

COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit **UHCCP.com**.

In response to COVID-19, UnitedHealthcare is making telehealth available at no cost to you. Telehealth visits allow you to talk with a local health care provider for both urgent and non-urgent needs using your mobile device or computer. Call your Primary Care Provider (PCP) to see if they offer visits online or by phone. If you don't have a doctor you see regularly, visit **myuhc.com/CommunityPlan** to find a network provider that may be able to offer a telehealth visit.

The articles found in the Spring HealthTalk newsletter were written and printed prior to the COVID-19 outbreak. These short, interesting articles are aimed to help keep you and your family healthy all year long. To ensure your safety and those around you we suggest you schedule your annual wellness visit in the fall or winter.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page **[cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)**



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



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HealthTALK

SPRING 2020



We speak your language.

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-888-716-8787, TTY 711.**



Going home.

Have you been in the hospital or emergency room (ER)? If so, it is important to receive follow-up instructions before you go home. Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions so they also understand what you are supposed to do.

Make an appointment with your doctor as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your doctor. Proper follow-up may prevent another visit to the hospital or ER.



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UnitedHealthcare Community Plan
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Sunrise, FL 33323

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Your partner in health.

How to choose the right PCP.

Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP.

Teens have different health care needs than children. It may be time for your teen to switch to a doctor who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

If your PCP isn't right for you, you can switch at any time. You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.
- Medical school or residency (by phone only).



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Need a new doctor? To find a new PCP, visit UHCCommunityPlan.com/FL. Or call us toll-free at **1-888-716-8787, TTY 711**.



By the book.

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- Your member rights and responsibilities.
- The benefits and services you have.
- The benefits and services you don't have (exclusions).
- What costs you may have for health care.
- How to find out about network providers.
- How your prescription drug benefits work.
- What to do if you need care when you are out of town.
- When and how you can get care from an out-of-network provider.
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- Our privacy policy.
- What to do if you get a bill.
- How to voice a complaint or appeal a coverage decision.
- How to ask for an interpreter or get other help with language or translation.
- How the plan decides if new treatments or technologies are covered.
- How to report fraud and abuse.



Get it all. You can read the Member Handbook online at UHCCommunityPlan.com/FL. Or call Member Services toll-free at **1-888-716-8787, TTY 711**, to request a free copy of the handbook.

Know your drug benefits.

Visit our website at UHCCCommunityPlan.com/FL to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You do not have copayments for prescriptions.



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Look it up. Find information on your drug benefits at UHCCCommunityPlan.com/FL. Or, call Member Services toll-free at **1-888-716-8787, TTY 711**.



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The right care.

How we decide which services are covered.

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.



Questions? You can talk to our staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance are available if you need them. Just call **1-888-716-8787, TTY 711**, toll-free.

We care for you.

Voluntary programs to help manage your health.

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our Population Health program. They can include:

- Health education and reminders.
- Maternity support and education.
- Support for substance use disorders.
- Programs to help you with complex health needs (care managers work with your doctor and other outside agencies).

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time.



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Take care. Visit [UHCCommunityPlan.com/FL](https://www.UHCCommunityPlan.com/FL) to find more information about network doctors. You can also learn more about the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at **1-888-716-8787, TTY 711**.

Safe and secure.

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- How we may use PHI and FI.
- When we may share PHI and FI with others.
- What rights you have to your family's PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at [UHCCommunityPlan.com/FL](https://www.UHCCommunityPlan.com/FL). You may also call Member Services toll-free at **1-888-716-8787, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Take charge.

Prepare to see your provider.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you receive. Here's how you can take charge of your health care:

- **Think about what you want to get out of the visit before you go.**
Try to focus on the top 3 things you need help with.
- **Tell your provider about any drugs or vitamins you take on a regular basis.** Bring a written list. Or bring the medicine itself with you.
- **Tell your provider about other providers you may be seeing.**
Include behavioral health providers. Mention any medications or treatment they have prescribed for you. Also bring copies of results of any tests you have had.



Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.

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Know your numbers.

Be aware of high blood pressure.

Almost 1 in 3 adults have high blood pressure. It is also called hypertension. This means blood pressure of 130/80 or higher. A healthy blood pressure is 120/80 or lower.

High blood pressure usually has no symptoms. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to 1 drink a day for women or 2 (or less) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



See your provider. If lifestyle changes are not enough, your provider may suggest medication. Be sure to keep all follow-up appointments. Check your blood pressure often.

Under control.

Keeping diabetes in check.

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

A1c blood test. This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.

Heart disease. Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.

Kidney function. Diabetes can damage your kidneys. This blood test makes sure yours are working right. Get this test once a year.

