

MORE FROM LIFE[®]

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CONNECT WITH US

 **Member Services**
1-877-653-0327 (TTY: 7-1-1)

Monday to Friday
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24-HOUR HEALTH INFORMATION LINE

If you need medical advice when your doctor's office is closed, call our 24-hour Health Information Line at **1-855-418-4552 (TTY: 7-1-1)**. Experienced nurses will answer your medical questions 24 hours a day, 7 days a week. Always call 9-1-1 if you're experiencing a medical emergency.



LONG TERM SERVICES AND SUPPORTS

Do you need help with tasks like getting dressed or shopping for groceries? If you're aging and/or have a chronic illness or disability, you may qualify for Cigna-HealthSpring's Long Term Services and Supports (LTSS) program. Call your Service Coordinator for more information.



FROM OUR PRESIDENT

Dear Cigna-HealthSpring friends,



You might notice a change to our name and logo in upcoming issues of *More From Life* and in other materials you'll receive from us in the mail. That's because from now on we'll simply be Cigna. This change

won't affect the services we provide or our commitment to you.

Part of that commitment is to give you the information you need to be as healthy as possible. Now that summer is here and there are plenty of fresh fruits and vegetables available, it's a great time to look at how nutrition can affect your well-being. That's why much of this issue focuses on the food at the end of your fork.

The phrase "you are what you eat" perfectly describes how your food choices affect your overall health. Good nutrition can help you reduce your risk for chronic conditions, like diabetes and heart disease. It can also help you manage any condition(s) you already have.

Food as medicine isn't a new concept. We've always known some ways to eat are healthier than others. Starting on page 5, we explore two popular healthy eating plans: the Mediterranean and DASH diets. These plans aren't quick fixes; instead, they serve as a guideline to help you make lasting diet changes that can improve your health.

Enjoy your summer, and I'll see you next issue!

Brian Evanko
President, Government Business



DO YOU KNOW WHERE TO GO?

If you have an illness or injury that's not life threatening, calling your primary care provider's (PCP) office is a good first step. But what if your PCP isn't available? You have other options, like a nearby urgent care center or the emergency room (ER) at your local hospital.

Do you know where to go? Test your knowledge below.

1

It's a Wednesday morning, and you burn your arm while cooking breakfast. Who do you call?



Call your PCP's office since it's a weekday during regular office hours. Depending on how bad the burn is, your PCP may advise you to go to the ER.

2

You wake up in the middle of the night with what seems at first to be a bad case of indigestion. But a few minutes later, you become short of breath and start having chest pain. What should you do?



Call 911 right away. This is a possible life-or-death situation that requires immediate attention.

3

On a Sunday, you start vomiting and have diarrhea. As the day goes on, your symptoms continue with no end in sight, and you're getting dehydrated. Where should you go?



Go to an urgent care center. Your PCP's office is closed for the weekend and your symptoms don't likely require a trip to the ER.

4

Your lower abdomen is cramping, and it feels like you have to urinate constantly. Where should you turn?



Start with your PCP if it's during regular office hours. If he or she can't see you quickly, an urgent care center may be the fastest way to get the care you need. Urinary urgency and pain can be symptoms of a bladder and/or kidney infection. But these are rarely serious enough for a trip to the ER.



If you're not sure where to go, start by calling your PCP.

ARE YOUR MEDS COVERED?

Check the formulary

If your medicine is on the Texas Medicaid Preferred Drug List, also called the Vendor Drug Program Formulary, there's no cost to you. To check the list, which is updated monthly, call Member Services or visit [Cigna.com/starplus/members/pharmacy](https://www.cigna.com/starplus/members/pharmacy).

HOW TO AVOID A RETURN TRIP TO THE HOSPITAL

Before you head home after a hospital stay, there's an important step you can take to avoid a return trip: **ASK QUESTIONS**. Clip and save this page for a list of things you (or your caregiver) can ask during discharge. Having the answers handy will help with your recovery when you go home.

Ask about **YOUR CONDITION**:

- > What treatment did you receive during your stay?
- > How has your condition changed?
- > Do you have any new conditions?



