



MAKING THE MOST OF YOUR HEALTH PLAN

DATE



Everybody Benefits

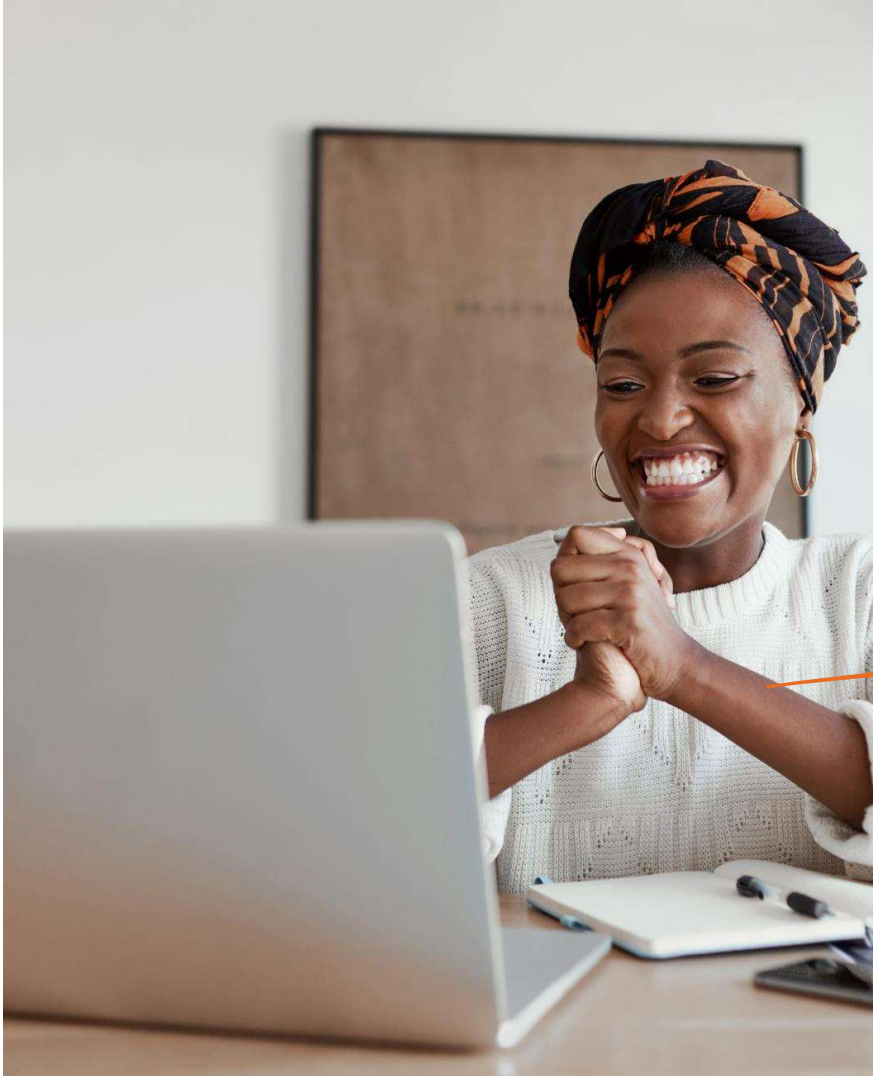
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MAKING THE MOST OF YOUR
HEALTH PLAN

AGENDA

- Getting Started
- Excellus BCBS Webpage Overview
- Wellbeing Benefits
- Mobile App
- Summary



MAKING THE MOST OF YOUR
HEALTH PLAN

GETTING STARTED

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MAKING THE MOST OF YOUR HEALTH PLAN

WHY IS CREATING AN ONLINE ACCOUNT IMPORTANT?

There is so much available at the tips of your fingers when you create an online account! Here are some of the highlights:



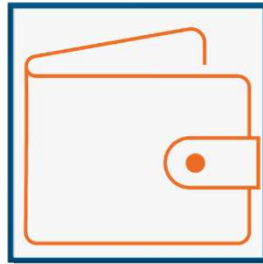
Access Anytime

Through the mobile app or online



Answers to Commonly Asked Questions

Deductible questions? Need a new member ID card? And more!



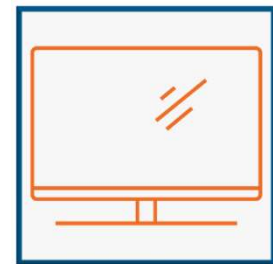
Estimate Medical Costs

Estimate medical costs before you go to the doctor!



