



**STATE OF FLORIDA
AGENCY FOR HEALTH CARE ADMINISTRATION
OFFICE OF FAIR HEARINGS**

FILED

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OFFICE OF FAIR HEARINGS

[Redacted]

PETITIONER,

AHCA Case No.: 23-FH1773

vs.

**AGENCY FOR HEALTH CARE
ADMINISTRATION,**

RESPONDENT.

_____ /

FINAL ORDER

Pursuant to notice, the undersigned convened a telephonic Fair Hearing on the instant case on October 20, 2023, at 10:00 a.m. Eastern Standard Time (“EST”).

APPEARANCES

For the Petitioner:

[Redacted]

Petitioner’s Authorized Representative

For the Respondent:

Doris Rivera
Medical/Health Care Program Analyst
Agency for Health Care Administration

STATEMENT OF ISSUE

The issue is whether Respondent proved by a preponderance of the evidence that Respondent’s decision to terminate Petitioner’s prescribed pediatric extended care (“PPEC”) services was correct.

PRELIMINARY STATEMENT

All parties and witnesses appeared telephonically. Petitioner's Authorized Representative and Director of Nursing at [REDACTED] appeared for Fair Hearing to provide testimony on behalf of Petitioner.

Doris Rivera, Medical/Health Care Program Analyst and Fair Hearing Liaison for the Agency for Health Care Administration ("Agency" or "AHCA"), appeared for the Fair Hearing as representative for Respondent. Rakesh Mittal, M.D. ("Dr. Mittal"), Physician Consultant for eQHealth Solutions Florida ("eQHealth") and Kepro, appeared for Fair Hearing as a witness for Respondent.

Petitioner did not introduce any exhibits at the hearing. Prior to the hearing, Respondent sent to the Office of Fair Hearings and Petitioner a three hundred and thirty (330)-page evidence packet and a forty-six (46)-page evidence packet. The three hundred and thirty (330)-page packet appears in the Office of Fair Hearings document management system as the file titles "[REDACTED] FH 08.30.2023 1-77.pdf," "[REDACTED] FH 08.30.2023 78-104.pdf," "[REDACTED] FH 08.30.2023 105-128.pdf," "[REDACTED] FH 08.30.2023 129-155.pdf," "[REDACTED] FH 08.30.2023 156-181.pdf," "[REDACTED] FH 08.30.2023 182-210.pdf," "[REDACTED] FH 08.30.2023 211-236.pdf," "[REDACTED] FH 08.30.2023 237-262.pdf," "[REDACTED] FH 08.30.2023 263-295.pdf," and "[REDACTED] FH 08.30.2023 296-330.pdf." The forty-six (46)-page evidence packet appears in the Office of Fair Hearings document management system as the file title "23-FH1773 PPEC AHCA AGENCY PKT.pdf." Absent an objection from the Petitioner, the undersigned admitted the three hundred and thirty (330)-page evidence packet into evidence as Respondent's Composite Exhibit 1 ("RCE 1") and the forty-six (46)-page evidence packet into evidence as Respondent's Composite Exhibit 2 ("RCE 2").

FINDINGS OF FACT

1. Petitioner receives Medicaid services on a fee-for-service basis from the Agency. eQHealth is a Quality Improvement Organization contracted by the Agency to review prior authorization requests for services. See RCE 2 at page 2.

2. Petitioner is [REDACTED]. See RCE 1 at page 16. Petitioner’s medical history include

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. *Id.* at 16, 17, 56, 296-299. Petitioner weighs approximately [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3. Petitioner is prescribed the following medications: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] *Id.* at 18, 20-21, 58, 297,

305-306. Petitioner’s Medication Administration Record (“MAR”) indicates that, for the month of March 2023, [REDACTED]

[REDACTED] all other medications were administered at home. *Id.*

Petitioner has not had any hospitalizations in the last six months, nor any emergency room (“ER”) visits. *Id.* at 21, 61.