Sources: Agency for Healthcare Research & Quality; Cigna.com

Ask about **YOUR MEDICINE**:

- > Do you need to stop any of your current medicines?
- > Are you being prescribed any new medicines? If so, ask:
 - Why and how long you have to take it
 - If it has any side effects
 - What you should do if you don't think it's working
 - If it's okay to take with your regular medicines, vitamins and supplements
- > If you do have new prescriptions, ask:
 - If the medicine is covered
 - If you can fill your prescriptions in the hospital before you go home

Ask about **YOUR HOME ROUTINE**:

- > Are there any foods you should avoid?
- > How active can you be?
- > Will you need home care services or medical equipment, like oxygen or a walker?
- > How/when should you take your medicine?

Ask about **FOLLOW-UP**:

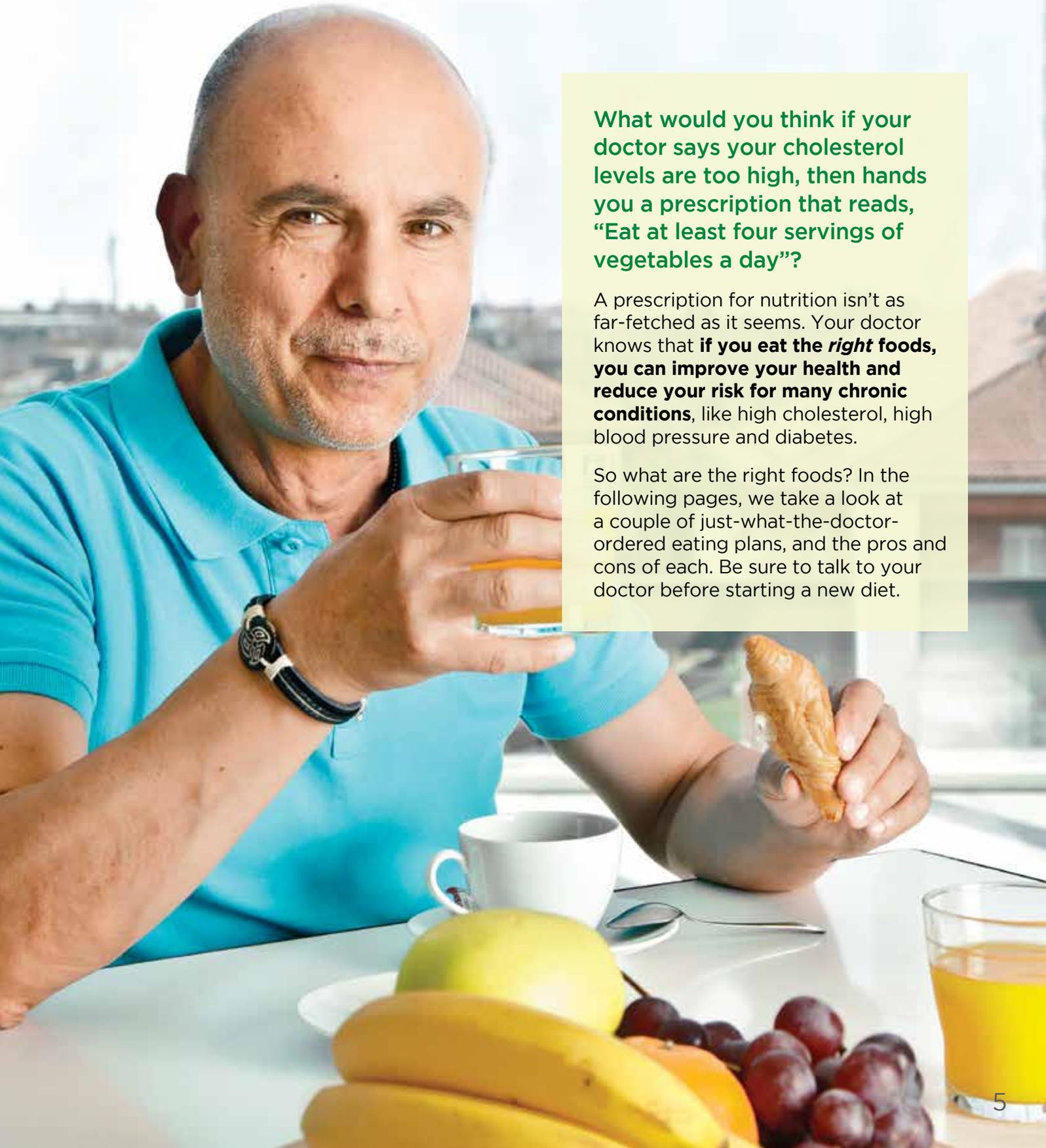
- > Do you need to make a follow-up appointment with any doctors, like your surgeon or primary care provider?
- > Are there community services you might need to discuss with your Service Coordinator?

