

# 2024 Summary of Benefits

January I, 2024 - December 31, 2024

## Cigna True Choice Plus Medicare (PPO) H7849-130

Freedom to choose your own doctor with no referrals required; your benefits travel with you to other Cigna Healthcare PPO networks across the country

#### Service Area:

Bergen, Essex, Hudson, Hunterdon, Morris, Passaic, Somerset, Sussex, Union, and Warren counties, **NJ** 



## Introduction

This Summary of Benefits gives you a summary of what **Cigna True Choice Plus Medicare (PPO)** covers and what you pay. It doesn't list every service that we cover or every limitation or exclusion. To get a complete list of services we cover, refer to the plan's *Evidence of Coverage* (EOC) online at **CignaMedicare.com**, or call us to request a copy.

#### To Join

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

#### **Comparing coverage**

If you want to compare our plan with other Medicare health plans, ask the other plans for their *Summary of Benefits*. Or use the *Medicare Plan Finder* on **www.medicare.gov**.

### More about Original Medicare

If you want to know more about the coverage and costs of Original Medicare, look in your current *Medicare & You* handbook.

View the handbook online at:

www.medicare.gov

Get a copy of the handbook by calling: I-800-MEDICARE (I-800-633-4227), 24 hours a day, 7 days a week. TTY users should call I-877-486-2048.

#### **Need help?**

#### Already a customer

Call toll-free **I-800-668-3813 (TTY 7II)**.

Customer Service is available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

#### Not a customer

Call toll-free **I-800-313-0973 (TTY 7II)**. Licensed agents are available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

You can also visit our website at: **CignaMedicare.com**.

## 1 | About This Plan

# Which doctors, hospitals, and pharmacies can I use?

**Cigna True Choice Plus Medicare (PPO)** has a network of doctors, hospitals, and other providers. You may also choose to use providers that are out of network, usually for a higher copay or coinsurance.

You must generally use network pharmacies to fill your prescriptions for covered Part D drugs.

You can see our plan's Provider and Pharmacy Directory at our website CignaMedicare.com.

#### What do we cover?

Like all Medicare health plans, we cover everything Original Medicare covers—and more.

- Our customers get all the benefits covered by Original Medicare.
- Our customers also get more than what is covered by Original Medicare. Some of the extra benefits are outlined in this Summary of Benefits.

We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.

- You can see the plan's complete Comprehensive Prescription Drug List, which lists the Part D prescription drugs along with any restrictions on our website, CignaMedicare.com.
- Or call us, and we will send you a copy of the plan's Comprehensive Prescription Drug List.

# 2 | Monthly Premium, Deductible, and Limits

Benefit	Cigna True Choice Plus Medicare (PPO)
Monthly Plan Premium	\$35 per month.
	In addition, you must keep paying your Medicare Part B premium.
Medical Deductible	This plan does not have a deductible.
Maximum Out-of-Pocket	Your yearly out-of-pocket limit(s) in this plan:
Amount (does not include prescription drugs)	\$7,550 applies to in-network Medicare-covered benefits
р. 33. г. р. 33. г. д.	This limit is the most you pay for copays, coinsurance, and other costs for Medicare-covered services for the year. If you reach the limit on out-of-pocket costs, you will keep getting in-network Medicare-covered hospital and medical services, and we will pay the full cost for the rest of the year.
	<b>\$11,300</b> combined with in-network applies to in-network and out-of-network Medicare-covered benefits combined
	If you reach the in-network and out-of-network combined limit on out-of-pocket costs, you will keep getting Medicare-covered hospital and medical services, and we will pay the full cost for the rest of the year.
	Please note that you will still need to pay your monthly premiums, if any, and cost-sharing for your Part D prescription drugs.