Find a Doctor

Find out who is in network and in your area for a variety of different medical needs



Telemedicine

Access to health care professionals all day, every day

MAKING THE MOST OF YOUR HEALTH PLAN

CREATING AN ONLINE ACCOUNT

Visit: ExcellusBCBS.com/Register to set up an online account, it's easy!

Here are some helpful registration tips:

1. Have your member card handy!

2. You can opt for paperless settings!

3. Don't forget to verify your email!

4. You can register via the mobile app too!

Excellus BCBS Member

Registration

1 Your Info 2 Create Account 3 Security Questions 4 Go Paperless 5 Review & Submit

*** Required Fields**

Subscriber ID *
e.g. 123456789
Enter the last 9 characters. If your ID contains the letter 'M', enter it before the numbers.

Subscriber ID

First Name * Last Name *

Date of Birth *
MM-DD-YYYY

Next Cancel



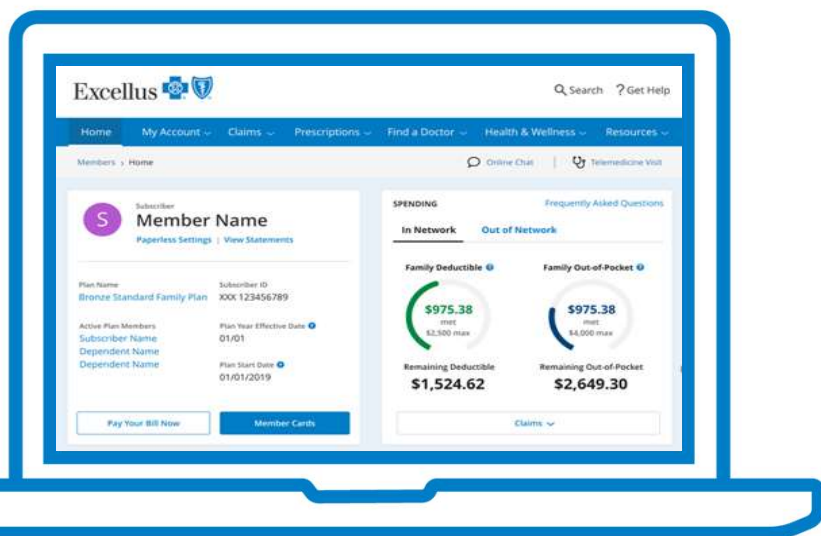
MAKING THE MOST OF YOUR
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EXCELLUS BCBS WEBPAGE OVERVIEW

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MAKING THE MOST OF YOUR HEALTH PLAN

YOUR DASHBOARD



From your dashboard, you can view...

- Your plan
- Active members
- View/order member cards
- Deductible & spending information
- Claims details
- Benefit summary

.....and more!

MAKING THE MOST OF YOUR HEALTH PLAN

“MY ACCOUNT” DROP DOWN



Member

A screenshot of the Excellus Member website's navigation menu. The 'My Account' dropdown is open, showing a list of options categorized into Plan Information, Manage My Plan, My Spending Account, My Information, and Account Settings. The background is a dark blue gradient with orange accents on the left and right sides.

Home My Account ^ Claims v Prescriptions v Find a Doctor v Health and Wellness v Resources v

My Account

- Plan Information
 - View Benefits and Coverage
 - View Member Cards
 - Search Authorizations
- Manage My Plan
 - Change or Update Policy
 - Change My Doctor
- My Spending Account
- My Information
 - Change Address/Phone
 - View Statements/Documents
 - Manage Privacy
- Account Settings
 - Change My Password
 - Security Questions
 - Update Email Address
 - Paperless Settings
 - Update Mobile Phone Number

MAKING THE MOST OF YOUR HEALTH PLAN
“PRESCRIPTIONS” DROP DOWN



Member

Home My Account ▾ Claims ▾ Prescriptions ▲ Find a Doctor ▾ Health and Wellness ▾ Resources ▾

Prescriptions

- Prescription Benefit Details ↗
- Prescription Claims History ↗
- Find a Pharmacy
- Mail Service Pharmacy
- Ask A Pharmacist
- Check Drug Prices ↗
- Check Drug Lists
- Manage Medications
- Specialty Pharmacies
- Save Money on Prescriptions
- Frequently Asked Questions

