app.

AmeriHealth Caritas Ohio is excited to announce a new statewide program. Play ad-free mobile games, answer health trivia, and earn CARE Card rewards at no cost to you!\*

1. Visit the App Store or Google Play.
2. Select one of the games from Motivv Health Studios, LLC, and download it.
3. Create your account. You will need your AmeriHealth Caritas Ohio member ID. The activation code is **ACOH**.
4. Start playing and earning CARE Card funds.

### Earn rewards on your CARE Card by completing healthy activities.

Healthy activities that qualify include:

- Your health survey every year (\$50 per year)
- Cervical cancer screening (\$50 per year)
- Adult wellness visit (\$40 per year)
- Prenatal care visits (\$25 per visit, \$175 total)
- Postpartum care visits (\$50 per visit)

### You can use your CARE Card at more than 2,700 retail locations in Ohio!

Here are some items you can buy with your CARE Card:

- Adhesive bandages
- Air purifiers
- Baby diapers and wipes
- Body lotions
- Dentures
- Deodorants
- First-aid kits
- Mouthwash
- Shampoo and conditioner
- Shaving cream and razors
- Soap and body wash
- Sports drinks
- Sunscreen
- Toothbrushes
- Toothpaste

\* Some restrictions and limitations may apply. Call Member Services at 1-833-764-7700 (TTY 1-833-889-6446), 24 hours a day, seven days a week to learn more.



## You are important to us! Renew your benefits before time runs out

You may receive your annual review form from your County Department of Job and Family Services (CDJFS) in the mail.

Complete the form right away to continue receiving AmeriHealth Caritas Ohio benefits without interruption. If you do not return it before the deadline, you and/or your children may risk losing your Medicaid coverage. Here are some ways to renew:



- **Mail:** Return the completed annual review form and copies of your documents to your local CDJFS office.



- **Phone:** Call your local CDJFS office or call County Shared Services at **1-844-640-6446**, Monday through Friday, 8 a.m. to 4 p.m.



- **Online:** This is the fastest way to renew your Medicaid coverage.
  - Visit <https://ssp.benefits.ohio.gov> and make updates to your Ohio Benefits Self Service Portal (SSP) account.
  - If you are a new enrollee, select **Sign Up**.
  - If you are a returning enrollee, select **Log In**.
  - Click the **Access My Benefits** tile, then click **Report a Change to My Case** from the drop-down menu and follow the prompts.



- **In person:** You can bring a copy of your annual review form to a local CDJFS office. To find an office convenient to you, check a list of CDJFS sites at <https://medicaid.ohio.gov/home/update-contact-info/select-county-dropdown> and select your county from the drop-down menu. Fill out your annual review form and **return it before the deadline**.

# Benefits to support you and your baby

AmeriHealth Caritas Ohio has tools available to help you have a healthy, full-term pregnancy. Our Bright Start® program helps you stay healthy when you are pregnant. We also offer a baby bundle to help prepare for your little one's arrival. The program gives information about:

- Eating right
- Taking your prenatal vitamins
- Receiving medical care when you and your growing baby need it
- Staying away from drugs, alcohol, and smoking
- Visiting your dentist so you can keep your gums healthy

**Our Care Managers will work with your doctors to make sure you get the care you need. We can give you information or connect you with other services, like:**

- Food and clothes
- Transportation
- The Women, Infants, and Children (WIC) program
- Domestic violence support
- Breastfeeding
- Home care
- Helping you understand your emotions, such as signs and symptoms of postpartum depression

**The Bright Start Beginnings Bundle includes:**

- Sleep sack and how to create a safe sleep space for your baby
- Pacifier
- Reusable nursing pads
- Baby carrier and healthcare kit
- Board book for baby and activity book for other kids in your home



## **Doula services:**

AmeriHealth Caritas Ohio offers doula services for our pregnant and postpartum members. Doulas must be contracted with AmeriHealth Caritas Ohio to provide coverage through your health plan.

