## **Excellus BCBS: Excellus BluePPO Signature Hybrid 1**

A nonprofit independent licensee of the BlueCross BlueShield Association

Coverage for: Family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

**This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-800-499-1275 or visit Our website at www.excellusbcbs.com. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at www.cciio.cms.gov or www.healthcare.gov/sbc-glossary or call 1-800-499-1275 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	In-Network: \$200 Individual/ \$400 Family; Out-of-Network: \$700 Individual/\$1,400 Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u>
Are there services covered before you meet your deductible?	Yes, <u>Preventive Care</u>	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other <u>deductibles</u> for specific services?	No	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	In-Network: \$2,500 Individual/\$5,000 Family; Out-of-Network: \$5,000 Individual/ \$10,000 Family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit?</u>	Costs for <u>premiums</u> , <u>balance billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a network provider?	Yes. See www.excellusbcbs.com or call 1-800-499-1275 for a list of <u>network</u> <u>providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist?</u>	No	You can see the <u>specialist</u> you choose without a <u>referral</u> .



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

		What You Will Pay		Limitations Eventions & Other Important	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Primary care visit to treat an injury or illness	\$20 <u>Copay/</u> visit No Charge for Members to age 19 <u>Deductible</u> does not apply	30% Coinsurance	None	
16	<u>Specialist</u> visit	\$30 <u>Copay/</u> visit <u>Deductible</u> does not apply	30% <u>Coinsurance</u>		
If you visit a health care provider's office or clinic	Preventive care/screening/ immunization	Adult Physical: No Charge Adult Immunizations: No Charge Well Child Visit: No Charge Deductible does not apply	Adult Physical: 30% <u>Coinsurance</u> Adult Immunizations: 30% <u>Coinsurance</u> Well Child Visit: No Charge	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.1 Exam per calendar year	
	<u>Diagnostic test</u> (x-ray, blood work)	X-Ray: \$30 <u>Copay</u> /visit X-Ray: <u>Deductible</u> does not apply Blood Work: No Charge Blood Work: <u>Deductible</u> does not apply	X-Ray: 30% <u>Coinsurance</u> Blood Work: 30% <u>Coinsurance</u>	None	
If you have a test	Imaging (CT/PET scans, MRIs)	\$30 <u>Copay/</u> visit <u>Deductible</u> does not apply	30% Coinsurance		
lf you need drugs to treat	Tier 1 (Generic drugs)	\$10/prescription retail, \$20/ prescription mail order <u>Deductible</u> does not apply	Not Covered	Covers up to a 30-day supply (retail); 90-day supply (mail	
your illness or condition More information about prescription drug coverage is available at	Tier 2 (Preferred brand drugs)	\$25/prescription retail, \$50/ prescription mail order <u>Deductible</u> does not apply	Not Covered	order)/prescription  Preauthorization required for certain prescription drugs. If you don't get a preauthorization, you must pay the entire	
www.excellusbcbs.com	Tier 3 (Non-preferred brand drugs)	\$40/prescription retail, \$80/ prescription mail order <u>Deductible</u> does not apply	Not Covered	cost and submit a claim to us for reimbursement.	
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	10% <u>Coinsurance</u>	30% Coinsurance	None	
surgery	Physician/surgeon fees	10% Coinsurance	30% Coinsurance	None	

<sup>\*</sup> For more information about limitations and exceptions, see <u>plan</u> or policy document at www.excellusbcbs.com

