

## Communication Services

KAS can provide this Handbook and other information you need in languages other than English at no cost to you. KAS can also provide your Handbook and other information you need in other formats such as compact disc, Braille, large print, DVD, electronic communication, and other formats if you need them, at no cost to you. Please contact your Supports Coordinator to ask for any help you need. Depending on the information you need, it may take up to 5 business days for KAS to send you the information.

KAS will also provide an interpreter, including for American Sign Language or TTY services, if you do not speak or understand English or are deaf or hard of hearing. These services are available at no cost to you. If you need an interpreter, call your Supports Coordinator who will connect you with the interpreter service that meets your needs. For TTY services, please use the free 711 telecommunication relay service from the Federal Communications Commission (FCC). In Pennsylvania, Hamilton Relay provides this service. Just dial 711 and you or the person calling you will be connected with a Communication Assistant that will help you with your call (see below for more detailed instructions). There are no time limits on the length of a call and Hamilton Relay is always available for a call. All relay calls are confidential. There are no records of calls and calls are not recorded.

Instructions for how PA Relay TTY works can be found here:

[http://www.hamiltonrelay.com/state\\_711\\_relay/how\\_it\\_works/tty.html](http://www.hamiltonrelay.com/state_711_relay/how_it_works/tty.html).

Additional information can be found at the following websites:

- FCC TTY General Overview and Information:  
[http://www.hamiltonrelay.com/state\\_711\\_relay/state.html](http://www.hamiltonrelay.com/state_711_relay/state.html)
- 711 User Guide Information:  
<http://transition.fcc.gov/cgb/consumerfacts/711.pdf>
- FCC Disability Rights Office for TTY related customer service:  
202-418-2517 or 202 418-1468
- Pennsylvania Public Utility Commission for information on PA Relay 711 Services:  
[http://www.puc.state.pa.us/consumer\\_info/telecommunications/pa\\_relay\\_services.aspx](http://www.puc.state.pa.us/consumer_info/telecommunications/pa_relay_services.aspx)
- PA Relay Call Me Cards (gives callers information on how to reach you using a TTY):  
[http://www.hamiltonrelay.com/downloads/state\\_callme\\_card\\_pdfs/pa\\_callme\\_cards.pdf](http://www.hamiltonrelay.com/downloads/state_callme_card_pdfs/pa_callme_cards.pdf)

If your primary care provider (PCP) or other provider cannot provide an interpreter for your appointment, KAS will provide one for you. Call your Supports Coordinator if you need an interpreter for an appointment.