A doula is a trained, non-medical professional who advocates for and supports a person who is pregnant.<sup>1</sup> They can help you before, during, and after childbirth with:

- Information on emotional and physical health
- Resources for labor and postpartum support
- Breastfeeding and lactation guidance

Doulas do not provide medical advice or perform any clinical tasks.

## **Housing stability and flex funding:**

AmeriHealth Caritas Ohio wants our members to have access to safe and affordable housing. This program can help with unplanned housing emergencies to support you and your baby.

You can work with a housing coordinator for up to 12 months and get access to up to \$750 for housing expenses and emergency situations. Funding is based your individual need and may include:

- Application fees
- Security deposits
- Bedding, mattresses, and household cleaning supplies

\* Some restrictions and limitations may apply.

<sup>1</sup> "Doulas," Ohio Board of Nursing, <https://nursing.ohio.gov/licensing-and-certification/types-of-applications/doulas>, accessed April 4, 2025.



## Now is the time to get your well-child visits scheduled for school next year

Plan ahead by scheduling your well-child visits! A well-child visit covers a wide range of health needs, depending on your child's age. These include:

- Vaccines (shots)<sup>1</sup>
  - Different vaccines are given based on a child's age. Babies, children, and teenagers all need vaccines. Vaccines can help protect your child from serious diseases. Ask your child's provider if your child is due for any vaccines.
- A physical exam. The American Academy of Pediatrics recommends that kids:<sup>2</sup>
  - Visit their doctor within the first week after birth and at months: 1, 2, 4, 6, 9, 12, 15, 18, 24, and 30.
  - Get one well-child visit every year from ages 3 to 21.
- Age-appropriate screenings, including vision, hearing, lead screening, cholesterol, blood pressure, and autism
- An emotional health assessment
- For teens, time to talk about topics such as drinking alcohol, using tobacco, drugs, sexual activity, depression, and anxiety

**By scheduling and attending these well visits for infants, children, and young adults, you can earn these rewards on your CARE Card:**

- Ages 0 – 15 months (\$20 per visit, \$120 total)
- Ages 16 – 30 months (one visit, \$30)
- Ages 3 – 11 years (\$30 per year)
- Ages 12 – 21 years (\$50 per year)

<sup>1</sup>"Immunizations," American Academy of Pediatrics (AAP), <https://www.aap.org/en/patient-care/immunizations/?srsltid=AfmBOopTtVqvaTUADzFmKLPzDSP-fXVCnVWW--rTXk7svhNVNMqnuagf>, accessed April 2, 2025.

<sup>2</sup>"AAP Schedule of Well-Child Care Visits," AAP, <https://www.healthychildren.org/English/family-life/health-management/Pages/Well-Child-Care-A-Check-Up-for-Success.aspx>, accessed April 2, 2025.

## Adults need to schedule their visits, too

An important part of preventive healthcare is getting screened and attending your annual well visits. For all adults, regular well visits and age-appropriate health screenings can help improve your health. Check out the following list for your needed visits based on your age:<sup>1,2</sup>

Ages	What	When	All adults
18 and older	Blood pressure	1 time a year	X
18 and older	Breast self-exam	1 time a month	X
18 and older	Dental exam	1 time a year	X
18 and older	Oral self-exam	1 time a year	X
18 and older	Tetanus booster	Every 10 years	X
18 and older	Physical exam	1 time a year	X
18 and older	Skin self-exam	1 time a month	X
30 – 49 50 and older	Electrocardiogram (EKG)	Every 2 years 1 time a year	X
40 and older	Hemoccult test	1 time a year	X
45 and older	Chest X-ray	Ask your primary care provider (PCP)	X
Ask your PCP	Blood test	Ask your PCP	X
Ask your PCP	Colorectal exam	Ask your PCP	X
Ask your PCP	Urinalysis	Ask your PCP	X

Ages	What	When	Women
13 and older	Gynecologist (GYN) for well-woman care	1 time a year	X
16 – 24	Chlamydia screening	1 time a year (ask your PCP or GYN)	X
18 and older	Clinical breast exam	1 time a year	X
21 and older	Pap test	Ask your PCP or GYN	X
50 and older	Mammogram	1 time a year	X
After menopause	Bone mineral density test	Ask your PCP	X
18 and older	Skin self-exam	1 time a month	X