Ask about **GETTING HELP**:

- > Are there symptoms to watch for that would require calling your doctor or a trip to the ER?
- > Who should you call with questions?

TAKE TWO CARROTS AND CALL ME IN THE MORNING

Food as medicine



What would you think if your doctor says your cholesterol levels are too high, then hands you a prescription that reads, “Eat at least four servings of vegetables a day”?

A prescription for nutrition isn’t as far-fetched as it seems. Your doctor knows that **if you eat the *right* foods, you can improve your health and reduce your risk for many chronic conditions**, like high cholesterol, high blood pressure and diabetes.

So what are the right foods? In the following pages, we take a look at a couple of just-what-the-doctor-ordered eating plans, and the pros and cons of each. Be sure to talk to your doctor before starting a new diet.

MEDITERRANEAN DIET

People who live in Mediterranean countries like Greece and Italy have much lower obesity and heart disease rates than in other parts of the world. They also live longer. There's a reason for that: Many Italians eat pasta and bread nearly every day, but they practice portion control. Average pasta servings generally weigh in at a mere four ounces per meal.

They pair their pasta dishes with plenty of vegetables, like eggplant, mushrooms and zucchini. They also eat little red meat. Instead, they focus on seafood, fruits, veggies and whole grains. And they cook with heart-healthy olive oil.

THE RIGHT FOODS

The Mediterranean plan doesn't recommend specific serving sizes or number of servings per day. Instead, it encourages a lifelong way of eating that replaces certain foods with healthier options.

Instead of:	Try:
Butter	Healthy fats like olive, canola and avocado oils
Sour cream	Greek yogurt
Creamy salad dressing	Olive oil and vinegar-based dressing
Mayonnaise	Mashed avocado
Salt	Herbs and spices
Red meat	Skinless chicken and salmon
Jellies and jams	Fresh fruit

Want to eat like you live in Italy? Check out the healthy recipe on page 8.

Pros

If you want to lose weight and keep it off, this may be the plan for you. Eating the Mediterranean way can also lower your blood pressure. It can reduce your risk of heart disease and diabetes. And many of its recommended foods are proven fighters against mental health decline and some cancers, such as breast cancer.

Cons

The focus on lean proteins instead of red meat may cause low iron. And the lack of dairy could mean you get less calcium. Keep iron levels up by eating dark-green leafy vegetables. Talk to your doctor if you're concerned about calcium loss.



DASH DIET

The popular DASH eating plan has been ranked as one of the healthiest diets in the U.S. DASH stands for Dietary Approaches to Stop Hypertension, and was developed in the 1990s by the National Heart, Lung, and Blood Institute.

THE RIGHT FOODS

DASH mirrors these daily recommendations from the new version of the USDA's food pyramid, now called MyPlate (see related article on page 8):

- > 6-8 servings of whole grains
- > 2 or fewer servings of meat, poultry or fish
- > 4-5 servings of vegetables
- > 4-5 servings of fruit
- > 2-3 servings of low-fat or fat-free dairy

DASH also suggests limiting:

- > Foods that are high in saturated fat, such as fatty meats, full-fat dairy products, and tropical oils such as coconut, palm kernel, and palm oils
- > Sweets, including sugar-sweetened beverages

Pros

DASH was developed to lower blood pressure levels. It recommends eating less than 2,300mg of sodium (salt) a day. Because it also limits saturated fats, it can improve LDL, or bad, cholesterol. And it's low in sugar, which can help you avoid or manage diabetes.