# 3 | Covered Medical and Hospital Benefits

Benefit	What \	ou Pay
	In-Network	Out-of-Network
Note: Services with a <sup>1</sup> may require prior authorization.  Services with a <sup>2</sup> may require a referral from your doctor.		
Inpatient Hospital Coverage <sup>1</sup>		
Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.	\$340 copay per day for days I-4	40% coinsurance
For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day I, each time you are admitted.	<b>\$0</b> copay per day for days 5-90	
Outpatient Hospital Services		
Outpatient Hospital <sup>1</sup>	<b>\$0-\$290</b> copay	40% coinsurance
Outpatient Observation <sup>1</sup>	\$290 copay per stay	40% coinsurance
Ambulatory Surgical Center (ASC) Services		
ASC Services <sup>1</sup>	<b>\$0-\$240</b> copay	40% coinsurance
Doctor Visits		
Primary Care Provider (PCP)	<b>\$0</b> copay for primary care doctor in-person or telehealth visits	<b>\$0</b> copay
Specialists <sup>1</sup>	\$10 copay	<b>\$35</b> copay

Benefit	What You Pay	
	In-Network	Out-of-Network
Preventive Care		
Our plan covers many Medicare-covered preventive services, including:  Abdominal aortic aneurysm screening  Alcohol misuse screenings and counseling  Bone mass measurement  Breast cancer screening (mammogram)  Cardiovascular disease (behavioral therapy)  Cardiovascular screenings  Cervical and vaginal cancer screening  Colorectal cancer screening (colonoscopy, fecal occult blood test, multi-target stool DNA tests, screening barium enemas, flexible sigmoidoscopy)  Depression screenings  Diabetes screenings  Diabetes self-management training  Glaucoma tests  Hepatitis B Virus (HBV) infection screening  Hepatitis C screening  HIV screening  Lung cancer screening with low-dose computed tomography (LDCT)  Medical nutrition therapy services  Obesity screening and counseling  Prostate cancer screenings (PSA)  Sexually transmitted infections screening and counseling  Smoking and tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)  Vaccines, including COVID-19, flu shots, hepatitis B shots, and pneumococcal shots  Welcome to Medicare preventive visit (one time)  Yearly Wellness visit	\$0 copay  Any additional preventive services approved by Medicare during the contract year will be covered. Please see your EOC for frequency of covered services.	Any additional preventive services approved by Medicare during the contract year will be covered. Please see your EOC for frequency of covered services.

Benefit	What You Pay	
	In-Network	Out-of-Network
Emergency Care		
Emergency Care Services	\$100 copay  If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for emergency care.	Same as in-network
Worldwide Emergency/Urgent Coverage/Emergency Transportation	\$100 copay  Maximum worldwide coverage amount \$50,000	Same as in-network
Urgently Needed Services		
Urgent Care Services	\$55 copay  If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for urgent care.	Same as in-network
Diagnostic Services, Labs, and Imaging Costs for these services may vary based on p	place of service or type of se	ervice
Diagnostic Procedures and Tests <sup>1</sup>	<b>\$0-\$100</b> copay	40% coinsurance
Lab Services <sup>1</sup>	<b>0</b> % coinsurance	40% coinsurance
Genetic Testing <sup>1</sup>	20% coinsurance	40% coinsurance
Diagnostic Radiological Services (MRIs, CT scans, etc.) <sup>I</sup>	<b>\$0-\$175</b> copay	40% coinsurance
Therapeutic Radiological Services <sup>1</sup>	<b>\$60</b> copay	40% coinsurance
X-ray Services	<b>\$40</b> copay	40% coinsurance

Benefit	What You Pay	
	In-Network	Out-of-Network
Hearing Services		
Hearing Exams (Medicare-covered)  Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. A separate physician cost-share will apply if additional services requiring cost-sharing are rendered.	\$10 copay	50% coinsurance
Routine Hearing Exams	<b>\$0</b> copay for one routine hearing exam every year	<b>50%</b> coinsurance for one routine hearing exam every year
Hearing Aid Fitting/Evaluation	<b>\$0</b> copay for one fitting/evaluation for hearing aid every year	<b>50%</b> coinsurance for one fitting/evaluation for hearing aid every year
Hearing Aids	\$399-\$1,800 copay per device, limited to 2 devices every year. Actual cost-share will depend on hearing aid selected.	Combined with in-network.  Customers are required to contact Cigna Healthcare's hearing vendor to access hearing aid benefits.
Dental Services (Medicare-covered)		
Limited dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth)	\$10 copay	<b>\$35</b> copay