MAKING THE MOST OF YOUR HEALTH PLAN
“FIND A DOCTOR” DROP DOWN



Member

Home

My Account ▾

Claims ▾

Prescriptions ▾

Find a Doctor ▾

Health and Wellness ▾

Resources ▾

Find a Doctor

Find a Doctor, Provider or Facility

Find a Dentist

Telemedicine

Compare Hospital Quality

Estimate Medical Costs

MAKING THE MOST OF YOUR HEALTH PLAN

USING THE “FIND A DOCTOR” TOOL



First, decide **what type of health care provider** and **what characteristics are important to you.**

Tips When Searching for a Doctor:

- Ask friends and relatives for recommendations
- Ask another health care provider you already know
- Use the online search tool at [ExcellusBCBS.com/Find-A-Doctor](https://www.excellusbcbs.com/Find-A-Doctor)
- Use the “find a health care provider” search tool on your local hospital’s website.

Action Item:

- ✓ Find a PCP and/or schedule your annual well-care visit

TELEMEDICINE POWERED BY MDLIVE^{®*}

Through MDLIVE telemedicine, you have **24/7/365 on-demand access** to U.S. board-certified doctors and behavioral health specialists— anytime, anywhere.



MDLIVE does not provide support for urinary tract infections in males; does not provide support for earache conditions for children under 12 years old;
MDLIVE does not provide support for fever-related conditions for children under 3 years old

There are four easy ways to activate your MDLIVE account!

TEXT – Text EXCELLUS to 635483

APP – Download the MDLIVE app

WEB – Register/Log in at Member.ExcellusBCBS.com

VOICE – Call 1-866-692-5045

So, when should you use Telemedicine?

- For **non-emergency medical reasons** such as allergies, asthma, pink eye, headache, cold, flu, insect bites, rashes, and more
- For **behavioral health reasons** such as addiction, anxiety, depression, eating disorder, LGBTQ+ support, grief, loss, stress, panic, and more
- When you **cannot get into your doctor's office**
- When **you're out of town/traveling** within the United States

MAKING THE MOST OF YOUR HEALTH PLAN

ESTIMATE MEDICAL COSTS

Estimate Medical Costs to Help Budget for Medical Expenses



Log in for average estimated out-of-pocket medical costs based on your year-to-date spending and deductible

Research estimated medical costs across more than 1,600 treatment categories and 400+ procedures

View a list of providers that perform a specific procedure and filter results by cost, treatments provided, provider location, and more

Access treatment timelines to understand the stages of care, including early evaluations, follow-ups, and recovery time, as well as a breakdown of costs throughout

MAKING THE MOST OF YOUR HEALTH PLAN
“HEALTH & WELLNESS” DROP DOWN



Member

Home My Account ▾ Claims ▾ Prescriptions ▾ Find a Doctor ▾ **Health and Wellness ▾** Resources ▾

Health and Wellness

- Health & Wellness Programs
 - 24/7 Nurse Call Line
 - Health Risk Assessment
- Rewards & Incentives
 - Blue365 Discounts
 - Active&Fit Direct
- Preventive Health
- Managing Conditions
- Mental Health & Substance Use
- Caregiver Support
- Care Management with Wellframe
- Advance Care Planning
- Palliative Care
- Research Health Topics ↗
- Read Our Health Blog ↗
- Accessing Your Health Information
- Wellness Video Library

MAKING THE MOST OF YOUR HEALTH PLAN

MEMBER CARE MANAGEMENT

4 IMPORTANT WAYS WE CARE

- 1 Dedicated Team**
Coordinated care when you need it most.
- 2 Chronic Condition Management**
Ongoing expertise and specialized care.
- 3 Complex Condition Management**
Personalized support to get you through.
- 4 Behavioral Health Management**
Proven approaches with real results.



Member Care Management
1-877-222-1240 (TTY: 1-800-662-1220)
8 a.m. to 5 p.m. ET
Case.Management@Excellus.com

WELLFRAME[®] HELPS YOU CONNECT

Wellframe is a **FREE** mobile app for smartphones or a tablet that connects members to the Excellus BCBS Member Care Management Team.

Get answers to every day clinical questions, medication reminders, help managing a condition, and so much more!