Dilated eye exam. Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Often symptoms don't occur until damage is bad. This test helps find retinopathy and other eye problems before you notice them. Get this test once a year.

Foot exam. Get your feet examined once a year to check for wounds and nerve damage.

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We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-888-716-8787, TTY 711**. Or use the **Health4Me®** app.

Culture club.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. In person sign language interpreters are available for people who are Deaf and/or Hard-of-Hearing at no cost to you. Your doctor's office can help you with coordination. If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.



Help is here. Need to receive information in a language other than English? Want to get materials in another format? Call Member Services toll-free at **1-888-716-8787, TTY 711**. Interpreters are available. This includes American Sign Language.



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Behavioral health.

Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, ask your primary care provider (PCP) about seeing a behavioral health specialist. A behavioral health specialist can treat anxiety disorders, depression, attention deficit hyperactivity disorder (ADHD), seasonal affective disorder (SAD), substance use disorder or other mental disorders.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.



Get help. To learn more about your behavioral health benefits, call Member Services at **1-888-716-8787**, **TTY 711**.



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Opioid overdoses are rising.

Treatment for substance use disorders is available.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member. Anyone can get a substance use disorder.

Treatment can help people stop using opioids. Medication-assisted treatment (MAT) helps. It uses medicine that blocks the high and reduces drug cravings. MAT also eases patients' withdrawal from opioids. By helping with the physical aspects of addiction, MAT helps patients focus on recovery.



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Learn more. Treatment for substance use disorders, including MAT, is a covered benefit. Call SAMHSA's Treatment Referral Routing Service at **1-800-662-HELP (4357)** or **1-800-487-4889** to begin recovery.

Your best shot.

Immunizations keep kids healthy.

Years ago many children died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them from getting sick. It's important for all children, from babies through teens, to get the right shots at the right time.

Shots for babies (birth–15 months).

- HepB: Hepatitis B (3 doses).
- Hep A: Hepatitis A (2 doses).
- DTaP: Diphtheria, Tetanus, Pertussis (4 doses).
- Hib: Haemophilus influenzae type b (3-4 doses).
- IPV: Polio (3 doses).
- PCV: Pneumococcal (4 doses).
- RV: Rotavirus (2–3 doses).
- MMR: Measles, Mumps, Rubella (1 dose).
- Varicella: Chickenpox (1 dose).
- Influenza (yearly).

Booster shots for young children (4–6 years).

- DTaP: Diphtheria, Tetanus, Pertussis.
- IPV: Polio.
- MMR: Measles, Mumps, Rubella.
- Varicella: Chickenpox.
- Influenza (yearly).

Shots for pre-teens (11–12 years).

- Tdap: Tetanus, Diphtheria, Pertussis.
- HPV: Human Papillomavirus (3 doses).
- MCV: Meningococcal.
- Influenza (yearly).
- HepA: Hepatitis A (only if at high risk).



Keep track. Keep a record of what shots your child gets and when. Share this list with any new providers you see. Make copies of this list so you can give them to child care, schools, camps or sports programs.



Spring is here!

Coping with seasonal allergies and asthma.

When trees get their leaves, grass grows and flowers bloom, they send pollen into the air. For many people, this means allergy and asthma symptoms get worse. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better this spring.

- Check air quality. It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- If you play, garden or exercise outdoors, enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your control medication as prescribed. Carry your quick-relief inhaler with you.
- Follow your provider's orders for treating other allergy symptoms.



Take a breath. If you have asthma or another chronic condition, we can help. We offer disease management programs. They help you manage your condition with reminders about your care and advice from a nurse. To learn more, call Member Services toll-free at **1-888-716-8787, TTY 711.**

We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers and outside agencies. They help people with:

- Physical disabilities.
- Serious mental illness.
- Complex health problems.
- Other special needs.



How can we help?

Take a Health Assessment at

UHCCommunityPlan.com/FL.

Or take it over the phone by calling Member Services toll-free at **1-888-716-8787, TTY 711.**

This short survey will help find programs that are right for you.



Teen time.

Checkups are important at adolescence.

Checkups help keep kids healthy at any age. Even preteens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well. Your child's body mass index (BMI) will be measured. BMI uses height and weight to see if your child weighs too much or too little.

The doctor and your child can discuss risky behaviors. These include substance abuse and safety. Sexual health will also be discussed. Plus, your child will get any shots or tests they need.

When the preteen years start, it's time for another round of shots. Tdap, HPV and meningococcal vaccines are recommended for most 11- to 12-year-olds. In addition, teens need a booster of the meningococcal vaccine at age 16.