		What You Will Pay		linia di mangana ang ang ang ang ang ang	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Emergency room care	\$100 <u>Copay/</u> visit <u>Deductible</u> does not apply	\$100 <u>Copay/</u> visit <u>Deductible</u> does not apply	None	
If you need immediate medical attention	Emergency medical transportation	\$100 <u>Copay/</u> visit <u>Deductible</u> does not apply	\$100 <u>Copay/</u> visit <u>Deductible</u> does not apply	None	
	<u>Urgent care</u>	\$75 <u>Copay/</u> visit <u>Deductible</u> does not apply	30% <u>Coinsurance</u>	None	
	Facility fee (e.g., hospital room)	10% <u>Coinsurance</u>	30% <u>Coinsurance</u>	None	
If you have a hospital stay	Physician/surgeon fees	10% Coinsurance	30% <u>Coinsurance</u>	None	
If you need mental health, behavioral health, or	Outpatient services	\$15 <u>Copay</u> /visit <u>Deductible</u> does not apply	30% <u>Coinsurance</u>	None	
substance abuse services	Inpatient services	10% <u>Coinsurance</u>	30% <u>Coinsurance</u>		
	Office visits	No Charge	30% <u>Coinsurance</u>	<u>Cost sharing</u> does not apply for <u>preventive services</u> .	
If you are pregnant	Childbirth/delivery professional services	10% Coinsurance	30% <u>Coinsurance</u>	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.). Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply.	
	Childbirth/delivery facility services	10% <u>Coinsurance</u>	30% Coinsurance	None	
	Home health care	No Charge <u>Deductible</u> does not apply	25% <u>Coinsurance</u>	Deductible is limited to \$50 Out-of-Network	
	Rehabilitation services	\$30 <u>Copay</u> /visit <u>Deductible</u> does not apply	30% <u>Coinsurance</u>	30 Visits per plan year limit	
If you need help recovering or have other special health needs	Habilitation services	\$30 <u>Copay</u> /visit <u>Deductible</u> does not apply	30% <u>Coinsurance</u>	30 Visits per plan year limit	
nearth needs	Skilled nursing care	10% <u>Coinsurance</u>	30% <u>Coinsurance</u>	45 Days per plan year limit	
	<u>Durable medical equipment</u>	10% <u>Coinsurance</u>	30% <u>Coinsurance</u>	None	
	Hospice services	No Charge <u>Deductible</u> does not apply	30% <u>Coinsurance</u>	Family bereavement counseling limited to 5 Visits per plan year	
If your child needs dental or eye care	Children's eye exam	No Charge <u>Deductible</u> does not apply	30% <u>Coinsurance</u>	1 Exam per contract year	
	Children's glasses	10% <u>Coinsurance</u>	30% <u>Coinsurance</u>	1 Pair per plan year	

<sup>\*</sup> For more information about limitations and exceptions, see <u>plan</u> or policy document at www.excellusbcbs.com

		What You Will Pay		
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Children's dental check-up	Not Covered	Not Covered	None

#### **Excluded Services & Other Covered Services:**

Cosmetic surgery

Dental care (Adult)

Dental care (Child)

Long-term care

Private-duty nursing

Routine foot care

Weight loss programs

## Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)

Acupuncture

Bariatric surgery

Chiropractic care

Hearing aids

Infertility treatment

Non-emergency care when traveling outside the U.S.

Routine eye care (Adult)

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: the phone number on Your ID card or www.excellusbcbs.com; Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa; New York State Department of Financial Services Consumer Assistance Unit at 1-800-342-3736 or www.dfs.ny.gov. Additionally, a consumer assistance program can help you file your appeal. Contact the Consumer Assistance Program at 1-888-614-5400, or e-mail cha@cssny.org or www.communityhealthadvocates.org. A list of states with Consumer Assistance Programs is available at: https://www.dol.gov/sites/dolgov/files/EBSA/laws-and-regulations/laws/affordable-care-act/foremployers-and-advisers/consumer-assistance-programs.doc and www.cms.gov/CCIIO/Resources/Consumer-Assistance-Grants.

#### **Does this plan provide Minimum Essential Coverage? Yes**

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

#### Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

-----To see examples of how this plan might cover costs for a sample medical situation, see the next section.

<sup>\*</sup> For more information about limitations and exceptions, see plan or policy document at www.excellusbcbs.com

### **About these Coverage Examples:**



**This is not a cost estimator.** Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

# Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

The <u>plan's</u> overall <u>deductible</u>	\$200
<b>Specialist copayment</b>	\$30
Hospital (facility) <u>coinsurance</u>	10%
Other coinsurance	10%

#### This EXAMPLE event includes services like:

Specialist office visits (*prenatal care*)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (*ultrasounds and blood work*)
Specialist visit (*anesthesia*)

In this example, Peg would pay:

Cost Sharing			
<u>Deductibles</u>	\$200		
<u>Copayments</u>	\$60		
<u>Coinsurance</u>	\$1,090		
What isn't covered			
Limits or exclusions	\$60		
The total Peg would pay is \$1,4			

# Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

The <u>plan's</u> overall <u>deductible</u>	\$200
<b>Specialist</b> copayment	\$30
Hospital (facility) <u>coinsurance</u>	10%
Other <u>coinsurance</u>	10%

#### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)
Diagnostic tests (blood work)
Prescription drugs
Durable medical equipment (alucose meter)

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In this example, Joe would pay:

Cost Sharing		
<u>Deductibles</u>	\$0	
<u>Copayments</u>	\$970	
<u>Coinsurance</u>	\$0	
What isn't covered		
Limits or exclusions	\$20	
The total Joe would pay is	\$990	

