

EVIDENCE-BASED CRITERIA SECTION: SURGERY
 ORIGINAL EFFECTIVE DATE:
 05/21/24

 LAST REVIEW DATE:
 05/21/24

 CURRENT EFFECTIVE DATE:
 10/07/24

 LAST CRITERIA REVISION DATE:
 05/21/24

 ARCHIVE DATE:
 05/21/24

NEXT ANNUAL REVIEW DATE: 2ND QTR 2025

BIO-ENGINEERED SKIN AND SOFT TISSUE SUBSTITUTES

Non-Discrimination Statement and Multi-Language Interpreter Services information are located at the end of this document.

Coverage for services, procedures, medical devices and drugs are dependent upon benefit eligibility as outlined in the member's specific benefit plan. This Evidence-Based Criteria must be read in its entirety to determine coverage eligibility, if any.

This Evidence-Based Criteria provides information related to coverage determinations only and does not imply that a service or treatment is clinically appropriate or inappropriate. The provider and the member are responsible for all decisions regarding the appropriateness of care. Providers should provide BCBSAZ complete medical rationale when requesting any exceptions to these guidelines.

The section identified as "<u>Description</u>" defines or describes a service, procedure, medical device or drug and is in no way intended as a statement of medical necessity and/or coverage.

The section identified as "<u>Criteria</u>" defines criteria to determine whether a service, procedure, medical device or drug is considered medically necessary or experimental or investigational.

State or federal mandates, e.g., FEP program, may dictate that any drug, device or biological product approved by the U.S. Food and Drug Administration (FDA) may not be considered experimental or investigational and thus the drug, device or biological product may be assessed only on the basis of medical necessity.

Evidence-Based Criteria are subject to change as new information becomes available.

For purposes of this Evidence-Based Criteria, the terms "experimental" and "investigational" are considered to be interchangeable.

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Description:

Amniotic and placental products are not reviewed in this policy.

Bioengineered skin and soft tissue substitutes may be derived from human tissue (autologous or allogeneic), non-human tissue (xenographic), synthetic materials, or a composite of these materials. Bioengineered skin and soft tissue substitutes are being evaluated for a variety of conditions, including breast reconstruction and healing lower-extremity ulcers and severe burns. Acellular dermal matrix (ADM) products are also being evaluated for soft tissue repair.

There is no standard definition of "skin substitute". Products in this review cover products that do not require U.S. Food and Drug Administration (FDA) approval or clearance as well as a number of products cleared through the 510(k) pathway with a variety of FDA product codes. The FDA product codes that include these products are not limited to skin substitute products and may include other indications not related to wounds. The list of products named in this review is not a complete list of all commercially available products.

The Women's Health and Cancer Rights Act (WHCRA) helps protect many women with breast cancer who choose to have their breasts rebuilt (reconstructed) after a mastectomy. Mastectomy is surgery to remove all or part of the breast. This federal law requires most group insurance plans that cover mastectomies to also cover breast reconstruction. It was signed into law on October 21, 1998. The United States Departments of Labor and Health and Human Services oversee this law.

Bioengineered skin and soft tissue substitutes may be either acellular or cellular. Acellular products (e.g., dermis with cellular material removed) contain a matrix or scaffold composed of materials such as collagen, hyaluronic acid, and fibronectin. Acellular dermal matrix (ADM) products can differ in a number of ways, including by species source (human, bovine, porcine), tissue source (e.g., dermis, pericardium, intestinal mucosa), additives (e.g., antibiotics, surfactants), hydration (wet, freeze-dried), and required preparation (multiple rinses, rehydration).

Cellular products contain living cells such as fibroblasts and keratinocytes within a matrix. The cells contained within the matrix may be autologous, allogeneic, or derived from other species (e.g., bovine, porcine). Skin substitutes may also be composed of dermal cells, epidermal cells, or a combination of dermal and epidermal cells, and may provide growth factors to stimulate healing. Bioengineered skin substitutes can be used as either temporary or permanent wound coverings.

