

Election to Participate in Care Coordination

Consent/Authorization to Disclose Records

1. CAREFIRST'S CARE COORDINATION

To help you manage your care it is essential for you and your health care providers to have a complete picture of existing and potential health risks for working together to produce better health outcomes. This begins with strong communication between you, your health care provider and CareFirst.

To foster and improve that communication, CareFirst has created a secure, confidential Member Health Record (MHR) for use by your health care providers as a common source of your health information while you participate in CareFirst's Care Coordination program and related clinical programs. By electing to participate with your provider in CareFirst's Care Coordination program, and other supporting clinical programs, you facilitate this communication and allow your health care team (including your primary care provider and other providers and health care professionals providing services for you) and CareFirst to see information in the MHR and to appropriately share that information with each other in a secure and confidential manner to help coordinate and manage your health care. CareFirst limits the information disclosed to that which is necessary to carry out this purpose.

2. CONSENT/AUTHORIZATION

I understand that:

- My participation is voluntary. I may choose not to participate CareFirst's Care Coordination and still maintain my insurance coverage with CareFirst.
- CareFirst will not condition payment of medical benefits, enrollment, or eligibility of medical benefits on my participation in the Program.
- CareFirst may disclose my personal health information as required or allowed by law.
- CareFirst may share data and information supplied by health care providers (for example: a health care professional, hospital, clinic, laboratory, pharmacy, or medical facility) who have provided treatment or services on my behalf. It may also include the results of my Health Assessment and/or Wellness Screening provided through a contracted CareFirst health care partner.
- My health care provider, including my treating mental health and substance use disorder providers, may share my information with CareFirst.

2. CONSENT/AUTHORIZATION (CONTINUED)

- Information about me that could be disclosed includes information contained in my general medical record, my mental health information, including substance use disorder, and health care claims as a result of: medical encounters, treatments, diagnostic tests, screenings, prescriptions, patient-centered medical home, and other case management activities.
- It may also include, but will not necessarily be limited to, any of my medical records related to:
 - Drug, alcohol or substance use disorder;
 - Psychological, psychiatric or other mental impairment(s) or developmental disabilities (excluding “psychotherapy notes”);
 - Metabolic disorders such as sickle cell anemia;
 - Birth control and family planning;
 - Records which may indicate the presence of a communicable disease or non-communicable disease;
 - Records of HIV/AIDS or sexually transmitted diseases;
 - Genetic (inherited) diseases or tests; and laboratory test results directly from the clinical laboratory.

2. CONSENT/AUTHORIZATION (CONTINUED)

- This sharing of information for purposes of my care and treatment is provided for and permitted under the privacy rules of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”).
- All members of my Care Coordination Team will have access to my medical information solely for my care and treatment. Health care providers and CareFirst’s health care related contracted partners are required by law to maintain the privacy of my medical information consistent with applicable federal and state privacy laws, including HIPAA privacy rules. CareFirst cannot control unauthorized re-disclosures of my information by persons to whom CareFirst discloses such information.
- I may participate in clinical programs as requested by my provider without having to sign additional election to participate forms. I may decline to participate in any of these services at any time.
- I will be an active participant in decisions relative to my ongoing medical care, treatment for chronic conditions and improvement of my health status.
- I have the right to inspect any record of my mental health medical information.

2. CONSENT/AUTHORIZATION (CONTINUED)

- I understand that, upon my request and consistent with 42 CFR Part 2, I will be provided a list of entities to which my substance use disorder records have been disclosed.
- I understand that I may revoke this authorization at any time without adverse consequences by completing a Revocation Form found at carefirst.com/memberpcmh. Click on *Participate in PCMH*. This revocation will be effective for future uses and disclosures of protected health information. However, I further understand that this revocation will not be effective: (i) for information that my health plan has already used or disclosed, relying on this authorization or (ii) if the authorization was obtained as a condition for coverage in my health plan and, by law, the health plan has a right to contest the coverage.
- This consent will expire after one year if not revoked.
- By providing my phone number and email address, I understand that CareFirst and its partners may contact me regarding my medical care by phone, cell phone, text messaging or email. I understand that consent to contact me survives the expiration of this Election to Participate unless I otherwise revoke consent.