Benefit	What You Pay	
	In-Network	Out-of-Network
Preventive and Comprehensive Dental Service	ces (Routine)	
Routine preventive and comprehensive dental services with a licensed dentist who is not precluded or excluded from Medicare. Services obtained outside the Cigna Dental Allowance Network will be covered at the out-of-network copay for each covered service up to the allowance amount. Benefit does not cover cosmetic services. Provider submits claim to Cigna Dental Health.  *Limitations, exclusions, and restrictions may apply.	\$0 copay up to allowance amount	50% coinsurance up to allowance amount
Maximum Coverage Amount	\$2,400 combined allowance for routine preventive and comprehensive dental services every year	Combined with in-network
Vision Services		
Eye Exams (Medicare-covered)  A separate physician cost-share may apply if additional services requiring cost-sharing are rendered (e.g., but not limited to, if a medical eye condition is discovered during a preventive routine eye exam). A facility cost-share may apply for procedures performed at an outpatient surgical center.	\$0 copay for Medicare- covered diabetic retinopathy screening \$10 copay for all other Medicare-covered vision services	O% coinsurance for Medicare-covered diabetic retinopathy screening  40% coinsurance for all other Medicare-covered vision services
Routine Eye Exam  One routine eye exam (including eye refraction) per year. Eye refractions outside of the annual non-Medicare-covered routine eye exam are not covered. For routine eye exams and eyewear services, customers are encouraged to select a provider within Cigna Healthcare's w vision vendor network but are not required to do so. Customers have the option to select doctors and benefits both in and out of network with no referrals required, however, out-of-pocket costs may be higher for out-of-network services.	\$0 copay for one routine exam every year	50% coinsurance for one routine exam every year
Glaucoma Screening (Medicare-covered)	<b>\$0</b> copay	<b>\$0</b> copay

Benefit	What You Pay	
	In-Network	Out-of-Network
Eyewear (Medicare-covered)	<b>\$0</b> copay	40% coinsurance
Routine Eyewear  > Eyeglasses (lenses and frames)  > Eyeglass lenses  > Eyeglass frames  > Contact lenses (including contact lens fitting)  > Upgrades	\$0 copay up to plan maximum coverage amount of \$200 every year  The plan-specified allowance may be applied to one set of the member's choice of eyewear once per year, to include the eyeglass frame/lenses/lens options combination or contact lenses (to include related professional fees) in lieu of eyeglasses.	Combined with in-network
Mental Health Services		
Inpatient <sup>1</sup> Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital. For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day I, each time you are admitted.	\$250 copay per day for days I-6 \$0 copay per day for days 7-90	40% coinsurance
Outpatient Individual or Group Therapy Visit <sup>I</sup>	<b>\$0</b> copay	<b>\$35</b> copay
Skilled Nursing Facility (SNF) <sup>1</sup>		
Our plan covers up to 100 days per benefit period.	\$0 copay per day for days I-20 \$203 copay per day for days 2I-100	40% coinsurance
Rehabilitation Services		
Cardiac (Heart) Rehab Services	\$10 copay	<b>40%</b> coinsurance
Intensive Cardiac (Heart) Rehab Services	\$10 copay	<b>40%</b> coinsurance
Pulmonary Rehab Services	\$10 copay	40% coinsurance
Occupational Therapy Services	\$10 copay	<b>\$35</b> copay

