

**EMPLOYEE ENROLLMENT**       **EMPLOYEE CHANGE FORM**

PLEASE PRINT AND COMPLETE IN BLACK INK ONLY

Group Number/Subgroup \_\_\_\_\_ / \_\_\_\_\_

**SECTION A - COVERAGE SELECTIONS**

<b>Blue Cross and Blue Shield of Louisiana</b>		<b>HMO Louisiana, Inc.*</b>		<b>Southern National Life Insurance Company, Inc.</b>	
<input type="checkbox"/> GroupCare PPO (Plan) _____	<input type="checkbox"/> HMO (Plan) _____	<input type="checkbox"/> Dental (Plan) _____	<input type="checkbox"/> Group Term Life _____	<input type="checkbox"/> Short Term Disability with Life _____	<input type="checkbox"/> Voluntary Life _____
<input type="checkbox"/> BlueSaver (Plan) _____	<input type="checkbox"/> Blue POS (Plan) _____	<input type="checkbox"/> Vision (Plan) _____	<input type="checkbox"/> Long Term Disability _____	<input type="checkbox"/> Voluntary Short Term Disability _____	<input type="checkbox"/> Voluntary High Limit AD&D _____
<input type="checkbox"/> Premier Blue (Plan) _____	<input type="checkbox"/> Community Blue POS (Plan) _____		<input type="checkbox"/> Voluntary Long Term Disability _____		
<input type="checkbox"/> True Blue (Plan) _____	<input type="checkbox"/> BlueConnect POS (Plan) _____				
	<input type="checkbox"/> BlueConnect Acadiana _____				

**SECTION B - EMPLOYEE INFORMATION**

Enrollee's Last Name	First	MI	Sex (M/F)	Birthdate (MM/DD/YYYY)	Hire Date	Job Title	Social Security Number
Physical Address		City	State	Zip Code	Telephone Number	E-mail Address	
Mailing Address		City	State	Zip Code	Fax Number	Annual Salary	
Marital Status <input type="checkbox"/> Married <input type="checkbox"/> Single <input type="checkbox"/> Other _____	Retired from Current Employer <input type="checkbox"/> Yes <input type="checkbox"/> No	Date Retired	Current Employer Name			Home Phone	Work Phone

**SECTION C - ENROLLMENT EVENTS**

**ENROLLMENT**    Requested Effective Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_    Group # \_\_\_\_\_     New    Late    Rehire    Special Enrollee (Go to Qualifying Event Section Below.)  
 Open Enrollment

Class (Select One):  Active    Management    Non-Management    Retiree    Other \_\_\_\_\_

Please check all that apply. Benefit options are dependent upon employer elections. I am enrolling for:

	Medical	Dental	Vision	Group Life	STD	LTD	Voluntary Life	Company Use Only	Vol STD	Vol LTD	Vol High Limit & AD&D	Company Use Only
Employee (EE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> \$ _____ (salary) <input type="checkbox"/> _____ (salary)	EU _____ CL _____	\$ _____ Benefit Max	\$ _____ Benefit Max	<input type="checkbox"/> \$ _____	EU _____ CL _____
Spouse (SP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/> Spouse coverage \$ _____	EU _____ CL _____				
Dependent Child(ren)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/> Child(ren)					
Family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	
I Decline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**\*NOTICE FOR ENROLLEES ON HMO PLANS THAT DO NOT CONTAIN A POINT-OF-SERVICE BENEFIT: YOU MUST PERSONALLY BEAR ALL COSTS IF YOU UTILIZE HEALTH CARE NOT AUTHORIZED BY THIS PLAN OR PURCHASE DRUGS WHICH ARE NOT AUTHORIZED BY THIS PLAN, WHEN THOSE HEALTH CARE SERVICES AND DRUGS REQUIRE AN AUTHORIZATION BY THE PLAN**

**SECTION C - ENROLLMENT EVENTS CONTINUED**

**WAIVER OF MEDICAL COVERAGE I decline to enroll for this coverage due to:**

- Spouse's Group Employer Plan Plan Name \_\_\_\_\_ Policy Number \_\_\_\_\_  COBRA from Prior Employer  Tri-Care  Retiree from Prior Employer  
 BCBSLA Individual Plan  Medicare  Medicaid  VA Eligibility  Other \_\_\_\_\_ **Note:** If waiving all coverages, please go to Section J, read and sign.