Access Code:

ExcellusWelcome



MAKING THE MOST OF YOUR HEALTH PLAN
BLUE 365

Making Health a Big Deal

Save Money: discounts at health and wellness retailers around the country (fitness gear, gym memberships, family activities, healthy eating, and more)

Get Weekly Deals: delivered right to your inbox

Gym Membership: Fitness Your Way™ by Tivity Health™ offers a passport membership to participating gyms (10,000+ facilities nationwide)

**Discounts and deals change often.
For more information, visit
ExcellusBCBS.com/Blue365**

The screenshot shows the Blue365 website interface. At the top, there is a navigation bar with the Excellus Blue365 logo, a search bar, and links for 'SIGN IN' and 'JOIN'. Below the navigation bar is a main banner with the text 'Welcome Blue Cross Blue Shield members' and a 'CHECK ELIGIBILITY' button. The main content area is titled 'Explore Deals Just For You' and features a grid of six deal cards. Each card has a category header, an image, a title, a description, and a 'DETAILS' button with a favorite count.

Category	Deal Title	Description	Favorites
FITNESS	Fitness Your Way™ by Tivity Health™	\$29 Monthly Fee for Access to Network of 10,000+ Gyms Nationwide	4.9k
FITNESS	Gympass	Special Offer- \$25 Gympass Credit!	3.7k
APPAREL & FOOTWEAR	Moosejaw	Save 10% Off Outdoor Apparel and Equipment	1.1k
HOME & FAMILY	Petmate	Save 15% on Pet Supply Orders Over \$49	1.8k
PERSONAL CARE	Dental Solutions	Up to 50% Off on a Network of Dentists	4.3k
NUTRITION	Profile by Sanford	Save \$100 on a Nutrition, Activity and Lifestyle Coaching Plan	1.5k

MAKING THE MOST OF YOUR HEALTH PLAN

24/7 NURSE LINE



Peace of Mind When You Need It Right Away

Contact a nurse by phone anytime – 24 hours a day, seven days a week.

Our specially trained registered nurses can provide support and education for members with chronic or complex health conditions or answers to more general health questions.

1-800-348-9786



KEY FEATURES

Decision-making support and education when you need it most

Triage to appropriate level of care

Information regarding diagnoses, medications and treatment options

Referrals, as appropriate, into the Member Care Management program for enhanced care management



PREVENTIVE HEALTH

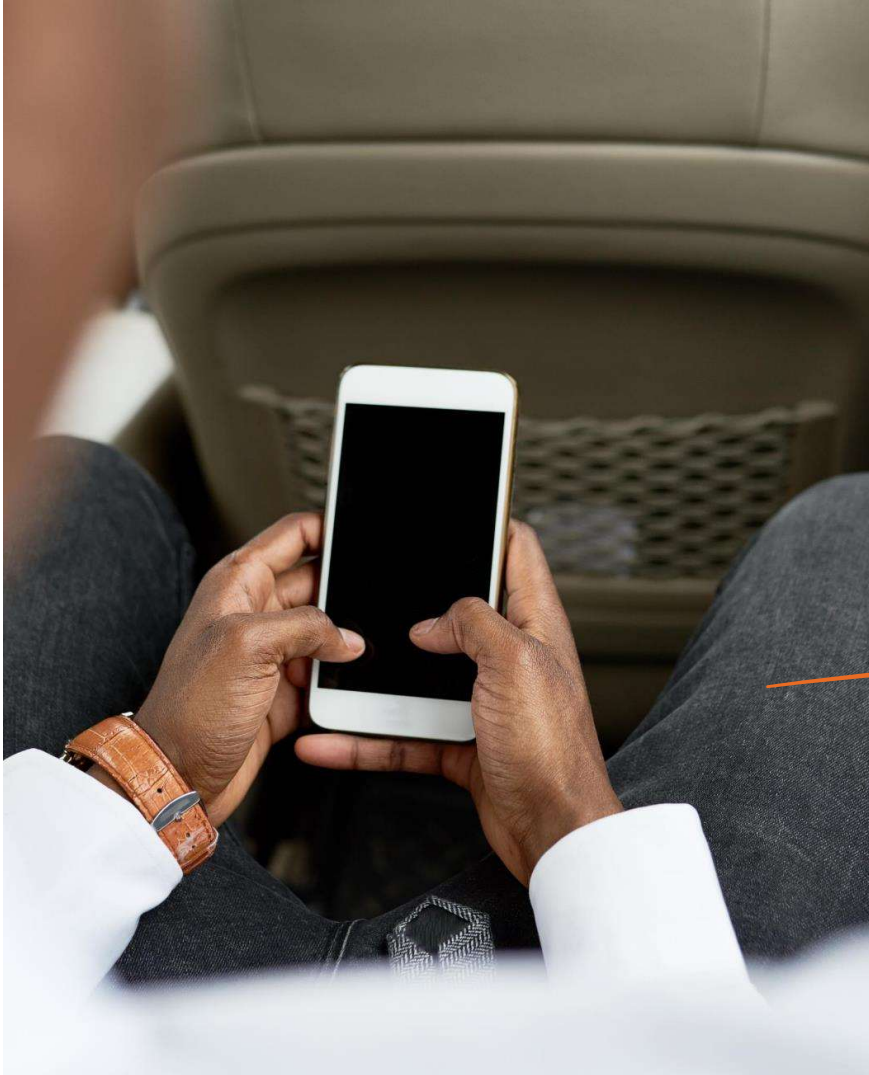
Get screened- it could save your life!