Cons

If you have lots of weight to lose, DASH may not be the best eating plan for you. While it has proven heart-health benefits over the long term, it's not billed as a weight-loss plan because it's somewhat high in carbohydrates.

For more information about DASH, visit www.nhlbi.nih.gov/health-topics/dash-eating-plan.



The trouble with processed foods

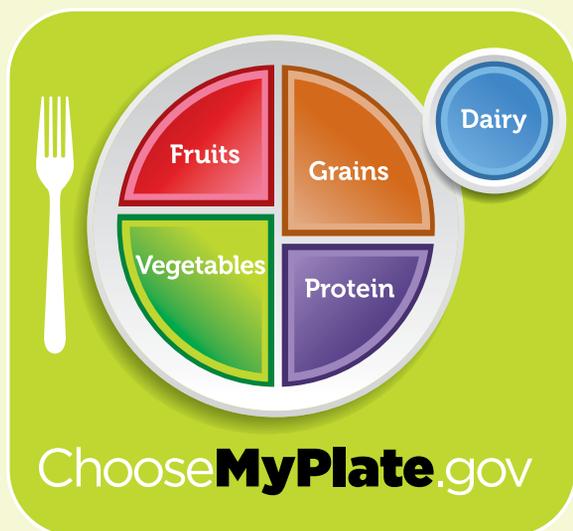
Most healthy eating plans don't recommend processed foods, which are defined as foods purposefully changed in some way before being eaten.

Not all processed foods are bad for you; for instance, vegetables like pre-washed, bagged lettuce are considered processed. That's because they're packed in a way that preserves and keeps them fresh.

The real culprits are *highly* processed foods. These can include hot dogs, chips and crackers, and quick meal items like jarred pasta sauces, canned soups and frozen dinners. They can be loaded with sodium, sugar and preservatives.

Sources: National Heart, Lung, and Blood Institute; Mayo Clinic; WebMD

WHAT'S ON YOUR PLATE?



Did you know the food pyramid has been replaced? Now, instead of the familiar triangle, the five major food groups are shown on a colorful plate, called MyPlate.

As creator of the food pyramid and now MyPlate, the U.S. Department of Agriculture recommends:

- > Choosing foods and beverages with less saturated fat, sodium and added sugars.
- > Starting with small changes to build healthier eating styles.

For more information, visit www.choosemyplate.gov.

HEALTHY RECIPE

PASTA PRIMAVERA

Good-for-you veggies are the stars of this summery dish

DIRECTIONS

Bring 3 quarts of water to a boil over high heat. Add spaghetti, cook according to package directions and drain. Meanwhile, combine olive oil and garlic in large sauté pan. Cook until garlic is soft but not browned (about 30 seconds). Add mixed vegetables and cook until soft but not browned (about 3-5 minutes). Add diced tomatoes, tomato juice and pepper. Bring to a boil. Reduce heat and simmer 5 minutes. Add spaghetti and Parmesan cheese. Toss until pasta is hot and well mixed, and serve.

Makes four 2-cup servings

Per serving: 319 calories; 6g total fat; 2g saturated fat; 4mg cholesterol; 167mg sodium; 12g total fiber; 13g protein; 59g carbohydrates; 596mg potassium

Recipe is from the National Heart, Lung, and Blood Institute's Keep the Beat™ collection at www.nhlbi.nih.gov.



INGREDIENTS

- 8 ounces dry whole-wheat spaghetti
- 1 tablespoon olive oil
- 1 teaspoon garlic, minced
- 4 cups assorted vegetables, such as red pepper strips, broccoli florets, carrot sticks and green beans
- 1 15½-ounce can no-salt-added diced tomatoes
- 1 5½-ounce can low-sodium tomato juice
- ¼ teaspoon ground black pepper
- ¼ cup grated Parmesan cheese

READ ALL ABOUT IT

Food labels explained

Do you know what's in the packaged foods you're eating? If not, you should! Food labels provide a wealth of information that can help you move toward a healthier diet. But there are some things to watch for when reading food labels, so we've offered a few tips to get you started.