**WAIVER OF DENTAL COVERAGE**

- Waive  Spouse's Group Employer Plan Plan Name \_\_\_\_\_ Policy Number \_\_\_\_\_  
**Note:** If waiving all coverages, please go to Section J, read and sign.  BCBSLA Individual Plan  Medicaid  Tri-Care  Parental Coverage (Employees under age 26)

**ELSEWHERE CREDIT FOR DENTAL COVERAGE I decline to enroll for this coverage due to:**

**CHANGE (Please complete Section D): Requested Effective Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_**

- Type of Change:  Name  Address  Add Dependent  Subgroup  Class  Salary Change  Qualifying Event (Complete next section)

**QUALIFYING EVENT:**  Marriage  Birth  Adoption  Placement for Adoption  Provisional Custody by Mandate  Qualified Medical Child Support Order

Date of Qualifying Event \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

- If you lost other coverage due to:  Divorce  Death  Termination or reduction in work hours  Employer contributions for coverage ended  
(Please complete Section G)  Other \_\_\_\_\_  COBRA or other continuation coverage exhausted

**SECTION D - CHANGE INFORMATION (TO BE COMPLETED BY THE EMPLOYER)**

The information below must be completed by the Employer if an employee is making a change.

Product Selection Change \_\_\_\_\_ Subgroup Change: Move From \_\_\_\_\_ Move To \_\_\_\_\_

Annual Salary Change From \$ \_\_\_\_\_ to \$ \_\_\_\_\_

Class Change From \_\_\_\_\_ To: \_\_\_\_\_

Employer Name \_\_\_\_\_ Employer Signature \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**SECTION E - FAMILY MEMBERS TO BE ENROLLED OR CHANGED**

Enroll or Change (Please circle the appropriate answer)	Dependent's Full Name (Last, First, MI)	E-MAIL*	RELATIONSHIP (If Dependent is not your natural child, attach documentation of legal custody or adoption. If coverage is court ordered attach a copy of the order.)	Birthdate			Social Security Number	Lives With You? If "No" Give Address/Location**	Mentally Or Physically Incapacitated***	Out Of Area Dependent/ Student
				Mo	Day	Yr				
E C			<input type="checkbox"/> Husband <input type="checkbox"/> Wife					N/A	N/A	<input type="checkbox"/> YES <input type="checkbox"/> NO
E C			<input type="checkbox"/> Son <input type="checkbox"/> Stepson <input type="checkbox"/> Daughter <input type="checkbox"/> Stepdaughter <input type="checkbox"/> Other _____					<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
E C			<input type="checkbox"/> Son <input type="checkbox"/> Stepson <input type="checkbox"/> Daughter <input type="checkbox"/> Stepdaughter <input type="checkbox"/> Other _____					<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
E C			<input type="checkbox"/> Son <input type="checkbox"/> Stepson <input type="checkbox"/> Daughter <input type="checkbox"/> Stepdaughter <input type="checkbox"/> Other _____					<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
E C			<input type="checkbox"/> Son <input type="checkbox"/> Stepson <input type="checkbox"/> Daughter <input type="checkbox"/> Stepdaughter <input type="checkbox"/> Other _____					<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
E C			<input type="checkbox"/> Son <input type="checkbox"/> Stepson <input type="checkbox"/> Daughter <input type="checkbox"/> Stepdaughter <input type="checkbox"/> Other _____					<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

\*E-mail addresses are being collected to enable our Companies to communicate with you electronically. Once enrolled for coverage, you will be able to manage your communication preferences. Minors will not receive electronic communications directly, however, if contact information for a legally responsible party is provided for a minor, that individual may receive electronic communications on behalf of the minor.

\*\*Address/Location \_\_\_\_\_

\*\*\*If your dependent is mentally or physically incapacitated, please provide the following medical documentation from your doctor: • Diagnosis of condition(s) causing incapacitation • Anticipated length of incapacitation

**SECTION F - LIFE INSURANCE BENEFICIARY INFORMATION**

Your employer will provide you with the opportunity to elect a beneficiary or beneficiaries on a separate beneficiary designation form or system.