Preventive care services covered by health insurance:

- Flu shots
- Colorectal cancer screening
- Mammograms
- And more!

To learn more about the preventive health services available to you visit:

[ExcellusBCBS.com/PreventiveCare](https://www.ExcellusBCBS.com/PreventiveCare)



MAKING THE MOST OF YOUR
HEALTH PLAN

EXCELLUS BCBS MOBILE APP

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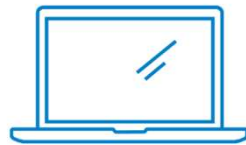
MAKING THE MOST OF YOUR HEALTH PLAN
EXCELLUS BCBS MOBILE APP



View & Order Member ID Cards



Find a Doctor, Urgent Care, or Hospital



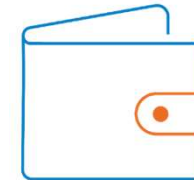
View & Filter Claims



Go Paperless



Check Coverage & Benefits



Track Spending & Deductibles

GREATER TOMPKINS COUNTY MUNICIPAL HEALTH INSURANCE CONSORTIUM

2 0 2 4 P H A R M A C Y B E N E F I T S



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CUSTOMER CARE

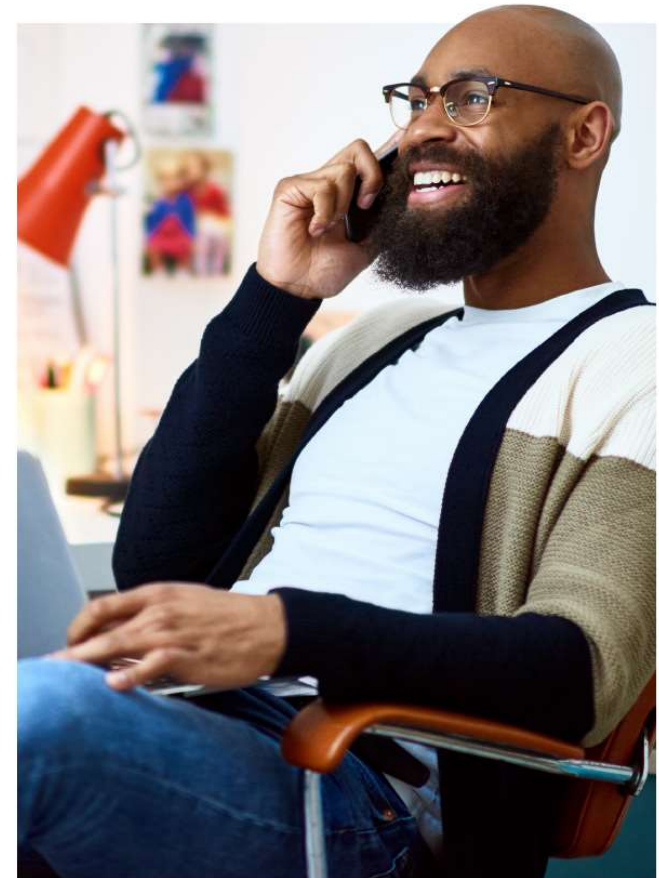
The dedicated Customer Care team that answers questions today regarding medical plan benefits, is the same team that will answer any pharmacy benefit questions.

1-877-253-4797

Monday – Thursday: 8:00 am – 9:00 pm

Friday: 9:00 am – 9:00 am

Saturday (September - May): 9:00 am – 1:00 pm



MAIL ORDER PRESCRIPTIONS*

The smart way to get your medication!