Beware the calorie count! This number means calories per serving, **NOT** calories per container. If you plan to eat the whole box, bag or can, you'll have to do some math (in this case, 230 calories x 8 servings = 1,840). You may be surprised at the total calorie count.

Dig into the details. This is where you can find details about nutrients. Amounts are generally listed in grams (g), milligrams (mg) or as percentages (%). The percentages are generally based on a 2,000- or 2,500-calorie-a-day diet.

So if you're limiting your daily sodium to 2,300mg, this product would use 160mg (or 7%) of your daily allowance. But remember, these values are *per serving*, not *per container*. So portion size matters!

Do a quick check. Food labels are an excellent way to monitor a specific problem area, like carbohydrates, or carbs for short. There are several types of carbs, like sugar and starch, but they all affect your blood sugar. You may be surprised at how many carbs non-sweet products can have. Some spaghetti sauces contain more than sugary cereals! Ask your doctor how many grams of carbs you should have each day.

Nutrition Facts

8 servings per container
Serving size 2/3 cup (55g)

Amount per serving
Calories 230

	% Daily Value*
Total Fat 8g	10%
Saturated Fat 1g	5%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 160mg	7%
Total Carbohydrate 37g	13%
Dietary Fiber 4g	14%
Total Sugars 12g	
Includes 10g Added Sugars	20%
Protein 3g	
Vitamin D 2mcg	10%
Calcium 260mg	20%
Iron 8mg	45%
Potassium 235mg	6%

* The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.

DON'T LET SUMMER BUG YOU

When the mercury rises, bothersome bugs abound. Insects of all kinds are eager, like you, to enjoy a warm summer day. Don't let these pests keep you inside. With a little prevention, you can reduce the risk of bites and stings. And, if one does get you, there are things you can do to lessen the discomfort.



BEES AND WASPS

Prevent

- > Avoid perfumes and scented soaps, body lotions and hairspray.
- > Wear light-colored clothes; stay away from bright colors and busy patterns.
- > Insect repellents generally don't work against these bugs. The best prevention is to avoid them.

Treat

- > Use your fingernail or the edge of a credit card and scrape the stinger off as fast as possible to stop the release of venom.
- > Apply a cold compress, like a washcloth.
- > Elevate the area, if possible, to reduce swelling.
- > Take an over-the-counter pain reliever to lessen discomfort, if needed.



MOSQUITOS AND CHIGGERS

Prevent

- > Use an insect repellent.*
- > Wear a long-sleeved shirt and long pants (possibly tucked into socks) when in wooded or grassy areas.
- > Shower as soon as possible after exposure.
- > Wash your clothes in hot water.

Treat

- > Apply a cold compress for a few minutes.
- > Apply calamine or hydrocortisone ointment to stop the itch.
- > Take an antihistamine like Benadryl®. (Check with your doctor to make sure it won't interfere with other medications.)

* Texas Health and Human Services covers certain mosquito repellent products at no cost. For more information, visit [Cigna.com/starplus/members/pharmacy](https://www.cigna.com/starplus/members/pharmacy).

Bug bite allergies

Some redness and swelling at a bite site is normal, but if a rash appears and you have trouble breathing or swallowing, it's a medical emergency and requires immediate treatment.



TICKS

Prevent

- > Minimize exposed skin when in wooded or grassy areas.
- > Use tick repellent with at least 20% DEET.
- > Shower as soon as possible after being in tick-prone areas.
- > Check your skin thoroughly. The sooner you can remove a tick from your skin, the lower your chances of contracting a tick-related illness.

Treat

- > Remove the tick as close to the skin as possible (using tweezers can make this easier). Pull straight out; don't twist.
- > Put the tick in a sealed container. If you have a reaction later, your doctor can see the source.
- > Wash the site with soap and water or rubbing alcohol.