4. Petitioner requested continuation of PPEC services for the certification period of April 9, 2023, to October 5, 2023, specifically, 624 units of code T1026 (partial day services) and 156 units of code T1025 (full day services). In a Notice of Outcome (“NOO”), dated April 10, 2023, Respondent terminated all units. *Id.* at 27-39. The NOO explained the basis for the termination as follows:

[T]he requested services are not medically necessary under the following standard(s):

Individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the patient’s needs. Reflective of the level of services that can be safely furnished, and for which no equally effective and more conservation or less costly treatment is available statewide.

The NOO further provided:

Submitted information does not support the medical necessity for requested services.

Clinical Rationale for Decision: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]. Nursing needs consist of daily/PRN meds and nebs and monitoring.

...
Id. at 27-28.

5. On July 19, 2023, Petitioner requested a Fair Hearing to challenge the termination of PPEC services. On August 7, 2023, the undersigned issued an Order Scheduling Fair Hearing and Prehearing Instructions (“Scheduling Order”), setting the hearing for August 30, 2023, at 10:00 a.m. EST. On August 29, 2023, the undersigned issued a Sua sponte Order of Continuance and Second Scheduling Order, setting the hearing for September 20, 2023, at 10:00 a.m. EST. Petitioner did not appear for the hearing. Per Petitioner’s request, on September 27, 2023, the undersigned issued a Third Scheduling Order setting the hearing for October 20, 2023, at 10:00 a.m. EST.

6. Dr. Mittal is the Physician Consultant for eQHealth. Dr. Mittal established the following at Fair Hearing:

- a. eQHealth uses nurses and physicians to review plans in accordance with the medical necessity guidelines established by AHCA. The reviewers considered Petitioner’s multiple medical conditions, list of prescribed medications, and the PPEC provider’s notes and determined that Petitioner did not meet the medical necessity requirements for daily skilled nursing services. See ¶ 2-4.
- b. Regarding Petitioner’s medications, Dr. Mittal asserts that for those prescribed once or twice daily they can be given at home, and the remaining are prescribed only when required. See ¶ 3.
- c. Dr. Mittal points out that no reason was provided for the [REDACTED] [REDACTED] at PPEC. *Id.* at 324. Dr. Mittal explains that in [REDACTED] medical opinion, [REDACTED]

[REDACTED]

[REDACTED] *Id.*

d. Dr. Mittal notes that [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

e. Dr. Mittal argues that no daily skilled nursing duties are described in the PPEC

Physician Plan of Care, nor any mention of aspiration, choking, or gagging. *Id.* at

298-301. Dr. Mittal contends that due to Petitioner’s multiple diagnoses, [REDACTED]

[REDACTED] but the Plan of Care does not detail skilled

nursing needs. *Id.*

f. In Dr. Mittal’s medical opinion, the submitted medical records with listings of past

hospitalizations dating back [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED], Dr. Mittal contends

that these summary notes are not remarkable. *Id.* at 308-321.

g. Based on the multidisciplinary team meeting held on May 2, 2023, Petitioner is

[REDACTED]. *Id.* at 325-328. Dr. Mittal points out that the notes do

not include a rationale to show skilled nursing needs for [REDACTED]. *Id.*

7. Mr. Vargas is the Director of Nursing at Glory to God PPEC, Petitioner's PPEC provider.

Mr. Vargas testified to the following at Fair Hearing:

- a. At PPEC, Petitioner's medications are prescribed as needed and are provided at the parent's request. The nursing staff administer [REDACTED]
[REDACTED]
- b. The nursing staff have an obligation to assess Petitioner and provide services such as [REDACTED]
[REDACTED], which Petitioner would not get at a traditional center.

CONCLUSIONS OF LAW

8. The Agency's Office of Fair Hearings has jurisdiction over the subject matter of this proceeding and the parties pursuant to section 409.285(2), Florida Statutes (2019). This order is the final administrative decision of AHCA under section 409.285(2)(a).

9. This hearing was held as a *de novo* proceeding pursuant to Fla. Admin. Code R. 59G-1.100(17)(b).

10. Because Respondent terminated a previously approved service, Fla. Admin. Code R. 59G-1.100(17)(g) assigns the burden of proof to the Respondent. The standard of proof in an administrative hearing is a preponderance of the evidence. The preponderance of the evidence standard requires proof by "the greater weight of the evidence" (Black's Law Dictionary at 1201, 7th Ed.)