- **CONVENIENCE** – No more running back and forth to the pharmacy.
- **SAVINGS**** – Save up to a third on prescription costs just by signing up.
- **RELIABILITY** – Always filled and shipped on time.
- **CONTROL** – Call for express delivery if you need prescriptions sooner than expected.
- **SAFETY** – Insulated packaging ensures your prescription is never damaged or altered.
- **EXPERTISE** – Your doctor still prescribes your medication.
- **PRIVACY** – Packages are never labeled with the prescription name.



Sign up today!

Wegmans
pharmacy

www.wegmans.com/pharmacy

1-800-586-6910



EXPRESS SCRIPTS®

www.express-scripts.com

1-855-315-5220

*Pharmacy/prescription benefit varies by group

** Savings vary by group

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SPECIALTY RX



Your prescription drug plan requires you to purchase specialty medications through our specialty pharmacy network in order to receive coverage. Excellus partners with Accredo and Noble for specialty medications:

Accredo Health: 1-866-413-4137

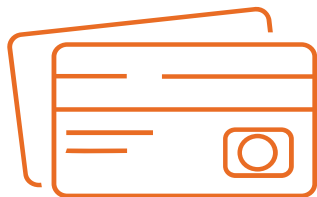
Noble Health Services: 1-888-843-2040

Note: If you are already using Noble Health Services you will simply need to notify them of your updated insurance information.



ID CARD

- All members will receive a new ID card, inclusive of the new pharmacy benefit information.
- Members should present their new ID card for any prescriptions filled January 1, 2024 or after.
- Members can expect to receive their new ID card in December, prior to the start of the new plan year.



Excellus  **Excellus BluePPO** 

Subscriber Name
Smith, John

Subscriber ID
VYA 2XXXXXXXXX

Effective On
01/01/2024

Plan Type	PPO		
Provider Ntwk	Excellus Commercial		
Plan Code	302/802		
RxBIN	003858	In / Out-of-Network	
RxPCN	A4	Ind Deductible	\$0 / \$500
RxGRP	EXLHPRX	Fam Deductible	\$0 / \$1500
RxFormulary	2950	Ind Out-of-Pocket Max	\$2000 / \$3000
		Fam Out-of-Pocket Max	\$6000 / \$9000

Scan to view all cost shares 

 Rx

Excellus  **ExcellusBCBS.com/greatertompkins**

For an emergency condition go to the nearest hospital or emergency facility. Certain services require prior authorization. If you are eligible for Medicare, prior authorization is not required. Please call the Customer Care number on this card to confirm if a service requires prior authorization. Based on the terms of your plan, you may be subject to a penalty if you fail to make the necessary call.

All providers: File Claims with your LOCAL Blue Cross Blue Shield Plan.
Member: If you are billed directly for services, submit at the address to the right.

Customer Care: 1-877-253-4797
 TTY: 1-800-662-1220
 Prior Authorization: 1-800-363-4658
 BlueCard Provider: 1-800-810-2583

This coverage is self-funded. Excellus BlueCross BlueShield, an independent licensee of the Blue Cross Blue Shield Association provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.

Claims Department
 PO Box 21146
 Eagan, MN 55121

An independent licensee of the Blue Cross Blue Shield Association

DATE

Important Information Regarding Your Prescription

We would like you to be aware of important updates that may pertain to you. Beginning **January 1, 2024**, a medication you may have been prescribed higher tier. Medications are assigned categories known as tiers, based on their effectiveness. The tiers divide prescription drugs into different levels of cost.

Tier 1	Tier 2	Tier 3
These drugs are typically generic .	These drugs are brand-name , and they have unique, significant clinical advantages and offer overall greater value over the other products in this class.	These drugs they include and drugs that Tier 3 drugs amount.

What This Means to You...

- Review the **drug list** on the back of this notice for drugs that will be tiered. If you take any of these medications, **coverage will continue; it may increase starting January 1.**
- Talk to your doctor.** If you would like to consider a **lower-cost alternative**, if you and your doctor decide to change your medications, you expense by finishing the medication from your most recently filled prescription.
- Call us if you have questions.** If you have questions, call Customer Care at 1-877-253-4797.

To access this information, visit [ExcelsusCBS.com](https://www.ExcelsusCBS.com).
[DATE]

A non-profit

Important Information Regarding Your Prescription Medication

Date:
Subject: Changes to the Pharmacy Network

Starting **January 1, 2024**, A&S Pharmacy no longer participates in our pharmacy network. If you continue to use this pharmacy for any new or refill prescriptions, you will be responsible for up to the full cost of the prescription.

We understand this may be a concern to you. Let us assure you that most major pharmacy chains and many independent pharmacies participate in our pharmacy network.