Ages	What	When	Men
18 and older	Diabetic retinal exam (diabetic eye exam)	1 time a year	X
18 and older	Sexually transmitted infection (STI) test	Ask your PCP	X
18 and older	Testicular self-exam	1 time a month	X
55 – 69 (40 – 69 if you are African American and/or have a strong family history of prostate cancer)	Prostate-specific antigen (PSA)	Ask your PCP	X

Sources:

<sup>1</sup>“Health Screenings for Men” (ages 18 to 39, ages 40 to 64, and age 65 and older), MedlinePlus, U.S. National Library of Medicine, [https://web.archive.org/web/20250115012804mp\\_/https://medlineplus.gov/menshealth.html](https://web.archive.org/web/20250115012804mp_/https://medlineplus.gov/menshealth.html), accessed January 14 – 15, 2025.

<sup>2</sup>“Health Screenings for Women” (ages 18 to 34, ages 40 to 64, and age 65 and older),” MedlinePlus, U.S. National Library of Medicine, <https://web.archive.org/web/20241214035520/www.medlineplus.gov/womenshealthcheckup.html>, accessed April 14, 2025.

## Fun in the sun – water safety

Warm weather brings out all the fun when you're staying cool in the pool! Drowning is a leading cause of death in children ages 1 to 4, and a top cause of death in teens, according to the American Academy of Pediatrics. Whether it's a small inflatable pool, a large above-ground pool, an in-ground pool, or a nearby pond, danger is present. Make it a priority to stay informed and teach your children about water safety.



### Here are some safety tips:<sup>1</sup>

- Pools should have a fence surrounding all sides with a locked gate.
- Large inflatable pool toys are very enticing to young children. Keep these out of the water and secured when not in use.
- Only swim where there is a lifeguard on duty.
- Closely supervise children and poor swimmers.
- Swim with a buddy. Always stay with your buddy.
- Enroll in swim lessons for children and adults.
- Avoid substance use when supervising children near water.
- As the supervising adult, avoid distractions.
- Wear a life jacket.
- When your watch is up, make sure another adult will take it on.
- If a mistake happens, it can cost a life. Take a cardiopulmonary resuscitation (CPR) course and keep the skill fresh.

## We have special healthcare programs for you

AmeriHealth Caritas Ohio has special healthcare programs to help you stay healthy at no cost to you. These are interactive: You work directly with a Care Manager to help you get the best services and information for your health needs. No referral required!

### To help our members, we offer the following special healthcare programs:

- Diabetes
- Pregnancy
- Care Coordination
- Complex Care Management (multiple chronic conditions)
- Other special programs (Dental, Food as Medicine, Pain Management, and Vision)

**Your PCP, specialist, or other healthcare provider may also talk to you about becoming a part of a program. To learn more or join up, you can:**

- Call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week. Your PCP can also call Member Services for more information.
- Log in to our member portal at **<https://memberportal.amerhealthcaritasoh.com/apps/userauth/log-in.aspx>**. Go to **Enroll in a Special Program**.



<sup>1</sup>“Drowning Prevention and Water Safety,” American Academy of Pediatrics, <https://www.aap.org/en/patient-care/drowning-prevention-and-water-safety>, accessed April 2, 2025.

## Do you know your rights?

As an AmeriHealth Caritas Ohio member, you have rights and responsibilities. For example, you have the right to:

- Make recommendations about the rights and responsibilities of AmeriHealth Caritas Ohio members.
- Receive all services that AmeriHealth Caritas Ohio must provide.
- Receive all information about AmeriHealth Caritas Ohio's services, practitioners, and providers.
- Be treated with respect and with regard for your dignity and privacy.
- Be sure that your medical record information will be kept private.
- Be given information about your health. This information may also be available to someone who:
  - You have legally approved to have the information
  - You have said should be reached in an emergency when it is not in the best interest of your health to give it to you
- Discuss medically necessary treatment options for your condition(s), no matter the cost or benefit coverage.
- Participate with providers in making decisions relating to your healthcare.
- Be able to take part in decisions about your healthcare as long as the decisions are in your best interest.