11. The Florida Medicaid Prescribed Pediatric Extended Care Services Coverage Policy (February 2018) ("PPEC Policy"), incorporated by reference in Fla. Admin. Code. R. 59G-4.260, governs PPEC services available under Florida Medicaid. The PPEC Policy provides as follows:

1.0 Introduction

1.1 Description

Florida Medicaid prescribed pediatric extended care (PPEC) services provide skilled nursing supervision and therapeutic interventions in a non-residential setting to medically dependent or technologically dependent recipients.

...

1.3.7 Medically Necessary/Medical Necessity

As defined in Rule 59G-1.010, F.A.C.

...

2.0 Eligible Recipient

...

2.2 Who Can Receive

Florida Medicaid recipients under the age of 21 years requiring medically necessary PPEC services and who:

- Require continuous therapeutic interventions or skilled nursing supervision, as described in section 400.902, F.S., and in Rule 59A-13.007, F.A.C.
- Are determined stable by a physician and who are not a threat to self or others

...

4.0 Coverage Information

4.1 General Criteria

Florida Medicaid covers services that meet all of the following:

- Are determined medically necessary
- Do not duplicate another service
- Meet the criteria as specified in this policy

4.2 Specific Criteria

Florida Medicaid covers PPEC services provided in accordance with section 400.902, F.S., the applicable Florida Medicaid fee schedule, or as specified in this policy, on a full or partial day basis. Services must include the following at a minimum:

- Caregiver training
- Developmental therapies
- An appropriate escort for travel to and from the PPEC when Florida Medicaid non-emergency transportation is provided
- Medical services
- Nursing services
- Personal care services
- Psychosocial services
- Respiratory therapy services

The PPEC day begins when the recipient arrives at the PPEC or is picked up for escorted transportation to the PPEC.

The PPEC day ends when the recipient departs from the PPEC for the day or is returned home by escorted transportation from the PPEC.

...

4.3 Early and Periodic Screening, Diagnosis, and Treatment

As required by federal law, Florida Medicaid provides services to eligible recipients under the age of 21 years, if such services are medically necessary to correct or ameliorate a defect, a condition, or a physical or mental illness. Included are diagnostic services, treatment, equipment, supplies, and other measures described in sectioned 1905(a) of the Social Security Act, codified in Title 42 of the United States Code 1396d(a). As such, services for recipients under the age of 21 years exceeding the coverage described within this policy or the associated fee schedule may be approved, if medically necessary. For more information, please refer to Florida Medicaid's General Policies on authorization requirements.

...

5.0 Exclusion

5.1 General Non-Covered Criteria

Services related to this policy are not covered when any of the following apply:

- The service does not meet the medical necessity criteria listed in section 1.0
- The recipient does not meet the eligibility requirements listed in section 2.0
- The service unnecessarily duplicates another provider's service

5.2 Specific Non-Covered Criteria

Florida Medicaid does not cover the following as part of this service benefit:

- A full day and a partial day of PPEC services on the same date of service, for the same recipient
- Early intervention services when billed separately
- Food or formulas
- Supportive or contracted services as defined in section 400.902, F.S.
- Transportation services

...

See RCE 2 at pages 38 – 42.

12. Rule 59A-13.007(4)(a), F.A.C. states the following:
(4) Each child admitted for service to a PPEC center must meet at least the following criteria:
(a) Infants and children considered for admission to the PPEC center will be those who are medically or technologically dependent. . . .

...

Further, section 400.902, F.S described “medically dependent or technologically dependent child” as follows:

[A] child who because of a medical condition requires continuous therapeutic interventions or skilled nursing supervision which must be prescribed by a licensed physician and administered by, or under the direct supervision of, a licensed registered nurse.

13. Rule 59G-4.290, F.A.C. defines skilled nursing as follows:

(3) Skilled Services Criteria.