**SECTION G - OTHER COVERAGE INFORMATION**

Do you or any Dependents have other insurance?  Yes  No      Other Group?  Yes  No      If yes to either give: \_\_\_\_\_      Policyholder \_\_\_\_\_      Insurance Company \_\_\_\_\_  
 BCBSLA or HMOLA?  Yes  No

If more than one prior carrier, please provide a certificate of coverage from other carrier(s).	List Members Covered	Coverage Start Date	Coverage End Date	Prior Insurance Carrier and Policy Number	Type of Coverage (Refer to Instruction Page)
					<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Limited Benefit
					<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Limited Benefit
					<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Limited Benefit
					<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Limited Benefit
					<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Limited Benefit

Are you or any of your dependents covered by Medicare? <input type="checkbox"/> Yes <input type="checkbox"/> No	Name	Reason	Covered by:	Dates Medicare became effective	Medicare Numbers
If yes, complete the information on the right.		<input type="checkbox"/> Over 65	<input type="checkbox"/> Part A	A. ____ / ____ / ____	A. _____
		<input type="checkbox"/> Disabled	<input type="checkbox"/> Part B	B. ____ / ____ / ____	B. _____
Please provide a clear copy of the Medicare card.		<input type="checkbox"/> End Stage Renal Disease	<input type="checkbox"/> Medicare Advantage	C. ____ / ____ / ____	C. _____
			<input type="checkbox"/> Part D	D. ____ / ____ / ____	D. _____
		<input type="checkbox"/> Over 65	<input type="checkbox"/> Part A	A. ____ / ____ / ____	A. _____
		<input type="checkbox"/> Disabled	<input type="checkbox"/> Part B	B. ____ / ____ / ____	B. _____
		<input type="checkbox"/> End Stage Renal Disease	<input type="checkbox"/> Medicare Advantage	C. ____ / ____ / ____	C. _____
			<input type="checkbox"/> Part D	D. ____ / ____ / ____	D. _____
		<input type="checkbox"/> Over 65	<input type="checkbox"/> Part A	A. ____ / ____ / ____	A. _____
		<input type="checkbox"/> Disabled	<input type="checkbox"/> Part B	B. ____ / ____ / ____	B. _____

Are you or any of your Dependents currently receiving disability benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No	Name	Date of Injury/Illness	Reason for Disability
If yes, complete the information on the right.		____ / ____ / ____	
		____ / ____ / ____	
		____ / ____ / ____	

Are you or any of your Dependents currently receiving workers' comp benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No	Name	Date of Injury/Illness	Worker's Compensation Carrier Name
If yes, complete the information on the right.		____ / ____ / ____	
		____ / ____ / ____	
		____ / ____ / ____	

**SECTION H - MEDICAL HISTORY**

Any personal health information (PHI) obtained by Blue Cross and Blue Shield of Louisiana (BCBSLA), HMO Louisiana Inc. (HMOLA), and/or Southern National Life Insurance Company, Inc. (SNLIC) in connection with the enrollment form may be retained by BCBSLA, HMOLA and/or SNLIC and used or disclosed in connection with future underwriting/renewal efforts.

**IMPORTANT!** FOR EACH "YES" RESPONSE, PROVIDE DETAILS ON PAGE 5

- **For Life and Disability Coverage:** If applying only for life and disability coverage as a late enrollee or for a benefit above the guarantee issue amount, you are required to answer all medical questions below. If "Yes" response to questions 1-5; provide details on page 5.
- **For Medical Coverage:** Medical questions are required for late enrollees on large groups as defined by the Affordable Care Act. Contact your Human Resources department if you are unsure of your group size.

Your Height\* \_\_\_\_\_ Your Weight\* \_\_\_\_\_ Spouse's Height\* \_\_\_\_\_ Spouse's Weight\* \_\_\_\_\_

**Has anyone applying for coverage ever had or been diagnosed with the following conditions or do the questions below apply:**