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Get guidance. Preventive care guidelines are available. This document says what tests and shots are needed and when. Visit UHCCCommunityPlan.com/FL or call toll-free **1-888-716-8787, TTY 711**, to get a copy.



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Expecting?

If you are pregnant, be sure to start pregnancy care early. Go to all of your doctor visits. Unless there is a medical reason, your pregnancy should continue for at least 39 weeks. Babies born early are at risk for health problems. These include breathing, temperature, feeding or other problems.

After you give birth, be sure to go to your postpartum visit. It is just as important as your pregnancy visits. Your doctor will want to see you by six weeks to check for healing, depression, family planning and breast-feeding.



Pregnant? UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps. Call **1-800-599-5985, TTY 711**, to see how you can join.



Couch surfing.

Hanging out with friends, doing what you want, endless sleepovers and no rules to follow? It may sound fun at first, but for many teens, couch surfing is a way of life. Not knowing where you will be from one night to the next, wondering if anyone will be able to have you over. This can be very stressful and is no way to live. Couch surfers are called the “invisible homeless.” When they run out of places to stay, they can be left on the street or in a shelter. They may even have to steal to get what they need.

Many teens can be without a safe place to sleep for many reasons. These reasons can include abuse, family troubles, money problems or trouble at school. The Florida Department of Education reported that, in 2015–2016, Florida had 72,957 homeless students enrolled in school. If you or someone you know is in need of help, reach out to a trusted adult. You can also contact **TEXT 4 HELP**, a nationwide support service for young people in crisis. Simply text the word “**SAFE**” and your location to **44357** for immediate help. Within seconds, you will receive a message with the closest Safe Place location.

KidsHealth®.

KidsHealth® is a resource to help parents, kids and teens take charge of their health.

Parents can get doctor-approved advice. Kids can find fun health quizzes, games and videos. Teens can get answers and advice on questions about body and mind. Visit **KidsHealth.org** today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.



Register online!

You can get important information about your health plan anytime at **UHCommunityPlan.com/FL**. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to **UHCommunityPlan.com/FL** to register today and start getting more from your benefits.





Ask Dr. Health E. Hound®.

Q: When does my child need to see the PCP?

A: It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Take your baby for well-child visits at the following ages:

- 3 to 5 days.
- 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.
- 12 months.
- 15 months.
- 18 months.
- 24 months.
- 30 months.
- Once a year starting at age 3.

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines they are due for. The PCP will answer your questions about your child's health.



Beat the rush. If your child is due for a checkup, call to make an appointment today. Don't wait until the summer, when pediatrician offices are very busy. Bring any school, sports or camp forms you need filled out to the appointment.

Dr. Health E. Hound® is a registered trademark of UnitedHealth Group.

Mammograms save lives.

Today, there are more than 3 million breast cancer survivors in the U.S. This is because more women are getting mammograms. A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump.

Getting a mammogram on schedule can help you beat cancer if your doctor finds it early. When caught early, breast cancer is often curable. If you are over 40, talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. Together, you can create the best screening schedule for you.



Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-888-716-8787, TTY 711.**



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-888-716-8787, TTY 711

Our website: Find a provider, read your Member Handbook or see your ID card, wherever you are.
UHCommunityPlan.com/FL

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-888-716-8787, TTY 711

Quit For Life®: Get free help quitting smoking.
quitnow.net

Healthy First Steps®: Get support throughout your pregnancy (toll-free).
1-800-599-5985, TTY 711

KidsHealth®: Get reliable information on health topics for and about kids.
KidsHealth.org

Want to receive information electronically?
Call Member Services and give us your email address (toll-free).
1-888-716-8787, TTY 711

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Top quality.

Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing. Last year, one of our goals was for more of our adult members who have diabetes to get their HbA1c blood tests and retinal eye scans. We sent members information and reminders about how important it is to see their doctor regularly to help manage their diabetes. We found that overall in 2019 more members did have their HbA1c blood tests and eye exams.

Last year, another goal was to increase the number of children who received yearly checkups. We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want to improve the percentage of members who have cervical cancer and breast cancer screenings in the coming year. We will be calling members with reminders.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2019 surveys showed mostly higher scores in how members rated their doctors. In the coming year, we will continue to work on improving how members rate their doctors and their overall health care. We also want to make sure members get the care they need when they need it. We gave our doctors tip sheets on what members like so they can better serve them.



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Quality matters. Want more information on our Quality Improvement program? Call Member Services toll-free at **1-888-716-8787, TTY 711.**



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-888-716-8787, TTY 711**, Monday through Friday, 8:00 a.m. to 7:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-888-716-8787, TTY 711**, Monday through Friday, 8:00 a.m. to 7:00 p.m.