- a) To be classified as requiring skilled nursing or skilled rehabilitative services in the community or in a nursing facility, the recipient must require the type of medical, nursing or rehabilitative services specified in this subsection.
- b) Skilled Nursing. To be classified as skilled nursing service, the service must meet all of the following conditions:
 1. Ordered by and remain under the supervision of a physician;
 2. Sufficiently medically complex to require supervision, assessment, planning, or intervention by a registered nurse.
 3. Required to be performed by, or under the direct supervision of, a registered nurse or other health care professionals for safe and effective performance;
 4. **Required on a daily basis;**
 5. Reasonable and necessary to the treatment of a specified documented illness or injury; and,
 6. Consistent with the nature and severity of the individual’s condition or the disease state or stage.
- c) Examples of services that qualify as skilled nursing services:
 1. Intravenous medication or fluids.
 2. Intramuscular or subcutaneous injection and hypodermoclysis when:
 - a. Administered by licensed nursing personnel at least 5 times weekly, excluding daily insulin administration; and,
 - b. Observation is necessary to assess the recipient’s response to treatment or to identify adverse reactions.
 3. Management and monitoring medication regime on a daily basis:
 - a. For drugs whose dosage requirements may rapidly change;
 - b. For drugs prone to cause adverse reactions, severe side effects or unfavorable reactions; and,
 - c. For residents with unstable reactions.

4. Levin tube and gastrostomy feedings; excluding feedings performed by residents, family members, or friends.
5. Administration of medical gases, aerosolized medication or oxygen which is started, monitored and regulated by professional staff.
6. Naso-pharyngeal and tracheotomy aspiration, excluding tracheotomy care in self-care residents.
7. Insertion, replacement, and sterile irrigation of catheters when:
 - a. Medically necessary or required for reasons other than to maintain satisfactory catheter functioning and dryness;
 - b. The medical need is documented by the physician;
 - c. Continuous irrigation, frequent insertion, special care or observation is required because of bleeding, infection, obstruction, or heavy sediment formations; and,
 - d. Care of a recently inserted supra-pubic catheter, inserted within 2-4 weeks, is required.
8. Colostomy and ileostomy care:
 - a. When medically necessary and required during early postoperative period;
 - b. During the period of initial self-care training, or
 - c. when complications are present and documented in the medical record.
9. Treatment of decubitus ulcers when:
 - a. Deep or wide without necrotic center;
 - b. Deep or wide with layers of necrotic tissue, or
 - c. Infected and draining.
10. Treatment of widespread infected or draining skin disorders.
11. Application of dressings involving prescription medication and aseptic techniques when documented as required on a daily basis. Excludes simple dressings involving non-infected cases, simple skin breaks, and healed postoperative incisions.
12. Heat treatments prescribed by a physician as daily treatment for a specific condition.
13. Rehabilitation nursing procedures required on a daily basis as necessary to restore functioning, including teaching and adaptive aspects of nursing.
14. States must provide Early and Periodic Screening, Diagnostic, and Treatment (“EPSDT”) services to Medicaid-eligible children under age 21 when requested under the Medicaid state

plan. *See* 42 U.S.C. § 1396a(a)(43); 42 U.S.C. § 1396d(a)(4). According to 42 U.S.C. § 1396d(r)(5),

EPSDT services mean, in relevant part, the following items and services:

Such other necessary health care, diagnostic services, treatment, and other measures described in subsection (a) of this section to correct or ameliorate defects and physical and mental illness and conditions discovered by the screen services, whether or not such services are covered under the state plan.

15. Petitioner is under age 21, and therefore EPSDT applies to this request for services.

However, a state may place medical necessity limitations on EPSDT services. *See* 42 C.F.R. §§ 440.230(a), (b), (d). Fla. Stat. § 409.905(2) limits EPSDT services with a medical necessity standard:

The [Agency] shall pay for early and periodic screening and diagnosis of a recipient under age 21 to ascertain physical and mental problems and conditions and all services determined by the agency to be medically necessary for the treatment, correction, or amelioration of these problems and conditions, including personal care, private duty nursing, durable medical equipment, physical therapy, occupational therapy, speech therapy, respiratory therapy, and immunizations.