3. CLAIMS

I authorize CareCo and my other mental health and substance use disorder providers to disclose to CareFirst my mental health information, including substance use disorder, necessary for processing claims. The information to be disclosed is limited to:

- Administrative information;
- Diagnostic information;
- My status (voluntary or involuntary);
- Reason for admission or continuing treatment; and
- A prognosis limited to the estimated time during which treatment might continue.

4. SIGNATURE

Please keep a copy of this form. Contact your CareFirst Care Coordinator with questions regarding this form.

Member Signature*

Printed Member Name

Member Date of Birth

Member ID

Date

Parent/Guardian Signature

Printed Parent/Guardian Name

Phone Number

Cell Phone

Date

Email Address

5. NOTICE TO RECIPIENTS

This information has been disclosed to you from records the confidentiality of which may be protected by federal and/or state law. Maryland law prohibits re-disclosure of medical information without authorization from the member. The unauthorized disclosure of mental health information violates the provisions of the District of Columbia Mental Health Information Act of 1978 (§§7-1201.01 to 7-1207.02). 42 CFR part 2 prohibits unauthorized disclosure of these records.

6. EXECUTION BY MINORS OR GUARDIANS

If the person signing this form is not the member, the parent, or guardian of a dependent under the age of 18, you must submit, to the address above, a full copy of the official document indicating your legal authority to sign on behalf of the member (i.e. Power of Attorney, Court Assigned guardian, Personal Representative, etc.).

*If the parent or guardian has not consented to the provision of services and instead the minor has provided legally sufficient consent, the minor may authorize disclosure him or herself. When the minor has consented to such treatment, except by specific legal requirement, no information regarding sexually transmitted disease, substance use, pregnancy, or emotional illness shall be

6. EXECUTION BY MINORS OR GUARDIANS (CONTINUED)

disclosed unless such information is necessary to the health of the minor and the public, and only when the minor's identity is kept confidential. In D.C. and Virginia, if this consent relates to mental health information (including inpatient psychiatric hospitalization when the minor is 14 years or older and has consented to the admission), and the patient to whom this consent applies is over the age of 14 and under the age of 18, the minor and his or her custodial parent must provide joint consent. In D.C., if the patient is less than 14 years of age, then only the parent or guardian must provide consent. In Virginia, the concurrent consent of a minor and his or her custodial parent is required to disclose inpatient substance use disorder records.

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. CareFirst BlueCross BlueShield Medicare Advantage is the shared business name of CareFirst Advantage, Inc. and CareFirst Advantage DSNP, Inc. CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc. CareFirst BlueCross BlueShield Community Health Plan District of Columbia is the business name of Trusted Health Plan (District of Columbia), Inc. In the District of Columbia and Maryland, CareFirst MedPlus is the business name of First Care, Inc. In Virginia, CareFirst MedPlus is the business name of First Care, Inc. of Maryland (used in VA by: First Care, Inc.). CareFirst of Maryland, Inc., Group Hospitalization and Medical Services, Inc., CareFirst Advantage, Inc., CareFirst Advantage DSNP, Inc., CareFirst Community Partners, Inc., Trusted Health Plan (District of Columbia), Inc., CareFirst BlueChoice, Inc., First Care, Inc., and The Dental Network, Inc. are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Notice of Nondiscrimination and Availability of Language Assistance Services

(Updated 8/5/19)

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc., CareFirst Diversified Benefits and all of their corporate affiliates (CareFirst) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. CareFirst does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

CareFirst:

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

If you need these services, please call 855-258-6518.

If you believe CareFirst has failed to provide these services, or discriminated in another way, on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our CareFirst Civil Rights Coordinator by mail, fax or email. If you need help filing a grievance, our CareFirst Civil Rights Coordinator is available to help you.