1. Abnormal blood pressure?	<input type="checkbox"/> Yes <input type="checkbox"/> No	14. Asthma, bronchitis, or chronic sinus trouble?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Any back and/or orthopedic condition or muscular diseases, back pain or joint pain?	<input type="checkbox"/> Yes <input type="checkbox"/> No	15. Arthritis, rheumatism/bursitis or sciatica?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Abdominal pain, ulcers, stomach, colon or other intestinal disorders, adhesions?	<input type="checkbox"/> Yes <input type="checkbox"/> No	16. Any tumors, cysts or growths?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Alcohol or substance abuse, detoxification?	<input type="checkbox"/> Yes <input type="checkbox"/> No	17. Kidneys stones or urinary system disorders, diabetes insipidus, or prostate disorders?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Are you presently taking medications?	<input type="checkbox"/> Yes <input type="checkbox"/> No	18. A mental/nervous disorder (including eating disorders) or any psychiatric/psychological consultation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Diabetes mellitus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	19. Are you expecting a biological child within the next 9 months (male or female applicant)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Any type of cancer?	<input type="checkbox"/> Yes <input type="checkbox"/> No	20. Have you or anyone on this application, used tobacco in any form within the last 6 months including electronic cigarettes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Any blood disorder?	<input type="checkbox"/> Yes <input type="checkbox"/> No	21. Are you, or anyone on this application, engaged in private flying, parachuting, hang gliding, racing, underwater diving, handling of explosive materials or hazardous wastes or materials?	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. A stroke (CVA), circulatory problems or heart trouble?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
10. Epilepsy, seizures, fainting spells, or migraines?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
11. Lung problems or tuberculosis?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
12. HIV, had known exposure to AIDS or HIV, or received treatment for AIDS or ARC?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
13. Hepatitis or any liver disorder?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Enrollee's Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Subscriber Number \_\_\_\_\_ Group Number/Subgroup \_\_\_\_\_ / \_\_\_\_\_

IF APPLYING FOR LIFE OR DISABILITY, PROVIDE DETAILS IF YOU ANSWERED "YES" TO QUESTIONS 1-5					
Question #	Person	Condition/Diagnosis	Treatment/Complications	Dates Treated	Medications, Frequency, Dosage

**SECTION I - PRIMARY CARE PHYSICIAN (PCP) SELECTION**

**Recommended for all products. It is required for Community Blue or BlueConnect products. If you do not select a PCP, one will be selected for you.**

Enrollee Name	Social Security Number	Physician Name	Physician Address





Blue Cross and Blue Shield of Louisiana  
HMO Louisiana  
Southern National Life

## **Nondiscrimination Notice**

Discrimination is Against the Law

Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana, Inc. and Southern National Life Insurance Company, Inc., does not exclude people or treat them differently on the basis of race, color, national origin, age, disability or sex in its health programs or activities.

Blue Cross and Blue Shield of Louisiana and its subsidiaries:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (audio, accessible electronic formats)
- Provide 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, you can call the Customer Service number on the back of your ID card or email **MeaningfulAccessLanguageTranslation@bcbsla.com**. If you are hearing impaired call 1-800-711-5519 (TTY 711).

If you believe that Blue Cross, one of its subsidiaries or your employer-insured health plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you have the right to take the following steps;

### **1. If you are fully insured through Blue Cross, file a grievance with Blue Cross by mail, fax, or email.**

Section 1557 Coordinator  
P. O. Box 98012  
Baton Rouge, LA 70898-9012  
225-298-7238 or 1-800-711-5519 (TTY 711)  
Fax: 225-298-7240  
Email: Section1557Coordinator@bcbsla.com

### **2. If your employer owns your health plan and Blue Cross administers the plan, contact your employer or your company's Human Resources Department. To determine if your plan is fully insured by Blue Cross or owned by your employer, go to [www.bcbsla.com/checkmyplan](http://www.bcbsla.com/checkmyplan).**

Whether Blue Cross or your employer owns your plan, you can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights 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  
1-800-368-1019, 800-537-7697 (TDD)

Or

Electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# NOTICE

Free language services are available. If needed, please call the Customer Service number on the back of your ID card. Hearing-impaired customers call 1-800-711-5519 (TTY 711).

Tiene a su disposición servicios lingüísticos gratuitos. De necesitarlos, por favor, llame al número del Servicio de Atención al Cliente que aparece en el reverso de su tarjeta de identificación. Clientes con dificultades auditivas, llamen al 1-800-711-5519 (TTY 711).

Des services linguistiques gratuits sont disponibles. Si nécessaire, veuillez appeler le numéro du Service clientèle figurant au verso de votre carte d'identification. Si vous souffrez d'une déficience auditive, veuillez appeler le 1-800-711-5519 (TTY 711).

