

# Transition Coverage Request

*Personal and confidential*

ECHS Category - TCRF

## Applies to:

**JPMC Medical Plan administered by Aetna**



Here's the form you requested for transition-of-care coverage from Aetna. If we approve your request, Aetna will cover ongoing care at the in-network benefit level from

- An out-of-network doctor
- A doctor whose network status has changed
- Certain other health care providers who have treated you

Once we review your completed form, we'll send you a letter explaining our decision.

### **Some things you should know about transition-of-care coverage**

You'll find answers to commonly asked questions about transition-of-care coverage on the other side of this form. You should read them before filling out this form.

Transition-of-care coverage does not apply if your provider is in Aetna's network (participating). The online provider search directory is found on the Aetna webpage. It can tell you if your doctor is in the network or help you find a participating provider for your Aetna plan at **My Health > Benefits Enrollment > go to Aetna site**. You can also call us at the phone number on your ID card.

### **How to complete the form and get it to us**

**Step 1:** Fill out these sections:

1. Section 1 (Group or employer information).
2. Section 2 (Subscriber and patient information): Plan information is on the front of your ID card. If you don't yet have your Aetna ID card, you can access your ID cards on the Aetna member website, login and select the "View Member ID cards" link under the Plans section on the left. You may also call Member Services at [1-800-468-1266](tel:1-800-468-1266) for assistance.
3. Section 3 (Authorization): Read the authorization, then sign and date the form.
4. (Misrepresentation): NY residents please sign and date **page 6**.

**Step 2:** Give the form to the **doctor/health care provider** to complete **Section 4 on page 4**, including the diagnostic and treatment information requested on **page 5**.

**Step 3:** **Fax** the completed form to us for review. You should complete one form for each health care provider.

**Fax medical requests to [1-860-754-2609](tel:1-860-754-2609) or**

**Mail medical request to: 699 South Keeneland Dr. Richmond, KY 40475-3235, or  
7777 Market Center Ave., Suite E, El Paso, TX 79912-8411**

**Phone: [\(915\) 877-7032](tel:915-877-7032) (Needed for UPS shipping)**

**Or send via email to: [Aetna-JPMC@aetna.com](mailto:Aetna-JPMC@aetna.com)**

**Fax mental health/substance abuse requests to [1-888-463-1309](tel:1-888-463-1309)**

**Be sure to complete all fields on pages 4 and 6. *Your request will be answered faster that way.***

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services on behalf of its affiliates.

# Transition-of-care coverage questions and answers

## Q. What is transition-of-care (TOC) coverage?

### • For new members:

TOC coverage is temporary. You can get TOC when you become a new member of a medical benefits plan or change your plan, and you are being treated by a doctor who:

- Is not in the plan's network

TOC coverage can also apply when your doctor leaves the plan's network or changes network status or if certain laws or regulations require coverage. Approved TOC coverage allows a member who is receiving treatment to continue the treatment **for a limited time** at the highest plan benefits level.

TOC coverage is only for the requested doctor. If you want to request coverage for a vendor or facility outside the plan's network, call the Member Services phone number on your ID card.

### • For existing members:

TOC coverage can also apply when your doctor or facility leaves the plan's network or changes network status or if certain laws or regulations require coverage. Approved TOC coverage allows a member who is receiving treatment to continue the treatment **for a limited time** at the highest plan benefits level.

If you want to request coverage for a vendor or facility outside the plan's network, call the Member Services phone number on your ID card.

## Q. What is an active course of treatment?

A. An active course of treatment means you have begun a program of planned services with your doctor to correct or treat a diagnosed condition. The start date is the first date of service or treatment. An active course of treatment covers a certain number of services or period of treatment for special situations. Some active course-of-treatment examples may include, but are not limited to members who:

- Are pregnant and has begun a course of treatment (including prenatal care) for the pregnancy from the obstetrician (OB) or facility.
- Are undergoing a course of treatment for a serious and complex condition from the provider or facility, such as chemotherapy or radiation therapy.
- Are or was determined to be terminally ill (if the individual has a medical prognosis that the individual's life expectancy is 6 months or less) and is receiving treatment for such illness from such provider or facility.
- Need more than one surgery, such as cleft palate repair.
- Have recently had surgery.
- Are being treated for a mental illness or for substance abuse. (The member must have had at least one treatment session within 30 days before the status of the member or the participating health care provider changed.)
- Have an ongoing or disabling condition that suddenly gets worse.
- May need or have had an organ or bone marrow transplant.
- Are scheduled to undergo non-elective surgery from the provider, including receipt of postoperative care from such provider or facility with respect to such a surgery.