To file a grievance regarding a violation of federal civil rights, please contact the Civil Rights Coordinator as indicated below. Please do not send payments, claims issues, or other documentation to this office.

Civil Rights Coordinator, Corporate Office of Civil Rights

Mailing Address P.O. Box 8894
Baltimore, Maryland 21224

Email Address **civilrightscordinator@carefirst.com**

Telephone Number 410-528-7820

Fax Number 410-505-2011

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

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TDD)

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

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Foreign Language Assistance

Attention (English): This notice contains information about your insurance coverage. It may contain key dates and you may need to take action by certain deadlines. You have the right to get this information and assistance in your language at no cost.

Members should call the phone number on the back of their identification card. All others may call 1-855-258-6518 and wait through the dialogue until prompted to push 0. When an agent answers, state the language you need and you will be connected to an interpreter.

አማርኛ (Amharic) ማሳሰቢያ፡- ይህ ማስታወቂያ ስለ መድን ሽፋንዎ መረጃ ይዟል። ከተወሰኑ ቀን-ገደቦች በፊት ሊፈጽሟቸው የሚገቡ ነገሮች ሊኖሩ ስለሚችሉ እነዚህን ወሳኝ ቀናት ሊይዝ ይችላሉ። ይኸን መረጃ የማግኘት እና ያለምንም ክፍያ በቋንቋዎ እገዛ የማግኘት መብት አለዎት። አባል ከሆኑ ከመታወቂያ ካርድዎ በስተጀርባ ላይ ወደተጠቀሰው የስልክ ቁጥር መደወል ይችላሉ። አባል ካልሆኑ ደግሞ ወደ ስልክ ቁጥር 1-855-258-6518 ደውለው 0ን እንዲጫኑ እስኪነገርዎ ድረስ ንግግሩን መጠበቅ አለብዎ። አንድ ወኪል መልስ ሲሰጥዎ፣ የሚፈልጉትን ቋንቋ ያሳውቁ፣ ከዚያም ከተርጓሚ ጋር ይገናኛሉ።

Èdè Yorùbá (Yoruba) Ìtètíléko: Àkíyèsí yìí ní ìwífún nípa ìṣé adójútòfò rẹ. Ó le ní àwọn déètì pátó o sì le ní láti gbé ìgbésè ní àwọn ojó gbèdéke kan. O ni ètò láti gba ìwífún yìí àti ìrànlówó ní èdè rẹ lófèè. Àwọn ọmọ-ẹgbé gbódò pe nọmbà fònú tò wà lẹyìn káàdì idánimò wọn. Àwọn mírán le pe 1-855-258-6518 kí o sì dúró nípasè ijíròrò tí tí a ó fí sọ fún ọ láti tẹ 0. Nígbatí aṣojú kan bá dáhùn, sọ èdè tí o fẹ a ó sì so ọ pọ̀ mọ̀ ògbufò kan.

Tiếng Việt (Vietnamese) Chú ý: Thông báo này chứa thông tin về phạm vi bảo hiểm của quý vị. Thông báo có thể chứa những ngày quan trọng và quý vị cần hành động trước một số thời hạn

nhất định. Quý vị có quyền nhận được thông tin này và hỗ trợ bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Các thành viên nên gọi số điện thoại ở mặt sau của thẻ nhận dạng. Tất cả những người khác có thể gọi số 1-855-258-6518 và chờ hết cuộc đối thoại cho đến khi được nhắc nhấn phím 0. Khi một tổng đài viên trả lời, hãy nêu rõ ngôn ngữ quý vị cần và quý vị sẽ được kết nối với một thông dịch viên.

Tagalog (Tagalog) Atensyon: Ang abisong ito ay naglalaman ng impormasyon tungkol sa nasasaklawang ng iyong insurance. Maaari itong maglaman ng mga pinakamahalagang petsa at maaaring kailangan mong gumawa ng aksyon ayon sa ilang deadline. May karapatan ka na makuha ang impormasyong ito at tulong sa iyong sariling wika nang walang gastos. Dapat tawagan ng mga Miyembro ang numero ng telepono na nasa likuran ng kanilang identification card. Ang lahat ng iba ay maaaring tumawag sa 1-855-258-6518 at maghintay hanggang sa dulo ng diyalogo hanggang sa diktahan na pindutin ang 0. Kapag sumagot ang ahente, sabihin ang wika na kailangan mo at ikokonekta ka sa isang interpreter.