Có dịch vụ thông dịch miễn phí. Nếu cần, xin vui lòng gọi cho Phục Vụ Khách Hàng theo số ở mặt sau thẻ ID của quý vị. Khách hàng nào bị suy giảm thính lực hãy gọi số 1-800-711-5519 (TTY 711).

我们为您提供免费的语言服务。如有需要，请致电您 ID 卡背面的客户服务号码。听障客户请拨 1-800-711-5519 (TTY 711)。

الخدمات اللغوية متاحة مجاناً. يرجى، إذا اقتضى الأمر، الاتصال برقم خدمة العملاء المدون على ظهر بطاقة التعريف الخاصة بك. إذا كنت تعاني من إعاقة في السمع، فيرجى الاتصال بالرقم 1-800-711-5519 (TTY 711).

Magagamit ang mga libreng serbisyo sa wika. Kung kinakailangan, pakitawagan ang numero ng Customer Service sa likod ng iyong ID kard. Para sa mga may kapansanan sa pandinig tumawag sa 1-800-711-5519 (TTY 711).

무료 언어 서비스를 이용하실 수 있습니다. 필요한 경우 귀하의 ID 카드 뒤에 기재되어 있는 고객 서비스 번호로 연락하시기 바랍니다. 청각 장애가 있는 분은 1-800-711-5519 (TTY 711)로 연락하십시오.

Oferecemos serviços linguísticos grátis. Caso necessário, ligue para o número de Atendimento ao Cliente indicado no verso de seu cartão de identificação. Caso tenha uma deficiência auditiva, ligue para 1-800-711-5519 (TTY 711).

ພວກເຮົາມີບໍລິການແປພາສາໄວ້ທ່ານຟຣີ. ຖ້າທ່ານຕ້ອງການບໍລິການນັ້ນ, ກະລຸນາໂທຫາພະແນກບໍລິການລູກຄ້າຕາມເບີໂທທີ່ຢູ່ທາງຫຼັງຂອງບັດປະຈຳຕົວຂອງທ່ານ. ຖ້າທ່ານຫຼຸບ ຫຼື ຂໍໃຫ້ໂທເບີ 1-800-711-5519 (TTY 711).

無料の言語サービスをご利用頂けます。あなたのIDカードの裏面に記載されているサポートセンターの電話番号までご連絡ください。聴覚障害がある場合は、1-800-711-5519 (TTY711)までご連絡ください。

زبان سے متعلق مفت خدمات دستیاب ہیں۔ اگر ضرورت ہو تو، براہ کرم اپنے آئی ڈی کارڈ کی پشت پر موجود کسٹمر سروس نمبر پر کال کریں۔ سمعی نقص والے کسٹمرز 1-800-711-5519 (TTY 711) پر کال کریں۔

Kostenlose Sprachdienste stehen zur Verfügung. Falls Sie diese benötigen, rufen Sie bitte die Kundendienstnummer auf der Rückseite Ihrer ID-Karte an. Hörbehinderte Kunden rufen bitte unter der Nummer 1-800-711-5519 (TTY 711) an.

خدمات رایگان زبان در دسترس است. در صورت نیاز، لطفاً با شماره خدمات مشتریان که در پشت کارت شناسایی تان درج شده است تماس بگیرید. مشتریانی که مشکل شنوایی دارند با شماره 1-800-711-5519 (TTY 711) تماس بگیرند.

Предлагаются бесплатные переводческие услуги. При необходимости, пожалуйста, позвоните по номеру Отдела обслуживания клиентов, указанному на оборотной стороне Вашей идентификационной карты. Клиенты с нарушениями слуха могут позвонить по номеру 1-800-711-5519 (Телефон с текстовым выходом: 711).

มีบริการด้านภาษาให้ใช้ได้ฟรี หากต้องการ โปรดโทรศัพท์ติดต่อฝ่ายการบริการลูกค้าตามหมายเลขที่อยู่ด้านหลังบัตรประจำตัวประชาชนของท่าน สำหรับลูกค้าที่มีปัญหาทางการได้ยิน โปรดโทรศัพท์ไปที่หมายเลข 1-800-711-5519 (TTY 711)