AlloDerm® (LifeCell Corp.) is an acellular dermal matrix (allograft) tissue-replacement product created from native human skin and processed so that the basement membrane and cellular matrix remain intact. Originally, AlloDerm® required refrigeration and rehydration before use. It is currently available in a ready-to-use product stored at room temperature. An injectable micronized form of AlloDerm® (Cymetra) is available.

AlloPatch® (Musculoskeletal Transplant Foundation) is an acellular human dermis allograft derived from the reticular layer of the dermis and marketed for wound care. This product is also marketed as FlexHD® for postmastectomy breast reconstruction.



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Apligraf® (Organogenesis) is a bilayered living cell therapy composed of an epidermal layer of living human keratinocytes and a dermal layer of living human fibroblasts. It was approved by the FDA in 1998 for use in conjunction with compression therapy for the treatment of noninfected, partial- and full-thickness skin ulcers due to venous insufficiency and in 2001 for full-thickness neuropathic diabetic lower-extremity ulcers nonresponsive to standard wound therapy.

Cortiva® (previously marketed as AlloMax[™] Surgical Graft and before that NeoForm[™]) is an acellular non-cross-linked human dermis allograft.

DermACELL[™] (LifeNet Health) is an allogeneic ADM processed with proprietary technologies MATRACELL[®] and PRESERVON[®].

Dermagraft® (Organogenesis) is composed of cryopreserved human-derived fibroblasts and collagen derived from newborn human foreskin and cultured on a bioabsorbable polyglactin mesh scaffold. It was approved by the FDA for repair of diabetic foot ulcers.

DermaMatrix[™] (Synthes) is a freeze-dried ADM derived from donated human skin tissue. DermaMatrix Acellular Dermis is processed by the Musculoskeletal Transplant Foundation.

Epicel® (Genzyme Biosurgery) is an epithelial autograft composed of an individual's own keratinocytes cultured ex vivo and is FDA-approved under a humanitarian device exemption for the treatment of deep dermal or full-thickness burns comprising a total body surface area of 30% or more. It may be used in conjunction with split-thickness autografts or alone in individuals for whom split-thickness autografts may not be an option due to the severity and extent of their burns.

FlexHD® and the newer formulation FlexHD® Pliable™ (Musculoskeletal Transplant Foundation) are acellular hydrated reticular dermis allograft derived from donated human skin.

GraftJacket® Regenerative Tissue Matrix (also called GraftJacket Skin Substitute; KCI) is an acellular regenerative tissue matrix that has been processed from human skin supplied from U.S. tissue banks. The allograft is minimally processed to remove the epidermal and dermal cells while preserving dermal structure. GraftJacket Xpress® is an injectable product.

Integra® Dermal Regeneration Template (also marketed as Omnigraft Dermal Regeneration Matrix; Integra LifeSciences) is a bovine, collagen/glycosaminoglycan dermal replacement covered by a silicone temporary epidermal substitute. It was approved by the FDA for use in the post-excisional treatment of life-threatening full-thickness or deep partial-thickness thermal injury where sufficient autograft is not available at the time of excision or not desirable because of the physiologic condition of the individual, and for certain diabetic foot ulcers. Integra® Matrix Wound Dressing and Integra® Meshed Bilayer Wound Matrix are substantially equivalent skin substitutes and were cleared for marketing by the FDA for other indications. Integra® Bilayer Matrix Wound Dressing (Integra LifeSciences) is designed to be used in conjunction with negative pressure wound therapy. The meshed bilayer provides a flexible wound covering and allows drainage of wound exudate.



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Integra Flowable Wound Matrix is composed of a porous matrix of cross-linked bovine tendon collagen and glycosaminoglycan. It is supplied as a granular product that is mixed with saline.

mVASC® (MicroVascular Tissues, Inc.) is a microvascular tissue structural allograft made of small blood vessels and extracellular matrix, inherent non-viable cells, and associated biological signaling factors harvested from subcutaneous tissue of cadaveric human donors.

Oasis[™] Wound Matrix (Cook Biotech) is a collagen scaffold (extracellular matrix) derived from porcine small intestinal submucosa. In 2000, it was cleared by the FDA for the management of partial- and full-thickness wounds, including pressure ulcers, venous ulcers, diabetic ulcers, chronic vascular ulcers, tunneled undermined wounds, surgical wounds, trauma wounds, and draining wounds.