Español (Spanish) Atención: Este aviso contiene información sobre su cobertura de seguro. Es posible que incluya fechas clave y que usted tenga que realizar alguna acción antes de ciertas fechas límite. Usted tiene derecho a obtener esta información y asistencia en su idioma sin ningún costo. Los asegurados deben llamar al número de teléfono que se encuentra al reverso de su tarjeta de identificación. Todos los demás pueden llamar al 1-855-258-6518 y esperar la grabación hasta que se les indique que deben presionar 0. Cuando un agente de

seguros responda, indique el idioma que necesita y se le comunicará con un intérprete.

Русский (Russian) Внимание! Настоящее уведомление содержит информацию о вашем страховом обеспечении. В нем могут указываться важные даты, и от вас может потребоваться выполнить некоторые действия до определенного срока. Вы имеете право бесплатно получить настоящие сведения и сопутствующую помощь на удобном вам языке. Участникам следует обращаться по номеру телефона, указанному на тыльной стороне идентификационной карты. Все прочие абоненты могут звонить по номеру 1-855-258-6518 и ожидать, пока в голосовом меню не будет предложено нажать цифру «0». При ответе агента укажите желаемый язык общения, и вас свяжут с переводчиком.

हिन्दी (Hindi) ध्यान दें: इस सूचना में आपकी बीमा कवरेज के बारे में जानकारी दी गई है। हो सकता है कि इसमें मुख्य तिथियों का उल्लेख हो और आपके लिए किसी नियत समय-सीमा के भीतर काम करना ज़रूरी हो। आपको यह जानकारी और संबंधित सहायता अपनी भाषा में निःशुल्क पाने का अधिकार है। सदस्यों को अपने पहचान पत्र के पीछे दिए गए फ़ोन नंबर पर कॉल करना चाहिए। अन्य सभी लोग 1-855-258-6518 पर कॉल कर सकते हैं और जब तक 0 दबाने के लिए न कहा जाए, तब तक संवाद की प्रतीक्षा करें। जब कोई एजेंट उत्तर दे तो

उसे अपनी भाषा बताएँ और आपको व्याख्याकार से कनेक्ट कर दिया जाएगा।

Bàsɔ̀-wùdù (Bassa) Tò Dùũ Cáo! Bǔ̀ nìà ke bá nyo bě ké m̀ gbo kpá bó nì fùà-fúá-tiìn nyεε jè dyí. Bǔ̀ nìà ke bédé wé jéé bě b́ m̀ ké dε wa ḿ m̀ ké nyuεε nyu hwè b́ wé b́a ké zi. ɔ̀ m̀ nì kpé b́ m̀ ké bǔ̀ nìà ke kè gbo-kpá-kpá m̀ ḿεε dyé dé nì bídí-wùdù mú b́ m̀ ké se wídí d̀ pée. Kpooò nyo b́ m̀ d́a fúùn-nòbà nìà dé waà I.D. káàò d́éin nyε. Nyo tòò séin m̀ d́a nòbà nìà ke: 1-855-258-6518, ké m̀ m̀ fò tee b́ wa kée m̀ gbo c̄ b́ m̀ ké nòbà m̀à 0 keε dyi pàdàin hwè. ɔ̀ jǔ ké nyo d̀ dyi m̀ gǔ jǔin, po wudu m̀ ḿ poε dyiε, ké nyo d̀ mu bó nìin b́ ɔ̀ ké nì wuduò mú zà.