# **Mia's Simple Fracture**

(in-network emergency room visit and follow up care)

The <u>plan's</u> overall <u>deductible</u>	\$200
Specialist copayment	\$30
Hospital (facility) <u>coinsurance</u>	10%
Other <u>coinsurance</u>	10%

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies)
Diagnostic test (x-ray)
Durable medical equipment (crutches)
Rehabilitation services (physical therapy)

Total Example Cost	\$2,800

In this example, Mia would pay:

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Cost Sharing	
<u>Deductibles</u>	\$200
Copayments	\$350
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$550

# **Notice of Nondiscrimination**

of race, color, national origin, age, disability, sexual orientation, gender identity, or sex Our Health Plan complies with federal civil rights laws. national origin, age, disability, sexual orientation, gender identity, or sex. (consistent with the scope of sex discrimination as described at 45CFR section 92.10(a)(2)). The Health Plan does not exclude people or treat them differently because of race, color, The Health Plan: We do not discriminate on the basis

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

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

gender identity, or sex; you can file a grievance with the Health Plan's Section 1557 another way on the basis of race, color, national origin, age, disability, sexual orientation, If you believe that the Health Plan has failed to provide these services or discriminated in Coordinator at:

Advocacy Department

Attn: Civil Rights Coordinator

PO Box 4717

Syracuse, NY 13221

Email: Advocacy.Department@excellus.com

Telephone number: 1-800-614-6575

TTY number: 1-800-662-1220

Fax: 1-315-671-6656

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

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

U.S. Department of Health and Human Services 200 Independence Avenue, SW

Room 509F. HHH Building

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a>.

This notice is available at Excellus BlueCross BlueShield's website at: www.ExcellusBCBS.com

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formats are also available free of charge. To access these services, please call us at you. Appropriate auxiliary aids and services to provide information in accessible ATTENTION: If you speak English, free language assistance services are available 1-877-626-9298 (TTY: 1-800-662-1220).

estos servicios, llámenos al 1-877-626-9298 (TTY: 1-800-662-1220). adecuados para proporcionar información en formatos accesibles. Para acceder a lingüística. También hay disponible de manera gratuita ayudas y servicios auxiliares ATENCION: Si habla español, tiene disponible servicios gratuitos de asistencia

المساعدات والخدمات المساعدة المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجانًا. للوصول إلى هذه الخدمات، يُرجى الاتصال بنا على الرقم 9298-626-877-1 نتباه: إذا كنت تتحدث العربية فإن خدمات مساعدة اللغة المجانية مُتاحة لك. تتوفر أيضًا (الهاتف النصي: 1-800-662).

當的輔助工具和服務,以無障礙格式提供資訊。要獲得這些服務,請撥打 注意:如果您說中文,我們可以爲您提供免費的語言幫助。我們也可以爲您免費提供適 1-877-626-9298 (TTY: 1-800-662-1220)

sont à votre disposition. Des aides et des services supplémentaires appropriés pour gratuitement. Pour accéder à ces services, veuillez nous appeler au 1 877 626 9298 fournir des informations dans des formats accessibles sont aussi disponibles ATTENTION: Si vous parlez français, des services d'assistance linguistique gratuits (TTY [ATS] : 1 800 662 1220).

এবং পরিষেবাগুলি ও বিনামূল্যে উপলব্ধ। এই পরিষেবাগুলি অ্যাঞ্জেস করার জন্য, অনুগ্রহ আপনার জন্য উপলব্ধ। অ্যাঞ্জেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সাহায্য দৃষ্টি আকর্ষণ: আপনি যদি বাংলাতেে কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা করে আমাদের 1-877-626-9298 (TTY: 1-800-662-1220) **ন**শ্বরে কল করুন।

вспомогательные средства и услуги по предоставлению информации в ВНИМАНИЕ: Если Вы говорите на русском языке, Вам доступны бесплатные номеру 1-877-626-9298 (ТТҮ: 1-800-662-1220). доступных форматах. Чтобы воспользоваться этими услугами, позвоните нам по услуги языковой поддержки. Также бесплатно доступны соответствующие

ध्यान दिनुहोस्: तपाई नेपाली बोल्नुहुन्छ भने, निःशुल्क भाषा सहायता सेवाहरू तपाईका लाम निःशुल्क उपलब्ध छन्। यी सेवाहरू उपयाेग गर्न, कृपया हामीलाई 1-877-626-9298 उपलब्ध छन्। सुलभ ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक सहायताहरू र सेवाहरू पनि (TTY: 1-800-662-1220) मा फोन गर्नुहोस्।

підтримки. Відповідні допоміжні засоби та послуги для надання інформації в послугами, зателефонуйте нам за номером: 1-877-626-9298 (ТТҮ [ Телетайп] доступних форматах також надаються безкоштовно. Щоб скористатися цими УВАГА: Якщо Ви говорите українською, Вам доступні безкоштовні послуги мовної 1-800-662-1220).