Benefit	What You Pay		
	In-Network	Out-of-Network	
Physical Therapy and Speech/Language Therapy Services	\$10 copay	<b>\$35</b> copay	
Physical Therapy and Speech/Language Therapy Telehealth Services	<b>\$0</b> copay	Not covered	
Ambulance <sup>i</sup>			
Ground Service (one-way trip)	<b>\$245</b> copay	<b>\$245</b> copay	
Air Service (one-way trip)	20% coinsurance	20% coinsurance	
Transportation (Routine)			
Routine Transportation	Not covered	Not covered	
Medicare Part B Drugs			
Medicare Part B Insulin Drugs	0%–20% coinsurance; up to a \$35 copay	40% coinsurance	
Medicare Part B Chemotherapy/Radiation Drugs <sup>1</sup>	0%-20% coinsurance	40% coinsurance	
Other Medicare Part B Drugs <sup>1</sup>	0%–20% coinsurance	40% coinsurance	
Medicare-covered Part B Drugs may be subject to step therapy requirements.	This plan has Part D prescription drug coverage. See Section 4 in the Summary of Benefits.	This plan has Part D prescription drug coverage. See Section 4 in the Summary of Benefits.	
Acupuncture Services			
Acupuncture Services (Medicare-covered) <sup>1</sup> Services for chronic lower back pain.	\$10 copay	<b>\$35</b> copay	
Acupuncture Services (Routine)	Not covered	Not covered	
Chiropractic Care			
Chiropractic Services (Medicare-covered) <sup>1</sup>	<b>\$15</b> copay	<b>50%</b> coinsurance	
Routine Chiropractic Services	Not covered	Not covered	

Benefit	What You Pay	
	In-Network	Out-of-Network
Fitness and Wellness Programs		
The Silver&Fit® Healthy Aging and Exercise program offers the flexibility of a fitness center membership, digital fitness tools, and one home fitness kit from a variety of kit options, including a wearable fitness tracker. You can also take advantage of digital workout plans available on the program's website, get one-on-one Healthy Aging Coaching by phone, video, or chat, and enjoy many other digital resources through the Well-Being Club.	<b>\$0</b> copay	Combined with in-network
Foot Care (Podiatry Services)		
Podiatry Services (Medicare-covered)	<b>\$10</b> copay	<b>\$35</b> copay
Routine Podiatry Services	Not covered	Not covered
Health Information Line		
Talk one-on-one with a Nurse Advocate* to get timely answers to your health-related questions at no additional cost, anytime day or night. The Health Information Line is not a substitute for calling 9II. If you are experiencing a health care emergency, please call 9II or go to your nearest emergency room.	<b>\$0</b> copay	Combined with in-network
*Nurse Advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing any medical advice.		
Home-Delivered Meals		
	\$0 copay for home-delivered meals Limited to I4 meals per discharge from a qualified hospital stay or skilled nursing facility (up to 3 stays per year). ESRD care management is limited to 56 meals once per year.	Combined with in-network

Benefit	What You Pay	
	In-Network	Out-of-Network
Home Health Care <sup>1</sup>		
Home Health	<b>\$0</b> copay	40% coinsurance
Hospice		
Hospice care must be provided by a Medicare-certified hospice program.	<b>\$0</b> copay	<b>\$0</b> copay
Our plan covers hospice consultation services (one time only) before you select hospice. Hospice is covered outside of our plan. You may have to pay part of the cost for drugs and respite care. Please contact the plan for more details.		
Medical Equipment and Supplies		
Durable Medical Equipment (wheelchairs, oxygen, etc.) <sup>1</sup>	20% coinsurance	40% coinsurance
Prosthetic Devices (braces, artificial limbs, etc.) <sup>1</sup>	20% coinsurance	40% coinsurance
Medical Supplies <sup>1</sup>	20% coinsurance	40% coinsurance
Diabetic Services and Supplies Brand limitations apply to certain supplies.	<b>\$0</b> copay for diabetes self-management training	<b>\$0</b> copay for diabetes self-management training
Blood sugar monitor/continuous glucose monitor (CGM) preferred brands include:	20% coinsurance for therapeutic shoes	40% coinsurance for therapeutic shoes
<ul> <li>Abbott Diabetes Care: FreeStyle Lite, FreeStyle Freedom Lite, FreeStyle Precision Neo, FreeStyle Libre 2 (CGM), and FreeStyle Libre I4-Day (CGM)</li> <li>Life Scan Diabetes Care: OneTouch Ultra 2, OneTouch Verio Flex, and OneTouch Verio Reflect</li> <li>Dexcom: Dexcom G6 (CGM), Dexcom G7 (CGM)</li> </ul>	or inserts <sup>1</sup> <b>\$0</b> copay for diabetic monitoring supplies <sup>1</sup>	or inserts  40% coinsurance for diabetic monitoring supplies
Opioid Treatment Services		
FDA-approved treatment medications in addition to testing, counseling, and therapy.	\$10 copay	<b>\$35</b> copay
Outpatient Substance Abuse <sup>1</sup>		
Individual or Group Therapy Visit	\$10 copay	<b>\$35</b> copay