16. The Florida Medicaid Definitions Policy (August 2017) (“Definitions Policy”), incorporated by reference in Fla. Admin. Code R. 59G-1.010, defines “Medically Necessary” or “Medical Necessity” as follows:

The medical or allied care, goods, or services furnished or ordered must meet the following conditions:

- Be necessary to protect life, to prevent significant illness or significant disability, or to alleviate pain
- Be individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the patient’s needs
- Be consistent with generally accepted professional medical standards as determined by the Medicaid program, and not experimental or investigational
- Be reflective of the level of service that can be safely furnished, and for which no equally effective and more conservative or less costly treatment is available statewide

- Be furnished in a manner not primarily intended for the convenience of the recipient, the recipient’s caretaker, or the provider

The fact that a provider has prescribed, recommended, or approved medical or allied care, goods, or services does not, in itself, make such care, goods or services medically necessary or a medical necessity or a covered service.

...

See RCE 2 at 23.

17. The Florida Medicaid Authorization Requirements Policy (June 2016) (“Authorization Policy”), incorporated by reference in Fla. Admin. Code R. 59G-1.053, provides as follows:

1.1 Description

This policy contains general requirements for providers to obtain authorization to render Florida Medicaid services, when applicable.

...

3.0 Determination Process

3.1 Review Criteria

The QIO may use a national standardized set of criteria, or other set of criteria, approved by AHCA, as a guide for authorizations performed at the first review level. If services cannot be approved at the first level review, the QIO’s physician peer reviewer will determine medical necessity using his or her clinical judgment, acceptable standards of care, state and federal laws, and AHCA’s medical necessity definition.

3.2 Review Process

The QIO will review each authorization request and will approve, deny, or request additional information. The QIO may deny a portion of the requested units of service if it cannot substantiate medical necessity based upon the information submitted.

3.2.1 Continued Authorization Requests

The QIO shall not deny or reduce the amount, frequency, or duration of a service that is already being provided, unless:

- The reduction is to correct for factual errors or omissions in prior certifications.
- There is a documented improvement in the recipient’s medical condition.
- There is a documented change in the recipient’s circumstances.
- The reviewing physician determines the recipient will not gain any additional benefit by continuing services at the current level.

...

See RCE 2 at 32-34.

18. In the NOO, dated April 10, 2023, Respondent terminated Petitioner's PPEC services. See ¶ 4. Respondent's reviewers considered Petitioner's multiple medical conditions, list of prescribed medications, and the PPEC provider's notes and determined that Petitioner did not meet the medical necessity requirements for daily skilled nursing services. See ¶ 2-4. The NOO explained that the basis of the termination was that the services were not "individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness under treatment", and were "in excess of the patient's needs." See ¶ 4. Respondent has burden of proof to show by a preponderance of evidence that the Respondent's determination was correct. See ¶ 10.

19. The role of PPEC services is to provide patients "who because of a medical condition requires continuous therapeutic interventions or skilled nursing supervision." See ¶ 11. According to Rule 59G-4.290, F.A.C., skilled nursing requires that the service be, *inter alia*, sufficiently medically complex to require supervision, assessment, planning, or intervention by a registered nurse; required to be performed by, or under the direct supervision of, a registered nurse or other health care professionals for safe and effective performance; **required on a daily basis**; and consistent with the nature and severity of the individual's condition. See ¶ 13 (emphasis added). As provided by the EPSDT requirements, the recipient must meet the medical necessity criteria as outlined in Fla. Admin. Code R. 59G-1.010. See ¶ 14-15. The Definitions Policy maintains a component of medical necessity that services must be "[i]ndividualized, specific, and consistent with symptoms or confirmed diagnosis of the illness under treatment, and not in excess of the patient's needs." See ¶ 16.

20. In the instant case, Dr. Mittal established at Fair Hearing that Petitioner does not require the duties of specialized treatment or skilled nursing services on a daily basis. Petitioner's medical

history include [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]. See ¶ 2. Petitioner weighs approximately [REDACTED] and is below the [REDACTED] growth percentile on the WHO growth chart. See ¶ 2. The record does not indicate any

[REDACTED]. See ¶ 3. Petitioner is prescribed [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

was administered regularly. See ¶ 3.