Sources: Mayo Clinic; Harvard Health; Health.gov

Beyond bugs

Insects aren't the only summer dangers to avoid. Beware of sunburn, dehydration and heat stress. Here are some tips to sidestep them:



Wear sunscreen with at least 30 SPF (sun protection factor) and reapply often, especially if you're swimming or sweating.



Wear a lightweight long-sleeved shirt, a hat with a brim and sunglasses.



Avoid outdoor activities when the sun's rays are strongest, between 10 a.m. and 4 p.m.



Drink plenty of water; don't wait until you feel thirsty.



Eat hydrating fruits and veggies like cantaloupe, cucumbers, strawberries, tomatoes, watermelon and zucchini. They all contain more than 90% water.



Avoid caffeine; it can dehydrate you.



Know the symptoms of heat stress: dizziness, faintness, fatigue, muscle cramps, cool moist skin with goose bumps, heavy sweating and fast pulse.



If you get overheated, get someplace cooler as soon as you can.

IT'S CARE WITH COMPASSION

Cigna-HealthSpring Member gets the support he needs for better health

Thomas Jenkins has had more than his share of health-related challenges. The 66-year-old Methodist minister and Cigna-HealthSpring Member has endured several surgeries, along with a variety of other health problems. That made choosing his insurance coverage more than a routine decision. So he did his homework and thoroughly researched all his options.

“Most of the plans out there offer almost identical services,” Thomas says. “But the important thing to me was Cigna-HealthSpring’s huge network of doctors.”

A robust provider network can be especially important to people with multiple health concerns like Thomas, who has a full roster of “ists”: a nephrologist, two cardiologists, an orthopedist, a podiatrist and a rheumatologist.

But one of the most vital members of his health care team isn’t an “ist” at all — it’s his Case Manager, Cathy Anderson. Cathy was one of the first people he met as a new Cigna-HealthSpring Member.

“I had a lengthy call with Thomas while we filled out his Health Risk Assessment,” Cathy says. “He has some medical problems, but he’s very educated about each of his diagnoses and can very much advocate for himself.”

“I’ve probably done more self-education than most people do in two lifetimes,” Thomas says. “I know a lot of the procedures, a lot of the language — I understand what the doctors are saying.”

Continued



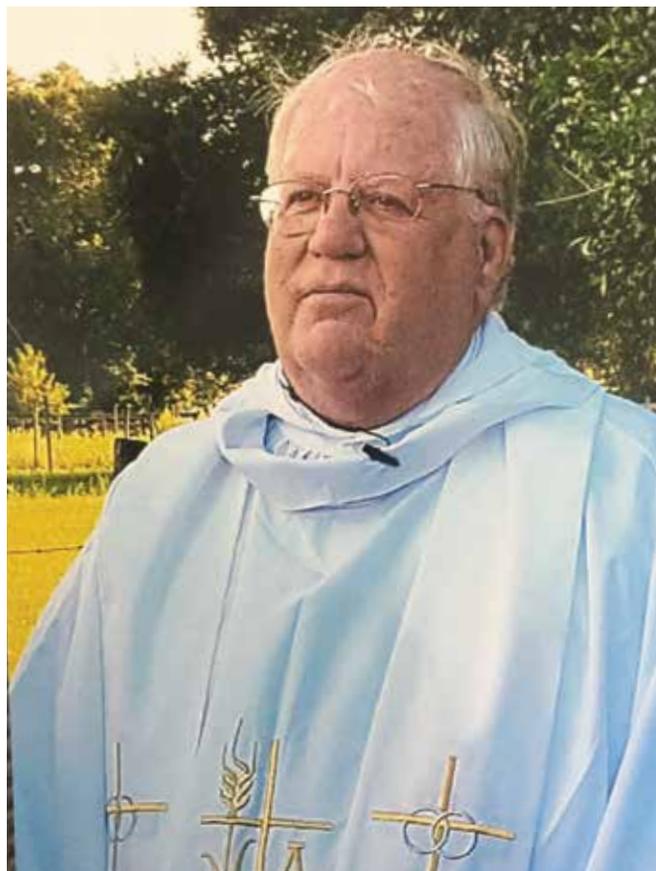
*Cigna-HealthSpring Case Manager
Cathy Anderson*

“Cigna-HealthSpring’s support services are second to none because of people like Cathy.”

