



Customer Handbook 2022 Insert

Page 6 (Language Tag Lines): In order to establish a methodology for identifying the prevalent non-English languages spoken by enrollees and potential enrollees throughout the State, and in each PIHP entity service area the list below is provided. Each PIHP must provide tag lines in the prevalent non-English languages in its particular service area included in the list below.

Pages 7 and 9: Updated contact for Summit Pointe Customer Service Representative: Amy Vincent. Email: AVincent@summitpointe.org

Page 21 (Accessibility and Accommodations): If you are a person who is hard of hearing but do not know sign language and need another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), contact the customer services office as listed in Section 2 of this handbook. Communication devices and CART are available at no cost to you.