To be considered for TOC coverage, treatment must have started **before** the enrollment or re-enrollment date, or **before** the date your doctor or facility left the health plan's network, or **before** the date a doctor's or facility's network status **changed**.

## Q. Do I need to complete a form for each provider that I am requesting TOC for?

A. Yes, a separate form is required for each provider.

## Q. What other types of providers, besides doctors, can be considered for TOC coverage?

A. This includes health care professionals such as physical therapists, occupational therapists, speech therapists and agencies that provide skilled home care services, such as visiting nurses. TOC is considered for participating hospitals when the facility is not designated for the highest benefit level for plans that include tiered networks or when a participating facility terminates from the network.

## Q. If I am currently receiving treatment from my doctor, why wouldn't you approve my request for TOC coverage?

A. To be approved for TOC, the procedure or service must be a covered benefit under the terms of your plan. **For providers that leave the network:** As part of the Federal No Surprises Act, your doctor must accept the terms outlined on the TOC request form.

## Q. My PCP is no longer a participating provider. If my plan requires me to select a PCP, can I still see my doctor?

A. If you're receiving treatment, you may still be able to visit your PCP, even if he/she leaves the network.

## Q. How long does TOC coverage last?

A. Usually, TOC coverage lasts 90 days, but this may vary based on your condition (for example, pregnancy). We will tell you if your TOC coverage request is approved and how long the coverage will last.

**Q. How do I sign up for TOC coverage?**

**A.** Contact the Member Services number on your member ID card. You must submit a TOC request form to the health plan:

- Within 180 days of when you enroll or re-enroll
- Within 180 days of the date the health care provider left the plan's network or within 180 days from the date on the letter notifying you of the change
- Within 180 days of a doctor's network status change

You or your doctor can send in the request form.

**Q. What if I have more questions about TOC coverage?**

**A.** Call the Member Services phone number on your ID card. If you have questions about TOC mental health services, you can call the Member Services phone number on your ID card or, if listed, the mental health or behavioral health number.

**Q. How will I know if my request for TOC coverage is approved?**

**A.** We will make a decision after we receive your request. We will send you a letter via U.S. mail. The letter will say whether or not you are approved.

**Disclaimers**

The availability of Transition of Care coverage does not guarantee that a treatment is medically necessary. Nor does it constitute pre-certification of medical services to be provided. Depending on the actual request, a medical necessity determination and formal pre-certification may still be required for a service to be covered.

# Transition Coverage Request

## Personal and confidential

ECHS Category - TCRF

☐ Medical ☐ Mental health/substance abuse

Please indicate above whether this request is for medical treatment or mental health/substance abuse treatment.

### 1. Group or employer information (Note: Complete a separate form for each member and/or provider.)

|                                         |                        |                     |
|-----------------------------------------|------------------------|---------------------|
| Group or employer's name (please print) | Plan control number(s) | Plan effective date |
| JPMorgan Chase & Co.                    |                        |                     |

### 2. Subscriber and patient information

|                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                 |                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------|
| Subscriber's name (please print)                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                 | Subscriber's ID number |
| Subscriber's address (please print)                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                 |                        |
| Patient's name (please print)                                                                                                                                                                                                                                                                                                                                                                                       | Birthdate (MM/DD/YYYY)                                                                          | Telephone number       |
| Patient's address (please print)                                                                                                                                                                                                                                                                                                                                                                                    | Plan type/product                                                                               |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                     | Telephone number for patient/subscriber submitting request<br>(Business hours, 9 a.m. – 5 p.m.) |                        |
| Request for Transition of Care due to:<br><b>New member:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Provider termination:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If provider termination,</b> please provide the date of the letter notifying you of the provider terminating from the network and include a copy of the letter with the completed form. (MM/DD/YYYY) |                                                                                                 |                        |