21. As argued by Dr. Mittal, Petitioner’s prescribed medications are either required on an as-needed basis or can be administered outside of PPEC. See ¶ 6. The provider’s MAR log indicates that all except two medications, [REDACTED], were given at home. See ¶ 3. For these multiple administrations of [REDACTED], the provider did not indicate the reasons. See ¶ 6. Mr. Vargas testified that the nursing staff at PPEC administer Albuterol for episodes of [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED], the record does not reflect any scheduled medications for PPEC.

22. Mr. Vargas testified that PPEC nursing staff have an obligation to assess Petitioner and provide [REDACTED]
[REDACTED]. See ¶ 7. Dr. Mittal argued that no daily skilled nursing duties are described in the PPEC Physician Plan of Care, nor any mention of [REDACTED]
[REDACTED] is best managed by [REDACTED] pediatrician, gastroenterologist, and endocrinologist. See ¶ 6. Additionally, Dr. Mittal explained that in [REDACTED] medical opinion, the submitted medical records with listings of past hospitalizations dating back to November 29, 2022, and prior do not present notes of skilled nursing needs for the PPEC center to provide. See ¶ 6. Further, Dr. Mittal contended that the summary notes of Petitioner’s visits with [REDACTED] pediatrician on [REDACTED], [REDACTED]
[REDACTED]. See ¶ 6. Lastly, Dr. Mittal argued that the notes from the multidisciplinary team meeting held on [REDACTED], identified that Petitioner is a [REDACTED] but did not reflect skilled nursing needs required after [REDACTED] at PPEC. See ¶ 6. Among the services provided at PPEC, the undersigned does not find a requirement for daily skilled nursing duties individualized, specific, and consistent with Petitioner’s aforementioned medical conditions. Basic monitoring is

not among the criteria under Rule 59G-4.290, F.A.C. for the purpose of requiring skilled nursing services. See ¶ 13. The undersigned finds skilled nursing needs are not supported by the record.


23. Overall, the record does not support a finding for daily skilled nursing duties that are not in excess of Petitioner's needs. See ¶ 20-22. The undersigned finds that Dr. Mittal presented sufficient credible and persuasive evidence to demonstrate that the nature and severity of Petitioner's medical conditions do not warrant intervention by a registered nurse on a daily basis, and therefore, are not medically necessary.

24. Upon consideration of the testimony provided, evidence submitted, and applicable policies, the undersigned concludes that Respondent proved by a preponderance of the evidence that continuing PPEC services was not medically necessary for Petitioner. Looking at all the evidence relevant to the particular needs of Petitioner, Respondent has demonstrated that the PPEC services are not medically necessary to correct or ameliorate a defect or a physical and mental illness or condition. Accordingly, Respondent proved by a preponderance of the evidence that Respondent's termination of PPEC services was correct.

IT IS HEREBY ORDERED AND ADJUDGED THAT:

Respondent's termination of PPEC services is **AFFIRMED**. Petitioner's appeal based on Respondent's termination is **DENIED**.

DONE and ORDERED this 1st day of November, 2023 in Tallahassee, Leon County, Florida.

 Kimberly Roche
23-FH1773
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KIMBERLY ROCHE, Hearing Officer
Agency for Health Care Administration
Office of Fair Hearings
2727 Mahan Drive, Mail Stop #11
Tallahassee, FL 32308-5407

ENCLOSURE:
Notice of Nondiscrimination Policy

COPIES FURNISHED TO (w/ enclosure):

[REDACTED]
[REDACTED]
[REDACTED]

AHCA Medicaid Hearing Unit
MedicaidHearingUnit@ahca.myflorida.com

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Voice: (850) 412-3661
TTY: (800) 955-8771



Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-(888) 419-3456 (TTY: 1-800-955-8771).

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Polish UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-(888) 419-3456 (TTY: 1-800-955-8771).

Gujarati નોંધ: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-(888) 419-3456 (TTY: 1-800-955-8771).

Thai เรียบน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-(888) 419-3456 (TTY: 1-800-955-8771).