If problems do arise, Thomas knows he can count on Cathy's support. For example, when he got home after a recent surgery, he found that the medicine he needed hadn't been delivered as promised. So he called Cathy, and she came up with a plan to help him get his medicine right away.

"Thomas has me on speed dial," Cathy says. "He finds reassurance in the fact that he can call me with questions. He knows I'll reach out to others if I don't know the answers. He's able to be at home today due to the great work of a village of Cigna-HealthSpring employees who work together to provide the care he needs."

"I think of all the insurance companies, Cigna-HealthSpring is more honest about what they can provide and what they can do for you," Thomas says. "Their support services are second to none because of people like Cathy. I've very much appreciated the help I've gotten from her and others. It's care with compassion."



Cigna-HealthSpring Member Thomas Jenkins

Is Case Management right for you?

As Thomas learned, Cigna-HealthSpring's **Case Management** program can serve as a great support system and provide personalized care for Members with chronic conditions.

We also offer a **Disease Management** program for Members with certain chronic conditions, like diabetes, depression and congestive heart failure. Our staff works closely with your providers to make sure you understand your condition and get the care you need.

Our **Complex Case Management** program, provided by Service Coordinators, helps

patients with two or more conditions, who see multiple doctors, have complex drug regimens and need help coordinating it all.

Cigna-HealthSpring may call you and invite you to join one of these no-cost programs. Your doctor or caregiver can also refer you, or you can self-refer. They're completely voluntary. You can opt out at any time and it won't affect your benefits in any way.

For details, call your Service Coordinator at **1-877-725-2688 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 5 p.m. Central Time.



I'm eating better and exercising more. Do these changes mean I'll be able to reduce my blood pressure medicine?

Congratulations on making lifestyle improvements! A healthy diet and regular physical activity are the foundation of good chronic condition management, and good health in general.

The main reason to adopt better habits is to live a healthy, independent life for as long as you can. While some people *are* able to reduce or stop certain medications after making lifestyle improvements, achieving better blood pressure numbers may not be enough to justify a change. There are many factors to consider, including the cause of your high blood pressure, your family history, your age and weight, and whether or not you have other medical conditions.

For these reasons, my best advice is: Don't make *any* medication changes without talking to your doctor. If he or she doesn't feel a change is needed, listen to that advice.

ASK THE DOC

Dr. John Gore

Cigna-HealthSpring Senior Medical Director



Living with a chronic condition like diabetes or heart disease can often mean managing daily symptoms. You can help control those symptoms and improve your overall health through physical activity, good nutrition and taking your medicines as prescribed. In some cases, your doctor may decide to reduce the medications you take based on your health improvements. Dr. Gore offers some words of wisdom about why you should always take your medicine as prescribed.

I take diabetes medicine and admit that I don't always take it like I'm supposed to. Is that so bad?

Unfortunately, not taking your medicine can have both short-term and long-term effects. Just because you feel okay doesn't mean everything is fine. More likely, you're harming your health in ways you can't yet see.

I suggest having an open, honest conversation with your doctor. Together, try to figure out what's keeping you from taking it exactly as directed. Is it side effects? Inconvenience? Forgetting? Cost? Or is it a combination of things?

Your doctor can help you find ways to make taking your medication easier. He or she can also help you better understand why you need it. Taking your medication correctly is up to you, but don't be afraid to ask for help.

Emergency meds

Have a prescription Cigna-HealthSpring has to approve first? Ask your pharmacist if you can get an emergency 72-hour supply at no cost. Then when your prescription is approved, you can fill the rest.

This column is intended only as general interest and does not in any way create a doctor-patient relationship. As with all information contained in this magazine, you should discuss any health concerns with your doctor or caregiver. If you have any immediate health care needs, contact your doctor immediately. The information in this column is not intended to serve as medical advice.