বাংলা (Bengali) লক্ষ্য করুন: এই নোটিশে আপনার বিমা কভারেজ সম্পর্কে তথ্য রয়েছে। এর মধ্যে গুরুত্বপূর্ণ তারিখ থাকতে পারে এবং নির্দিষ্ট তারিখের মধ্যে আপনাকে পদক্ষেপ নিতে হতে পারে। বিনা খরচে নিজের ভাষায় এই তথ্য পাওয়ার এবং সহায়তা পাওয়ার অধিকার আপনার আছে। সদস্যদেরকে তাদের পরিচয়পত্রের পিছনে থাকা নম্বরে কল করতে হবে। অন্যরা 1-855-258-6518 নম্বরে কল করে 0 টিপতে না বলা পর্যন্ত অপেক্ষা করতে পারেন। যখন কোনো এজেন্ট উত্তর দেবেন তখন আপনার নিজের ভাষার নাম বলুন এবং আপনাকে দোভাষীর সঙ্গে সংযুক্ত করা হবে।

اردو (Urdu) توجہ: یہ نوٹس آپ کے انشورینس کوریج سے متعلق معلومات پر مشتمل ہے۔ اس میں کلیدی تاریخیں ہو سکتی ہیں اور ممکن ہے کہ آپ کو

مخصوص آخری تاریخوں تک کارروائی کرنے کی ضرورت پڑے۔ آپ کے پاس یہ معلومات حاصل کرنے اور بغیر خرچہ کیے اپنی زبان میں مدد حاصل کرنے کا حق ہے۔ ممبران کو اپنے شناختی کارڈ کی پشت پر موجود فون نمبر پر کال کرنی چاہیے۔ سبھی دیگر لوگ 1-855-258-6518 پر کال کر سکتے ہیں اور 0 دبانے کو کہے جانے تک انتظار کریں۔ ایجنٹ کے جواب دینے پر اپنی مطلوبہ زبان بتائیں اور مترجم سے مربوط ہو جائیں گے۔

فارسی (Farsi) توجہ: این اعلامیہ حاوی اطلاعاتی درباره پوشش بیمہ شما است۔ ممکن است حاوی تاریخ های مهمی باشد و لازم است تا تاریخ مقرر شده خاصی اقدام کنید۔ شما از این حق برخوردار هستید تا این اطلاعات و راهنمایی را به صورت رایگان به زبان خودتان دریافت کنید۔ اعضا باید با شماره درج شده در پشت کارت شناسایی شان تماس بگیرند۔ سایر افراد می توانند با شماره 1-855-258-6518 تماس بگیرند و منتظر بمانند تا از آنها خواسته شود عدد 0 را فشار دهند۔ بعد از پاسخگویی توسط یکی از اپراتورها، زبان مورد نیاز را تنظیم کنید تا به مترجم مربوطه وصل شوید۔

اللغة العربية (Arabic) تنبيه: يحتوي هذا الإخطار على معلومات بشأن تغطيتك التأمينية، وقد يحتوي على تواريخ مهمة، وقد تحتاج إلى اتخاذ إجراءات بحلول مواعيد نهائية محددة. يحق لك الحصول على هذه المساعدة والمعلومات بلغتك بدون تحمل أي تكلفة. ينبغي على الأعضاء الاتصال على رقم الهاتف المذكور في ظهر بطاقة تعريف الهوية الخاصة بهم. يمكن للآخرين الاتصال على الرقم 1-855-258-6518 والانتظار خلال المحادثة حتى يطلب منهم الضغط على رقم 0. عند إجابة أحد الوكلاء، اذكر اللغة التي تحتاج إلى التواصل بها وسيتم توصيلك بأحد المترجمين الفوريين.