OrCel[™] (Forticell Bioscience; formerly Composite Cultured Skin) is an absorbable allogeneic bilayered cellular matrix, made of bovine collagen, in which human dermal cells have been cultured. It was approved by FDA premarket approval for healing donor site wounds in burn victims and under a humanitarian device exemption for use in individuals with recessive dystrophic epidermolysis bullosa undergoing hand reconstruction surgery to close and heal wounds created by the surgery, including those at donor sites.

TheraSkin® (LifeNet Health) is a cryopreserved split-thickness human skin allograft composed of living fibroblasts and keratinocytes and an extracellular matrix in epidermal and dermal layers. TheraSkin® is derived from human skin allograft supplied by tissue banks compliant with the American Association of Tissue Banks and FDA guidelines. It is considered a minimally processed human cell, tissue, and cellular-and tissue-based product by the FDA.

Criteria:

- Breast reconstructive surgery using the following allogeneic acellular dermal matrix products is considered *medically necessary* with documentation of ALL of the following:
 - 1. There is insufficient tissue expander or implant coverage by the pectoralis major muscle and additional coverage is required
 - 2. **ONE** of the following:
 - There is viable but compromised or thin postmastectomy skin flaps that are at risk of dehiscence or necrosis
 - The inframammary fold and lateral mammary folds have been undermined during mastectomy and re-establishment of these landmarks is needed
 - 3. **ONE** of the following allogenic acellular dermal matrix products:
 - AlloDerm®
 - AlloMend®



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- Cortiva® [AlloMax[™]]
- DermACELL™
- DermaMatrix[™]
- FlexHD®
- FlexHD® Pliable™
- GraftJacket®
- Tissue-engineered skin substitutes for the treatment of chronic, full-thickness lower-extremity ulcers is considered *medically necessary* with documentation of ALL of the following:
 - 1. Lower extremity ulcers are due to diabetes
 - 2. Lower extremity ulcers are not infected
 - 3. **ONE** of the following tissue-engineered skin substitutes:
 - AlloPatch®
 - Apligraf®
 - Dermagraft®
 - Integra® Omnigraft[™] Dermal Regeneration Matrix (also known as Omnigraft[™])
 - Integra Flowable Wound Matrix
 - mVASC®
 - TheraSkin®
- ➤ Tissue-engineered skin substitutes Apligraf® or Oasis[™] Wound Matrix for the treatment of chronic, partial- or full-thickness lower-extremity skin ulcers are considered *medically necessary* with documentation of ALL of the following:
 - 1. Lower extremity ulcers are due to venous insufficiency
 - 2. Lower extremity ulcers are not infected
 - 3. Ulcers have not adequately responded following a 1-month period of conventional ulcer therapy
- > Tissue-engineered skin substitute OrCel[™] for the treatment of dystrophic epidermolysis bullosa is considered *medically necessary* with documentation of **ALL** of the following:
 - 1. Mitten-hand deformity present when standard wound therapy has failed
 - 2. Treatment is provided in accordance with the humanitarian device exemption (HDE) specifications of the U.S. Food and Drug Administration (FDA)



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- Tissue-engineered skin substitute Epicel® for the treatment of second- and third-degree burns is considered *medically necessary* with documentation of ALL of the following:
 - 1. Individual has deep dermal or full-thickness burns comprising a total body surface area ≥30%
 - 2. Treatment is provided in accordance with the HDE specifications of the FDA
- Tissue-engineered skin substitute Integra® Dermal Regeneration Template for the treatment of second- and third-degree burns is considered *medically necessary*.
- Use of all bioengineered skin and soft tissue substitutes listed above for all other indications not previously listed or if above criteria not met is considered *experimental or investigational* when any ONE or more of the following criteria are met:
 - 1. Lack of final approval from the appropriate governmental regulatory bodies (e.g., Food and Drug Administration); or
 - 2. Insufficient scientific evidence to permit conclusions concerning the effect on health outcomes; or
 - 3. Insufficient evidence to support improvement of the net health outcome; or
 - 4. Insufficient evidence to support improvement of the net health outcome as much as, or more than, established alternatives; or
 - 5. Insufficient evidence to support improvement outside the investigational setting.
- All other skin and soft tissue substitutes not previously listed are considered experimental or investigational when any ONE or more of the following criteria are met:
 - 1. Lack of final approval from the appropriate governmental regulatory bodies (e.g., Food and Drug Administration); or
 - 2. Insufficient scientific evidence to permit conclusions concerning the effect on health outcomes; or
 - 3. Insufficient evidence to support improvement of the net health outcome; or
 - 4. Insufficient evidence to support improvement of the net health outcome as much as, or more than, established alternatives; or
 - 5. Insufficient evidence to support improvement outside the investigational setting.