Benefit	What You Pay	
	In-Network	Out-of-Network
Over-the-Counter (OTC) Allowance		
Allowance for covered OTC drugs and other health-related pharmacy products	\$75 every 3 months	Combined with in-network
Telehealth Services (Medicare-covered)		
For non-emergency urgent care, talk with a telehealth doctor via smart phone, computer, or tablet for care, including allergies, cough, headache, sore throat, and other minor illnesses. Benefit also includes telehealth mental health therapy and dermatology services.	\$0 copay for non- emergency urgent care virtual visits  \$0 copay for mental health therapy virtual visits <sup>1</sup> \$10 copay for dermatology care virtual visits <sup>1</sup>	Telehealth services must be obtained from Cigna Healthcare's telehealth vendor.  \$0 copay for non- emergency urgent care virtual visits  \$35 copay for mental health therapy virtual visits  \$35 copay for dermatology care virtual visits

# Extra Benefits Included in Your Plan

	In-Network	Out-of-Network
Annual Physical Exam	<b>\$0</b> copay	<b>\$0</b> copay
Cigna Healthy Today Card  Use your pre-loaded Cigna Healthy Today card for easy access to incentives, rewards, and select benefits* that may be part of your plan.  *Benefits, coverage, and amounts vary by plan. Limitations, exclusions, and restrictions may apply.	Based on your plan's allowance and frequency amounts, funds will be loaded on your Cigna Healthy Today card automatically.  Allowance amounts do not carry over to the next quarter or the following year.	Combined with in-network
Cigna Medicare Advantage Incentives With the Cigna Medicare Advantage incentives program, you can earn money for completing certain healthy activities. After completing your yearly health check- up, you can qualify for additional incentives as determined by your plan and provider. Reward dollars are intended to be used on health and wellness products only.	You can earn up to <b>\$200</b> , which is loaded on your Cigna Healthy Today card, for completing certain healthy activities.	Combined with in-network

## 4 | Prescription Drug Benefits

## **Medicare Part D Drugs**

#### Pharmacy (Part D) Deductible

\$300 (does not apply to Tiers I or 2)

#### **Initial Coverage**

The following charts show the cost-sharing amounts for Part D drugs covered under this plan. After you pay any yearly Part D deductible, you pay the following until your total yearly drug costs reach \$5,030. Total yearly drug costs are

the total drug costs paid by both you and a Part D plan.

Your costs may be different if you qualify for *Extra Help*. Your copay or coinsurance is based on the drug tier for your medication, which you can find in the plan *Comprehensive Prescription Drug List* on our website **CignaMedicare.com**. Or call us, and we will send you a copy of the *Comprehensive Prescription Drug List*.

		Mail Order Cost-Sharing		Retail Cost-Sharing	
Tier	Supply	Preferred	Standard	Preferred	Standard
<b>Tier I</b> Preferred Generic Drugs	30-day	<b>\$</b> O	\$9	<b>\$</b> O	\$9
	60-day	<b>\$</b> O	\$18	<b>\$</b> O	\$18
	90-day	<b>\$</b> O	\$27	<b>\$</b> O	\$27
<b>Tier 2</b> Generic Drugs	30-day	\$4	\$15	\$4	\$15
	60-day	\$8	\$30	\$8	\$30
	90-day	<b>\$</b> O	\$45	\$12	\$45
<b>Tier 3</b> Preferred Brand Drugs	30-day	\$45	\$47	\$45	\$47
	60-day	\$90	\$94	\$90	\$94
	90-day	\$135	\$141	\$135	\$141
<b>Tier 4</b> Non-Preferred Drugs	30-day	<b>\$</b> 95	\$100	\$95	\$100
	60-day	\$190	\$200	\$190	\$200
	90-day	\$285	\$300	\$285	\$300
<b>Tier 5</b> Specialty Drugs	30-day	28%	28%	28%	28%
	60-day	Not available	Not available	Not available	Not available
	90-day	Not available	Not available	Not available	Not available