中文繁体 (Traditional Chinese) 注意: 本聲明包含關於您的保險給付相關資訊。本聲明可能包含重要日期及您在特定期限之前需要採取的行動。您有權利免費獲得這份資訊，以及透過您的母語提供的協助服務。會員請撥打印在身分識別卡背面的電話號碼。其他所有人士可撥打電話

1-855-258-6518, 並等候直到對話提示按下按鍵 0。當接線生回答時, 請說出您需要使用的語言, 這樣您就能與口譯人員連線。

Igbo (Igbo) Nrụbama: Ọkwa a nwere ozi gbasara mkpuchi nchekwa onwe gi. Ọ nwere ike inwe ụbọchị ndị dị mkpa, ị nwere ike ime ihe tupu ụfọdụ ụbọchị njedebe. Ị nwere ikike inweta ozi na enyemaka a n'asụsụ gi na akwughị ụgwọ ọ bụla. Ndi otu kwesiri ikpo akara ekwentị di n'azu nke kaadi njirimara ha. Ndi ozọ niile nwere ike ikpo 1-855-258-6518 wee chere ụbụbọ ahụ ruo mgbe amanyere ịpị 0. Mgbe onye nnochite anya zara, kwuo asụsụ ị choro, a ga-ejiko gi na onye okowa okwu.

Deutsch (German) Achtung: Diese Mitteilung enthält Informationen über Ihren Versicherungsschutz. Sie kann wichtige Termine beinhalten, und Sie müssen gegebenenfalls innerhalb bestimmter Fristen reagieren. Sie haben das Recht, diese Informationen und weitere Unterstützung kostenlos in Ihrer Sprache zu erhalten. Als Mitglied verwenden Sie bitte die auf der Rückseite Ihrer Karte angegebene Telefonnummer. Alle anderen Personen rufen bitte die Nummer 1-855-258-6518 an und warten auf die Aufforderung, die Taste 0 zu drücken. Geben Sie dem Mitarbeiter die gewünschte Sprache an, damit er Sie mit einem Dolmetscher verbinden kann.

Français (French) Attention : cet avis contient des informations sur votre couverture d'assurance. Des dates importantes peuvent y figurer et il se peut que vous deviez entreprendre des démarches avant certaines échéances. Vous avez le droit d'obtenir gratuitement ces informations et de l'aide dans votre

langue. Les membres doivent appeler le numéro de téléphone figurant à l'arrière de leur carte d'identification. Tous les autres peuvent appeler le +1 855 258 6518 et, après avoir écouté le message, appuyer sur le 0 lorsqu'ils seront invités à le faire. Lorsqu'un(e) employé(e) répondra, indiquez la langue que vous souhaitez et vous serez mis(e) en relation avec un interprète.

한국어(Korean) 주의: 이 통지서에는 보험 커버리지에 대한 정보가 포함되어 있습니다. 주요 날짜 및 조치를 취해야 하는 특정 기한이 포함될 수 있습니다. 귀하에게는 사용 언어로 해당 정보와 지원을 받을 권리가 있습니다. 회원이신 경우 ID 카드의 뒷면에 있는 전화번호로 연락해 주십시오. 회원이 아닌 경우 1-855-258-6518번으로 전화하여 0을 누르라는 메시지가 들릴 때까지 기다리십시오. 연결된 상담원에게 필요한 언어를 말씀하시면 통역 서비스에 연결해 드립니다.

Diné Bizaad (*Navajo*) Ge': Díí bee íł hane'ígíí bii' dahóló bee éédahózin béeso ách'ááh naanil ník'ist'i'ígíí bá. Bii' dahólóq doo íiyisíí yoolkáálígíí dóó t'áádoo le'é ádadoolyííligíí da yókeedgo t'áá doo bee e'e'aahí ájil'ííh. Bee ná ahóót'i' díí bee íł hane' dóó níká'ádoowot t'áá nínizaad bee t'áá jiik'é. Atah danilínígíí béesh bee hane'é bee wólta'ígíí nitł'izgo bee nee hódolzinígíí bikéédéé' bikáá' bich'í' hodoonihjí'. Aadóó náánáta' éí kojí' dahódoolnih 855-258-6518 dóó yii diiłts'ííł yałtí'ígíí t'áá níléíjí áadóó éí bikéé'dóó naasbaąs bił adidiilchit. Áká'ánidaalwó'ígíí neidiitáągo, saad bee yániłt'i'ígíí yii diikił dóó ata' halne'é lá níká'ádoowot.