HOT FUN IN THE SUMMERTIME

Sunny skies, the smell of freshly mown grass, crickets chirping ... summer is here! Search up, down, forward, backward and diagonally to find these hidden words:

Baseball
Beach
Fireworks
Grass

Grilling
Ice cream
July
Lightning

Picnic
Popsicle
Relax
Sandals

Shorts
Sunglasses
Seashells
Sunscreen

Swim
Travel
Vacation
Watermelon

T	S	E	J	T	S	K	Y	N	U	W	T	A	E	C	O	G
R	S	L	F	U	G	U	E	I	A	H	R	Q	E	D	T	R
A	U	L	Z	S	W	I	M	E	C	U	P	Y	I	C	T	I
V	N	A	P	L	A	D	M	A	E	R	C	E	C	I	T	L
E	S	B	U	L	T	P	E	O	R	A	V	S	S	V	U	L
L	C	E	V	E	E	B	J	U	L	Y	A	E	S	I	P	I
Z	R	S	A	H	R	S	O	P	H	C	S	L	C	I	S	N
L	E	A	C	S	M	E	K	F	A	S	A	P	C	S	N	G
I	E	B	A	A	E	S	E	V	A	D	O	N	H	A	H	H
G	N	K	T	E	L	N	S	L	N	P	I	O	Y	M	Q	F
H	E	U	I	S	O	P	G	A	S	C	R	I	O	H	I	N
T	E	A	O	C	N	N	S	I	R	T	T	A	R	U	A	E
N	D	O	N	R	U	E	C	E	S	G	Q	V	W	F	R	U
I	U	I	C	S	O	L	L	D	J	O	A	T	N	D	F	O
N	K	F	W	A	E	A	S	K	R	O	W	E	R	I	F	W
G	W	O	E	O	X	E	B	F	O	U	S	E	R	R	U	O



YOU'RE INVITED!

Cigna-HealthSpring invites you to join our Member Advisory Group. We meet quarterly to learn what our Members like about their Cigna-HealthSpring health plan and how we can make your experience even better.

If you're interested in attending this meeting or other Member events, call **1-866-913-0943**. Leave your name and a telephone number so we can reach you. Then a Member Advocate — who's part of our Community Outreach team — will get in touch with you to give you information about our next meeting.



NEED A RIDE TO DOCTOR APPOINTMENTS?

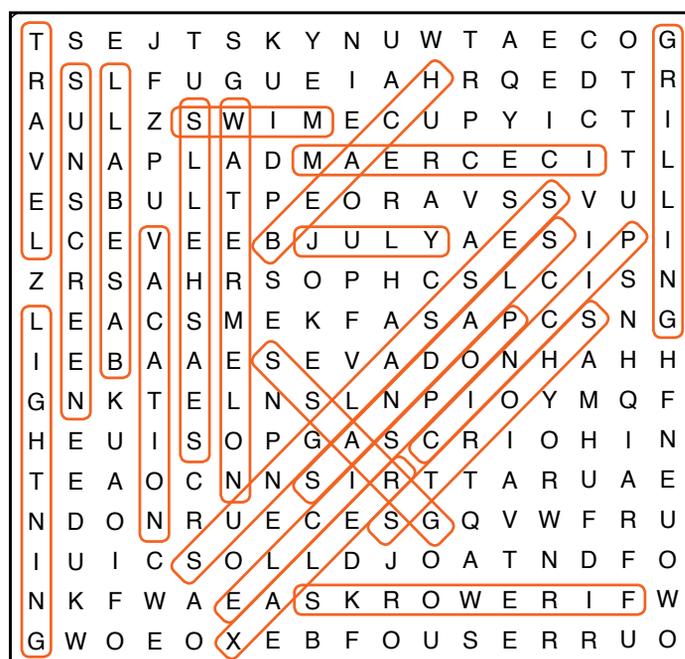
We can help! To schedule a no-cost ride to your doctor or pharmacy, call **1-877-633-8747** (Hidalgo and MRSA) or **1-855-687-3255** (Tarrant).

Be sure to call at least 2 days before your appointment and have the following information ready:

- > Medicaid ID or Social Security number
- > Date and time of your appointment
- > Pick-up address and phone number
- > Drop-off address and phone number



Puzzle solution from page 15



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