These skin and soft tissue substitutes include, but are not limited to:

- ACell® UBM Hydrated/Lyophilized Wound Dressing
- AlloSkin[™]
- AlloSkin™ RT
- Apis®
- Aongen™ Collagen Matrix
- Architect® ECM, PX, FX
- Artacent® Wound
- ArthroFlex[™] (Flex Graft)
- AxoGuard® Nerve Protector (AxoGen)



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- Biobrane®/Biobrane-L
- Bio-ConneKt® Wound Matrix
- CollaCare®
- CollaCare® Dental
- Collagen Wound Dressing (Oasis Research)
- CollaGUARD®
- CollaMend[™]
- CollaWound™
- Coll-e-derm
- Collexa®
- Collieva®
- Conexa[™]
- Coreleader Colla-Pad
- CorMatrix®
- Cymetra[™] (Micronized AlloDerm)[™]
- Cytal[™] (previously MatriStem[®])
- DeNovoSkin™
- Dermadapt[™] Wound Dressing
- Derma-gide
- DermaPure[™]
- DermaSpan[™]
- DressSkin
- Durepair Regeneration Matrix®
- Endoform Dermal Template[™]
- ENDURAGen™
- Excellagen®
- ExpressGraft™
- E-Ż Derm[™]
- FlowerDerm[™]
- GammaGraft
- Geistlich Derma-Gide™
- GraftJacket® Xpress, injectable
- Helicoll[™]
- hMatrix®
- Hyalomatrix®
- Hyalomatrix® PA
- Integra™ Bilayer Wound Matrix
- Integra® Matrix Wound Dressing (previously Avagen)
- InteguPly®
- Keramatrix®
- Kerecis[™] Omega3
- Keroxx[™]
- InnovaMatrix®
- MatriDerm®
- MatriStem



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- Matrix HD[™]
- MicroMatrix®
- Miroderm®
- Mediskin®
- MemoDerm[™]
- Microderm® biologic wound matrix
- Microlyte matrix®
- MyOwn skin
- Novosorb[™] Biodegradable Temporizing Matrix (BMT)
- Oasis® Burn Matrix
- Oasis® Ultra
- Ologen[™] Collagen Matrix
- Omega3 Wound (originally Merigen wound dressing)
- Omeza® Collagen Matrix
- Permacol[™]
- PermeaDerm® B
- PermeaDerm® C
- PermeaDerm® Glove
- Phoenix[™] Wound Matrix
- PriMatrix[™]
- PriMatrix[™] Dermal Repair Scaffold
- Progenamatrix[™]
- Puracol® and Puracol® Plus Collagen Wound Dressings
- PuraPly[™] Wound Matrix (previously FortaDerm[™])
- PuraPly[™] AM (Antimicrobial Wound Matrix)
- Puros® Dermis
- ReCell®
- RegenePro™
- Repliform®
- Repriza™
- Restrata®
- SkinTE™
- StrataGraft®
- Strattice[™]
- SUPRA SDRM®
- Suprathel®
- SurgiMend®
- Symphony™
- Talymed®
- TenoGlide™
- TenSIX[™] Acellular Dermal Matrix
- TissueMend
- TheraForm[™] Standard/Sheet
- TheraGenesis®
- TransCyte[™]



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- TruSkin™
- Tutomesh[™] Fenestrated Bovine Pericardium
- Veritas® Collagen Matrix
- Xcellistem®
- XCM Biologic® Tissue Matrix
- XenMatrix[™] AB

Resources:

Literature reviewed 05/21/24. We do not include marketing materials, poster boards and non-published literature in our review.