What You Should Do

Log on to our website at Member.ExcelsusCBS.com, select Prescriptions, then Find a Pharmacy to find one of our participating pharmacies in your area.

If you do not have an established primary care provider, please go to Member.ExcelsusCBS.com/find-a-doctor/provider or call the number on the back of your member card.

To avoid an interruption in your prescription drug coverage, please do the following:

- If you currently have a prescription with refills remaining on file at **A&S Pharmacy**, you will need a new prescription from your health care provider for all remaining refills to use at a participating network pharmacy.
- A pharmacy in our network may be able to help you transfer a one-time refill if you need a **refill right away**. Please ask the new pharmacy to contact **A&S Pharmacy** to ask for a one-time refill prescription transfer.

If you have any questions, please call Customer Care at 1-877-253-4797.

ExcelsusCBS.com

A non-profit independent licensee of the Blue Cross Blue Shield Association

Welcome Greater Tompkins County Muni Consortium Members!

Your prescription drug coverage through Excelsus BlueCross BlueShield starts **January 1, 2024**. Please review this important benefit information and tips to help you save money on your prescription drug costs.

Your Benefit

Under your prescription drug plan, your copay varies depending on which tier your prescription drug is placed. Our practicing physicians and clinical pharmacists regularly review and evaluate tier placement to ensure the quality of drug care and to control costs.

Here's how the three tiers work:

Tier 1	These drugs are typically generic .
Tier 2	These drugs are brand-name and they have unique, significant clinical advantages and offer overall greater value over the other products in this class.
Tier 3	These drugs are also brand-name and they include new brand-name drugs and drugs that have generic equivalents. Tier 3 drugs have the highest copay amount.

To check the costs of your medications, visit [ExcelsusCBS.com/Member](https://www.ExcelsusCBS.com/Member). Once you log in with your username and password, select **Prescriptions > Check Our Drug List > Check Drug Prices**. Simply enter your drug name and follow the prompts.

Copays

The current copay structure will remain the same unless a new plan selection is made for January 1, 2024. If your medication will be changing to a higher tier, you will receive a separate notice.

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Important Information Regarding Your Prescription Medication

like you to be aware of important updates that may pertain to you.

January 1, 2024, a change will be made to your plan's drug formulary, which is a list of drugs that are covered under your drug benefit. As a result of this change, the medication currently being taken will no longer be covered.

currently being taking a medication that is not listed on your plan's formulary (see chart above). This drug is considered "non-formulary" and non-formulary drugs are generally not under your drug benefit.

What You Should Do...

Talk to your doctor. Discuss changing your prescription to an alternative medication with your doctor. If you fill a prescription for one of the medications being removed from your plan's drug formulary on or after January 1, you will have to pay the **full cost** of the drug.

- There may be situations where a drug that is not listed on your plan's formulary may be the only option available to treat your condition effectively. If this is the case, your doctor can request a coverage exception evaluation. Your doctor has access to our exception evaluation form via our website, [ExcelsusCBS.com](https://www.ExcelsusCBS.com). Submission of the exception evaluation form by your doctor **does not guarantee coverage**. We will notify you and your doctor if an exception is approved.

Finish your current medication supply. If you and your doctor decide to change your medication, you can avoid waste and expense by finishing the medication from your most recently filled prescription.

Call us if you have questions. If you have questions about this change, please call Customer Care at 1-877-253-4797.

Continued on back

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MEMBER COMMUNICATIONS

Rx Welcome Letter

- All members will receive this general information letter

Tier Change Letter

- Members currently taking a drug that will be moving to a higher tier effective January 1 will receive this letter

Non-Formulary Letter

- Members currently taking a drug that will no longer be covered effective January 1 will receive this letter

Non-Par Pharmacy Letter

- Members currently utilizing a pharmacy that will no longer be in-network effective January 1 will receive this letter

***Members should carefully read these letters and consider all information**

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THINGS TO CONSIDER

- Members that have refills remaining under their current coverage, may want to proactively fill their script before the January 1 change over to avoid any delays in securing medication
- Be sure to present your NEW ID card to any pharmacies and providers for prescriptions filled or written January 1 and after
- Members currently taking a medication that requires prior authorization may receive a notice from Excellus instructing their healthcare provider to complete and submit our prior authorization form
- Members currently receiving medication through CanaRx may continue to do so with zero interruption





MAKING THE MOST OF YOUR
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SUMMARY