### Join the Member and Family Advisory Council and participate in a meeting to get \$25 added to your CARE Card!

These meetings are a great time for you to give us feedback on the programs and services we offer. If you need a ride, call our transportation vendor at **1-833-664-6368**. If you have any questions or want to learn more, visit [www.amerhealthcaritasoh.com/member/eng/rights/advisorycouncil.aspx](http://www.amerhealthcaritasoh.com/member/eng/rights/advisorycouncil.aspx).

## Do you know your responsibilities?

- Give AmeriHealth Caritas Ohio and your doctors all the information they need to provide care.
- Follow your doctor's care instructions and treat your healthcare providers with kindness and respect.
- Learn as much as you can about your health so you can play an active role in your care.

Call Member Services at **1-833-764-7700**

(TTY **1-833-889-6446**), 24 hours a day, seven days a week to ask for a printed version of your rights and responsibilities. We can mail a printed version within five business days at no cost to you. For a full list of your rights and responsibilities, please visit [www.amerhealthcaritasoh.com/member/eng/rights/index.aspx](http://www.amerhealthcaritasoh.com/member/eng/rights/index.aspx).

## Notice of Privacy Practices

Your privacy matters to us! We take great care in making sure we use your personal information correctly and keep it safe. When it comes to your health information, you have the right to:

- Get a copy of your health and claims records.
- Ask us to correct health and claims records.
- Request confidential communications.
- Ask us to limit the information we share.
- Get a list of those with whom we've shared your information.
- Get a copy of this privacy notice.
- Choose someone to act for you.
- File a complaint if you believe your privacy rights have been violated.

You can file a complaint if you feel we have violated your rights. To do so, call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

### Discrimination is Against the Law

AmeriHealth Caritas Ohio 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 characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). AmeriHealth Caritas Ohio does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas Ohio provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.). AmeriHealth Caritas Ohio provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact AmeriHealth Caritas Ohio Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas 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 the Civil Rights Coordinator by mail, phone, or online.

Mail: AmeriHealth Caritas Ohio  
Attn: Civil Rights Coordinator  
P.O. Box 7133  
London, KY 40742

Phone: **1-833-764-7700 (TTY 1-833-889-6446)**

Online: <https://apps.amerhealthcaritasoh.com/securecontact/index.aspx>

If you need help filing the grievance, the AmeriHealth Caritas 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

Mail: U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Phone: **1-800-368-1019 (TDD 1-800-537-7697)**

Online: [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html)

This notice is also available at AmeriHealth Caritas Ohio's website [www.amerhealthcaritasoh.com](http://www.amerhealthcaritasoh.com).

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AmeriHealth Caritas Ohio is committed to maintaining the privacy and security of the personal information of its plan members. Read more on our privacy practices at [www.amerhealthcaritasoh.com/privacy-notice.aspx](http://www.amerhealthcaritasoh.com/privacy-notice.aspx)

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## Multi-language interpreter services



If you have a problem reading or understanding this information or any other AmeriHealth Caritas Ohio information, please contact our Member Services toll-free at 1-833-764-7700 (TTY 1-833-889-6446), 24 hours a day, seven days a week for help at no cost (free) to you. Call if you would like:

- Oral interpretation, oral translation
- Auxiliary aids and services
- Written information in your non-English primary language
- Written information in other formats, such as braille or large print

**English ATTENTION:** If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-764-7700** (TTY **1-833-889-6446**).

**Spanish ATENCIÓN:** Si habla español, tiene a su disposición servicios de asistencia lingüística sin cargo. Llame al **1-833-764-7700** (TTY **1-833-889-6446**).

**Haitian French Creole ATANSYON:** Si w pale kreyòl ayisyen, genyen sèvis pou ede w nan lang pa w ki disponib gratis pou ou. Rele nan **1-833-764-7700** (TTY **1-833-889-6446**).