### 3. Authorization

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| I request approval for coverage of ongoing care from the health care provider named below for treatment started before my effective date with Aetna, or before the end of the provider's contract with the Aetna network, or before the provider's network status change. If approved, I understand that the authorization for coverage of services stated below will be valid for a certain period of time. I give permission for the health care provider to send any needed medical information and/or records to Aetna so a decision can be made. |                   |
| Patient's signature (required if patient is age 17 or older)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Date (MM/DD/YYYY) |
| Parent's signature (required if patient is age 16 or younger)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date (MM/DD/YYYY) |

### 4. Provider information (Note: Provide all specific information to avoid delay in the processing of this request.)

|                                                                                 |                   |
|---------------------------------------------------------------------------------|-------------------|
| Name of treating doctor or other health care provider (Please print)            | Tax ID number     |
| Service Address of treating doctor or other health care provider (Please print) |                   |
| Contact name of office personnel to call with questions                         | Telephone number  |
| Signature of treating doctor or other health care provider                      | Date (MM/DD/YYYY) |

The above-named patient is a member as of the effective date indicated above. We understand you are not or soon will not be a participating provider in Aetna's network. The patient has asked that we cover your care for a specific time period. This is because of a condition, such as pregnancy, that is considered an active course of treatment. An active course of treatment is defined as: "A program of planned services starting on the date the provider first renders a service to correct or treat the diagnosed condition and covering a defined number of services or period of treatment and includes a qualifying situation." Please include a brief statement of the patient's current condition and treatment plan. For pregnancies, please indicate the estimated date of confinement (EDC). If we approve this request, you agree:

- To provide the patient's treatment and follow-up
- Not to seek more payment from this patient other than the patient responsibility under the patient's plan of benefits (for example, patient's copayment, deductibles or other out-of-pocket requirements)
- To share information on the patient's treatment with us

You also agree to use Aetna's network for any referrals, lab work or hospitalizations for services not part of the requested treatment. The provider completing the form may not be leaving the network, but may request continuing care to be provided by a hospital that is leaving the network.

# Transition Coverage Request

ECBS Category - TCRF

## Personal and confidential

Patient's name (please print)

Birthdate (MM/DD/YYYY)

**Provider: Please complete the diagnostic and treatment information below describing the active course of treatment and attach all clinical documentation to support this request.**

### ONCOLOGY

Are you in a current course of active treatment (Reconstruction Surgery, Radiation Therapy, Immunotherapy, Targeted Agents, **OR** Chemotherapy) for Cancer with treatment initiated in the last 90 days?

☐ Yes ☐ No Name of drug: \_\_\_\_\_ DX and description: \_\_\_\_\_

Expected length of treatment: \_\_\_\_\_ Visit and next Visit Dates: (mm/dd/yyyy): \_\_\_\_\_

#### Diagnostic and CPT/HCPCS Codes

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

### INTRAVENOUS THERAPY COURSE OF TREATMENT REQUEST

Is the member currently receiving intravenous therapy for Antibiotics, **OR** Hyperalimentation/Total Parenteral Nutrition?

☐ Yes ☐ No Treatment Start Date: (mm/dd/yyyy): \_\_\_\_\_ and Expected End Date: (mm/dd/yyyy): \_\_\_\_\_

#### Diagnostic and CPT/HCPCS Codes

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

### SURGICAL FOLLOW-UP REQUEST (POST-OP)

Is this a follow-up with a Surgeon's office and is the member within the 90 days post-operative period **OR** has the member started a series of surgical procedures to correct the same condition?

☐ Yes ☐ No Date of Surgery: (mm/dd/yyyy): \_\_\_\_\_

#### Diagnostic and CPT/HCPCS Codes

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

### OBSTETRICAL REQUEST

Is the member pregnant and has completed her first visit with an Obstetrician (OB) office?

☐ Yes ☐ No First OB Visit: (mm/dd/yyyy): \_\_\_\_\_ Expected Date of Delivery: (mm/dd/yyyy): \_\_\_\_\_

#### Diagnostic and CPT/HCPCS Codes

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

### OTHER REQUESTS

Is the member currently in an active course of treatment?