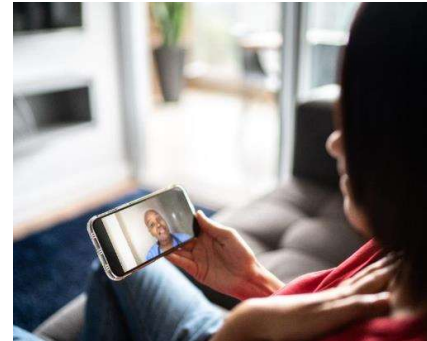
MAKING THE MOST OF YOUR HEALTH PLAN

IN SUMMARY

**Use your health plan as a health plan,
not just a sick plan by getting started
today.....**

- Register/log in to **Excellus BCBS** website and/or mobile app
- Sign up for **Mail Service Pharmacy***
- Register for telemedicine with **MDLIVE***
- Download the **Wellframe app**

If you have any questions regarding your health plan, please talk to your human resources department or call the Customer Care number on the back of your member card.



*Availability varies by group

QUESTIONS?





THANK
YOU

Notice of Nondiscrimination

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, national origin, age, disability, or sex. The Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please refer to the enclosed document for ways to reach us.

If you believe that the Health Plan 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:

Advocacy Department
Attn: Civil Rights Coordinator
PO Box 4717
Syracuse, NY 13221
Telephone number: 1-800-614-6575
TTY number: 1-800-421-1220
Fax: 1-315-671-6656

You can file a grievance in person or by mail or fax. If you need help filing a grievance, the Health Plan's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Attention: If you speak English free language help is available to you. Please refer to the enclosed document for ways to reach us.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意: 如果您说中文, 我们可为您提供免费的语言协助。
请参见随附的文件以获取我们的联系方式。

Внимание! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. В приложенном документе содержится информация о том, как ими воспользоваться.

Atansyon: Si ou pale Kreyòl Ayisyen gen èd gratis nan lang ki disponib pou ou. Tanpri gade dokiman ki nan anvlòp la pou jwenn fason pou kontakte nou.

주목해 주세요: 한국어를 사용하지는 경우, 무료 언어 지원을 받으실 수 있습니다. 연락 방법은 동봉된 문서를 참조하시기 바랍니다.

Attenzione: Se la vostra lingua parlata è l'italiano, potete usufruire di assistenza linguistica gratuita. Per sapere come ottenerla, consultate il documento allegato.

אויפמערקואם: אויב איר רעדט אידיש, איז אומזיסטע שפראך הילף אוועילעב פאר איך ביטע ריפערירט צום בייגעלייגטן דאקומענט צו זען אופנים זיך צו פארבינדן מיט אונז.

নজর দিন: যদি আপনি বাংলা ভাষায় কথা বলেন তাহলে আপনার অন্য সহায়তা উপলভ্য রয়েছে। আমাদের সঙ্গে যোগাযোগ করার অন্য অনুগ্রহ করে সংজ্ঞা নথি পড়ুন।

Uwaga: jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Patrz załączony dokument w celu uzyskania informacji na temat sposobów kontaktu z nami.

تنبيه: إذا كنت تتحدث اللغة العربية، فإن المساعدة اللغوية المجانية متاحة لك. يرجى الرجوع إلى الوثيقة المرفقة لمعرفة كيفية الوصول إلينا.

Remarque: si vous parlez français, une assistance linguistique gratuite vous est proposée. Consultez le document ci-joint pour savoir comment nous joindre.

نوٹ: اگر آپ اردو بولتے ہیں تو آپ کے لیے زبان کی مفت مدد دستیاب ہے۔ ہم سے رابطہ کرنے کے طریقوں کے لیے منسلک دستاویز ملاحظہ کریں۔

Paunawa: Kung nagsasalita ka ng Tagalog, may maaari kang kuning librong tulong sa wika. Mangyaring sumangguni sa nakalakip na dokumento para sa mga paraan ng pakikipag-ugnayan sa amin.

Προσοχή: Αν μιλάτε Ελληνικά μπορούμε να σας προσφέρουμε βοήθεια στη γλώσσα σας δωρεάν. Δείτε το έγγραφο που εσωκλείεται για πληροφορίες σχετικά με τους διαθέσιμους τρόπους επικοινωνίας μαζί μας.

Kujdes: Nëse flisni shqip, ju ofrohet ndihmë gjuhësore falas. Drejtjuni dokumentit bashkëlidhur për mënyra se si të na kontaktoni.