Cost-sharing may vary depending on the customer's Part D coverage phase. Costs may differ based on pharmacy type or status, for example, preferred/non-preferred, mail order, long-term care (LTC), home infusion, and 30- or 90-day supply.

You may get your drugs at preferred or standard network retail pharmacies or preferred mail order pharmacies. Your prescription drug copay will typically be less at a preferred network pharmacy because it has a preferred agreement with your plan.

You can get your prescription from an out-ofnetwork pharmacy, but you may pay more than you would pay at an in-network pharmacy. If you reside in a long-term care facility, you would pay the standard retail cost-sharing at an in-network pharmacy.

#### Coverage Gap

Most Medicare prescription drug plans have a Coverage Gap (also called the Donut Hole). This means there is a temporary change in what you will pay for your Part D drugs. The Coverage Gap begins after your total yearly prescription drug costs (including what a Part D plan has paid and what you have paid) reach \$5,030. Not everyone will enter the Coverage Gap.

After you enter the Coverage Gap, you pay a maximum of **25**% of the plan's cost for covered brand name drugs and covered generic drugs until your costs total **\$8,000**, which is the end of the Coverage Gap.

This plan offers some additional prescription drug coverage for Tier I drugs in the Coverage Gap. See the table below to find out how much you will pay.

#### **Catastrophic Coverage**

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$8,000** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will pay **\$0** for all covered Part D drugs through the end of the calendar year.

		Mail Order Cost-Sharing		Retail Cost-Sharing	
Tier	Supply	Preferred	Standard	Preferred	Standard
<b>Tier I</b> Preferred Generic Drugs	30-day	<b>\$</b> O	\$9	<b>\$</b> O	\$9
	60-day	<b>\$</b> O	\$18	<b>\$</b> O	\$18
	90-day	<b>\$</b> O	\$27	<b>\$</b> O	\$27

## What You Pay for Insulin

- > You won't pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on.
- If your insulin is on a tier where cost-sharing is lower than \$35, you will pay the lower cost for your insulin.
- If your plan has a Part D deductible, the above will apply even if you haven't paid your deductible.

Select benefits may not be available in all service areas without a monthly premium. Some plans may include these benefits under the monthly premium. Benefits, features, and/or devices vary by plan/service area. Limitations, exclusions, and restrictions may apply. Contact the plan for more information.

Benefits, premiums, and/or copayments/coinsurance may change on January I of each year. You must continue to pay your Medicare Part B premium. Individuals may enroll in a plan only during specific times of the year and must have Medicare Parts A and B.

Out-of-network/non-contracted providers are under no obligation to treat plan members except in emergency situations. Please call our Customer Service number or see your *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services.

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To file a marketing complaint, contact Cigna Healthcare at the Customer Service number below or call **I-800-MEDICARE** (24 hours a day/7 days a week). Please include the agent/broker name if possible.

Subsidiaries of The Cigna Group contract with Medicare to offer Medicare Advantage HMO and PPO plans and Part D Prescription Drug Plans (PDPs) in select states and with select state Medicaid programs. Enrollment in a Cigna Healthcare product depends on contract renewal.

You must live in the plan's service area to enroll in a Cigna Healthcare Medicare Advantage plan. Prior authorization and/or referrals are required for certain services. This information is not a complete description of benefits. Benefits vary by plan.

Call Customer Service at **I-800-668-3813 (TTY 7II)**, 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

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