Type of treatment: \_\_\_\_\_

Treatment Start Date: (mm/dd/yyyy): \_\_\_\_\_ Last Date of Treatment: (mm/dd/yyyy): \_\_\_\_\_

#### Diagnostic and CPT/HCPCS Codes

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

**DX:** \_\_\_\_\_ **CPT/HCPCS:** \_\_\_\_\_

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights

Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512

(CA HMO customers: PO Box 24030 Fresno, CA 93779),

[1-800-648-7817](tel:1-800-648-7817), TTY: [711](tel:711),

Fax: [859-425-3379](tel:859-425-3379) (CA HMO customers: [860-262-7705](tel:860-262-7705)), [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at [1-800-368-1019](tel:1-800-368-1019), [800-537-7697](tel:800-537-7697) (TDD).

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| English                 | To access language services at no cost to you, call the number on your ID card.                                                      |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Albanian                | Për shërbime përkthimi falas për ju, telefononi në numrin që gjendet në kartën tuaj të identitetit.                                  |
| Amharic                 | የቋንቋ አገልግሎቶችን ያለክፍያ ለማግኘት፣ በመታወቂያዎች ላይ ያለውን ቁጥር ይደውሉ።                                                                                |
| Arabic                  | للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.                                         |
| Armenian                | Ձեր նախընտրած լեզվով ավելճար խորհրդատվություն ստանալու համար գանգահարեք ձեր բժշկական ապահովագրության քարտի վրա նշված հեռախոսահամարով |
| Bantu-Kirundi           | Kugira uronke serivisi z'indimi ata kiguzi, hamagara inomero iri ku karangamuntu kawe                                                |
| Bengali                 | আপনাকে বিনামূল্যে ভাষা পরিষেবা পেতে হলে আপনার পরিচয়পত্রে দেওয়া নম্বরে টেলিফোন করুন।                                                |
| Burmese                 | သင့်အနေဖြင့် အခကြေးငွေ မပေးရဲဘဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။            |
| Catalan                 | Per accedir a serveis lingüístics sense cap cost per a vostè, telefoni al número indicat a la seva targeta d’identificació.          |
| Cebuano                 | Aron maakses ang mga serbisyo sa lengguwahe nga wala kay bayran, tawagi ang numero nga anaa sa imong kard sa ID.                     |
| Chamorro                | Para un hago' i setbision lengguañhi ni dibåtde para hàgu, àgang i numiru gi iyo-mu kard aidentifikasion.                            |
| Cherokee                | ᄆᄃᄗᄇ ᄅᄚᄏᄃᄗᄇ ᄐᄚᄔᄕᄒᄕ ᄑ ᄆᄒᄗᄇ ᄕᄒᄒᄕᄒᄕ ᄙᄚ, ᄓᄒᄃᄒᄔᄚ ᄐᄗᄚ ᄕᄒᄗᄇ ᄒᄔᄔᄒᄔ ᄒᄔᄒᄔ ᄕᄒᄒᄔ ᄕᄒᄒᄔ ᄕᄒᄒᄔ.                                                      |
| Chinese Traditional     | 如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼                                                                                                         |
| Choctaw                 | Anumpa tosholi i toksvli ya peh pillá ho ish i payahinla kv́t chi holisso kallo iskitini holhtena takanli ma i payah                 |
| Chuukese                | Ren omw kopwe angei anininisin eman chon awewei (ese kamé), kopwe kééri ewe nampa mei mak won noum ena katen ID                      |
| Cushitic-Oromo          | Tajaajiiloota afaanii gatii bilisaa ati argaachuuf,lakkoofsa fuula waraaqaa eenyummaa (ID) kee irraa jiruun bilbili.                 |
| Dutch                   | Voor gratis taaldiensten, bel het nummer op uw ziekteverzekeringskaart.                                                              |
| French                  | Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.         |
| French Creole (Haitian) | Pou ou jwenn sèvis gratis nan lang ou, rele nimewo telefòn ki sou kat idantifikasyon asirans sante ou.                               |
| German                  | Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.                    |
| Greek                   | Για πρόσβαση στις υπηρεσίες γλώσσας χωρίς χρέωση, καλέστε τον αριθμό στην κάρτα ασφάλισής σας.                                       |
| Gujarati                | તમારે કોઈ પણ જાતના ખર્ચ વિના ભાષા સેવાઓ મેળવવા માટે, તમારા આઇડી કાર્ડ પર રહેલ નંબર પર કોલ કરવો.                                      |
| Hawaiian                | No ka wala‘au ‘ana me ka lawelawe ‘ōlelo e kahea aku i ka helu kelepona ma kāu kāleka ID. Kāki ‘ole ‘ia kēia kōkua nei.              |
| Hindi                   | बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, अपने आईडी कार्ड पर दिए नंबर पर कॉल करें।                                         |