**Ukrainian УВАГА:** Якщо ви говорите українською мовою, ви маєте право на безкоштовні мовні послуги. Телефонуйте за номером **1-833-764-7700** (TTY **1-833-889-6446**).

**Nepali/Nepalese (Nepal) ध्यान दिनुहोस्:** यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका निम्ति भाषासम्बन्धी सहयोग सेवाहरू नि:शुल्क रूपमा उपलब्ध हुन्छन् । **1-833-764-7700** (TTY **1-833-889-6446**) मा फोन गर्नुहोस् ।

### Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجاناً. اتصل بالرقم **1-833-764-7700** (TTY **1-833-889-6446**).

**Somali FIIRO GAAR AH:** Haddii aadan ku hadlin Af-Soomaali, adeegyada caawimaada luqadda oo bilaash ah, ayaa diyaar kuu ah. Wac **1-833-764-7700** (TTY **1-833-889-6446**).

**Russian ВНИМАНИЕ:** если вы говорите по-русски, в вашем распоряжении бесплатные услуги переводчика. Позвоните по тел. **1-833-764-7700** (TTY **1-833-889-6446**).

**Swahili TAHADHARI:** Ikiwa huzungumzi Kiswahili, utapokea huduma za usaidizi wa lugha, bila malipo. Piga simu kupitia **1-833-764-7700** (TTY **1-833-889-6446**).

**French ATTENTION :** Si vous parlez français, des services d'aide linguistique sont mis à votre disposition gratuitement. Appelez-nous au **1-833-764-7700** (TTY **1-833-889-6446**).

**Kinyarwanda (Burundi) MENYA NEZA:** Nimba uvuga Ikirundi (Burundi), ama seruvise afasha mu vy'indimi, atangwa ku buntu, arahari ku bwanyu. Hamagara kuri **1-833-764-7700** (TTY **1-833-889-6446**).

**Uzbek (Uzbekistan) DIQQAT:** Agar ingliz tilida gapirmasangiz, siz uchun bepul til yordam xizmatlari mavjud. **1-833-764-7700** (TTY **1-833-889-6446**) ga qo'ng'iroq qiling.

### Pashtu (Afghanistan)

توجه: که تاسې په پښتو ژبه غږېږئ، د ژبې د مرستې وړیا خدمتونه ستاسې لپاره موجود دي. دې **1-833-764-7700** (TTY **1-833-889-6446**) شمېرې ته زنگ ووهئ.

**Vietnamese CHÚ Ý:** Nếu quý vị nói Tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi **1-833-764-7700** (TTY **1-833-889-6446**).

**Tigrinya ኣስተውዕል :-** ቋንቋ ትግርኛ ዘይትዘረብ ኣንተደኣ ሽንካ ብናጻ ዝወሃብ ኣገልግሎት ሓገዝ ንዓኻ ክፋት እዩ። ናብ **1-833-764-7700** (TTY **1-833-889-6446**) ደውል።

### Dari (Afghanistan)

توجه: اگر به لسان افغانی گپ میزنید، خدمات مساعدت لسانی به صورت رایگان به شما ارائه میشود. با نمبر **1-833-764-7700** (TTY **1-833-889-6446**) به تماس شوید.



## Important phone numbers to save:

- **Member Services: 1-833-764-7700 (TTY 1-833-889-6446)**  
Call to answer questions about your benefits. They can help you find a doctor, schedule visits, schedule a ride, and more.
- **Nurse Call Line: 1-833-625-6446 (TTY 1-833-889-6446)**  
Call to speak with a nurse if you need health advice when your doctor is not available.
- **Transportation: 1-833-664-6368**  
Call to schedule, cancel, or manage a ride.
- **Behavioral Health Support: 1-800-720-9616**  
Call the Ohio CareLine to confidentially speak with a behavioral health professional.
- **Suicide & Crisis Lifeline: 988**  
Call, text, or chat to receive free and confidential support for people in distress, and prevention and crisis resources for you or your loved ones.
- **If you are in danger or need immediate medical attention, call 911.**

### We want to stay connected!

Is your contact information up to date? Let us know! To update your contact information, call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week.