B-5495 Revised: 10/31/2024

ku habboon oo lagu bixinaayo macluumaadka qaabab la helo karo ayaa sidoo kale luuqadda oo bilaashka ah ayaad helaysaa. Agabka caawimaada naafada iyo adeeggyo FIIRO-GAAR AH: Haddii aad ku hadashid Soomaali, adeeggyada caawimaada 1-877-626-9298 (TTY: 1-800-662-1220). lagu heli karaa bilaa lacag. Si loo helo adeegyadaan, fadlan naga soo wac

တါဂ့ါတါကျိုး လ၊ကျိုးကျဲလ၊တါနှာ်လီးမ်းနှစ်အီးသံ့တဖဉ် စုံးကီး အိဉ်လ၊နမ်းနှစ်အီးသံ့ လျှန်မျာနှ ်ခြီးသံ့လီး. တြိမျာစားတြန် ပြူပီးလီ ဒီး တြိမျာစားတြိမ၊ လျအဘဉ်ဘျိုးဘဉ်ဒါတဖင့် ကဟ့ဉ်လီး 1-877-626-9298 (TTY: 1-800-662-1220). လ၊တလိုဉ်ဟုဉ်အပူးဘဉ်နေ့ဉ်လီး. လ၊ကမၤန္နါတโမၤစာၤတၢိမၤတဖဉ်အံးအဂ်ီ1, ဝံသးစူး ကိးပှၤဖဲ ဟ်သူ့ဉ်ဟ်သး- နမ္1ကတိၤအဲကလံးကျိဉ်နှဉ်, တ1်တိစၢးမၤစၢးကျိဉ် တ1်မၤစၢးတ1်မၤ အကလီအိဉ်လၢနဂီၢ

ဖုန်းခေါ် ဆိုပါ။ ပံ့ပိုးပေးနိုင်သည့် သင့်လျော်သော ထောက်ကူပစ္စည်းများနှင့် ဝန်ဆောင်မှုများကိုလည်း အခမဲ့ရရှိနိုင်ပါသည်။ ဤဝန်ဆောင်မှုများကို ရရှိရန် ကျွန်ုပ်တို့ကို 1-877-626-9298 (TTY- 1-800-662-1220) သို့ အခမဲ့ရရှိနိုင်သည်။ မသန်စွမ်းသူများ အသုံးပြုနိုင်သည့် ဖောမတ်များဖြင့် အချက်အလက်များ သတိပြုရန်- သင် **မြန်မာ** ပြောဆိုလျှင် ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများကို သင့်အတွက်

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Các dịch vụ và hỗ trợ bổ sung thích hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Để sử dụng các dịch vụ này, vui lòng gọi cho chúng tôi theo số 1-877-626-9298 (TTY: 1-800-662-1220).

gratis. Pou jwenn aksè nan sèvis sa yo, tanpri rele nou nan 1-877-626-9298 ak sèvis oksilyè apwopriye pou bay enfòmasyon nan fòma aksesib yo disponib tou ATANSYON: Si ou pale Kreyòl Ayisyen, sèvis asistans lang gratis disponib pou ou. Ed (TTY: 1-800-662-1220).

توجه: اگر به زبان دری صحبت می کنید، خدمات کمک زبان رایگان برای شما قابل دسترس است. کمک امدادی مناسب و خدمات برای دسترسی به معلومات در فرمت میسر بصورت مجانی ارائه میشود. برای دسترسی به این خدامت، با این شماره ها تماس حاصل کنید .(TTY: 1-800-662-1220) 1-877-626-9298

zinapatikana kwa ajili yako. Misaada ya ziada inayofaa na huduma za kutoa habari tafadhali tupigie simu kwa 1-877-626-9298 (TTY: 1-800-662-1220). katika miundo inayofikika zinapatikana pia bila malipo Ili kupata huduma hizi, TAHADHARI: Ikiwa unazungumza Kiswahili, huduma za usaidizi wa lugha bila malipo

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