|                      |                                                                                                                                                                 |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hmong                | Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.                                                            |
| Igbo                 | Inweta enyemaka asụsụ na akwughi ụgwọ obula, kpọọ nomba nọ na kaadi njirimara gi                                                                                |
| Ilocano              | Tapno maakses dagiti serbisio ti pagsasao nga awanan ti bayadna, awagan ti numero nga adda ayan ti ID kardmo.                                                   |
| Indonesian           | Untuk mengakses layanan bahasa tanpa dikenakan biaya, silakan hubungi nomor telepon di kartu asuransi Anda.                                                     |
| Italian              | Per accedere ai servizi linguistici senza alcun costo per lei, chiami il numero sulla tessera identificativa.                                                   |
| Japanese             | 無料の言語サービスは、IDカードにある番号にお電話ください。                                                                                                                                  |
| Karen                | လၢတၢ်ကမၤကျိၣ်တၢ်မၤစၢ်အတၢ်ဖံးတၢ်မၤတဖၣ်<br>လၢတၢ်အိၣ်ဒီးအပူၤလၢတၢ်ကတၢၢ်အိၣ်အိၣ်ကိးဘၣ်လိတံၢ်နီၣ်လၢတၢ်အိၣ်လၢတၢ်နီၣ် ၁ (၅၅)<br>အလီၤတက့ၢ်ၤ                              |
| Korean               | 무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.                                                                                                                   |
| Kru-Bassa            | I nyuu kosna mahola ni language services ngui nsaa wogui wo, sebel i nsinga i ye ntilga i kat yong matibla                                                      |
| Kurdish              | بۆ دەستگیراکەشتن بە خزمەتگوزاری زمان بەبێ تێچوون بۆ تۆ، پەیوەندی بکە بە ژمارەی سەر ئای دی (ID) کارتێ خۆت.                                                       |
| Lao                  | ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.                                                                                      |
| Marathi              | आपल्याला कोणत्याही शुल्काशिवाय भाषा सेवांपर्यंत पोहोचण्यासाठी, आपल्या ID कार्डवरील क्रमांकावर फोन करा.                                                          |
| Marshallese          | Ñan bōk jipan kōn kajin ilo an ejjelōk wōñean ñan kwe, kwōn kallok nōm̃ba eo ilo kaat in ID eo am̃.                                                             |
| Micronesian-Ponapean | Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih nempe nan amhw doaropwe en ID.                                                                      |
| Mon-Khmer, Cambodian | ដើម្បីទទួលបានសេវាកម្មភាសាដែលឥតគិតថ្លៃសម្រាប់លោកអ្នក<br>សូមហៅទូរសព្ទទៅកាន់លេខដែលមាននៅលើប័ណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក។                                             |
| Navajo               | T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó naaltsoos bee atah nílįigo nanitinígíí bee néého'dółzinígíí béésh bee hane'í biká'ígíí áají' hólne'.  |
| Nepali               | भाषासम्बन्धी सेवाहरूमाथि निःशुल्क पहुँच राख्न आफ्नो कार्डमा रहेको नम्बरमा कल गर्नुहोस्।                                                                         |
| Nilotic-Dinka        | Të koor yin ran de wëër de thokic ke cîn wëu kōr keek tēnōy yin. Ke yin cōl ran ye koc kuony në namba de abac tō në ID kard duōn de tīt de nyin de panakim kōu. |
| Norwegian            | For tilgang til kostnadsfri språktjenester, ring nummeret på ID-kortet ditt.                                                                                    |
| Pennsylvanian-Dutch  | Um Schprooch Services zu griegie mitaus Koscht, ruff die Nummer uff dei ID Kaart.                                                                               |
| Persian Farsi        | برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.                                                                     |
| Polish               | Aby uzyskać dostęp do bezpłatnych usług językowych, należy zadzwonić pod numer podany na karcie identyfikacyjnej.                                               |
| Portuguese           | Para aceder aos serviços linguísticos gratuitamente, ligue para o número indicado no seu cartão de identificação.                                               |