Resources prior to 05/21/24 may be requested from the BCBSAZ Medical Policy and Technology Research Department.

- 1. Armstrong DG, Galiano RD, Orgill DP, et al. Multi-centre prospective randomised controlled clinical trial to evaluate a bioactive split thickness skin allograft vs standard of care in the treatment of diabetic foot ulcers. *Int Wound J*. May 2022;19(4):932-944. doi:10.1111/iwj.13759
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- 4. Bellows CF, Shadduck P, Helton WS, Martindale R, Stouch BC, Fitzgibbons R. Early report of a randomized comparative clinical trial of Strattice[™] reconstructive tissue matrix to lightweight synthetic mesh in the repair of inguinal hernias. *Hernia*. Apr 2014;18(2):221-30. doi:10.1007/s10029-013-1076-9
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- 10. Brown-Etris M, Milne CT, Hodde JP. An extracellular matrix graft (Oasis(®) wound matrix) for treating full-thickness pressure ulcers: A randomized clinical trial. *J Tissue Viability*. Feb 2019;28(1):21-26. doi:10.1016/j.jtv.2018.11.001
- 11. Campitiello F, Mancone M, Della Corte A, Guerniero R, Canonico S. To evaluate the efficacy of an acellular Flowable matrix in comparison with a wet dressing for the treatment of patients with diabetic foot ulcers: a randomized clinical trial. *Updates Surg*. Dec 2017;69(4):523-529. doi:10.1007/s13304-017-0461-9
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Coding:

CPT: 15271, 15272, 15273, 15274, 15275, 15276, 15277
HCPCS: A2002, A2003, A2004, A2005, A2006, A2007, A2008, A2009, A2010, A2011, A2012, A2013, A2014, A2015, A2016, A2017, A2018, A2019, A2020, A2021, A2022, A2023, A2024, A2025, A2026, A2027, A2028, A2029, A6460, A6461, C1832, C1849, C5271, C5272, C5273, C5274, C5275, C5276, C5277, C5278, C9354, C9356, C9358, C9360, C9363, C9364, Q4100, Q4101, Q4102, Q4103, Q4104, Q4105, Q4106, Q4107, Q4108, Q4110, Q4111, Q4112, Q4113, Q4114, Q4115, Q4116, Q4117, Q4118, Q4121, Q4122, Q4123, Q4124, Q4125, Q4126, Q4127, Q4128, Q4130, Q4134, Q4135, Q4136, Q4141, Q4142, Q4143, Q4145, Q4147, Q4149, Q4152, Q4158, Q4161, Q4164, Q4165, Q4166, Q4167, Q4175, Q4179, Q4182, Q4193, Q4195, Q4196, Q4197, Q4200, Q4202, Q4203, Q4222, Q4226, Q4305, Q4306, Q4307, Q4308, Q4309, Q4310

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History:	Date:	Activity:
Medical Policy Panel	05/21/24	Approved guideline
Medical Director (Dr. Sutanto)	04/16/24	Review with revisions

Policy Revisions:

10/07/24	Added:	HCPCS codes: A2027, A2028, A2029
06/17/24	Added:	CPT codes: A2026, Q4305, Q4306, Q4307, Q4308, Q4309, Q4310



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Non-Discrimination Statement:

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BCBSAZ provides appropriate free aids and services, such as qualified interpreters and written information in other formats, to people with disabilities to communicate effectively with us. BCBSAZ also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call (602) 864-4884 for Spanish and (877) 475-4799 for all other languages and other aids and services.

If you believe that BCBSAZ 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: BCBSAZ's Civil Rights Coordinator, Attn: Civil Rights Coordinator, Blue Cross Blue Shield of Arizona, P.O. Box 13466, Phoenix, AZ 85002-3466, (602) 864-2288, TTY/TDD (602) 864-4823, crc@azblue.com. You can file a grievance in person or by mail or email. If you need help filing a grievance BCBSAZ's Civil Rights Coordinator is available to help you. 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 <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1–800–368–1019, 800–537–7697 (TDD). Complaint forms are available at <u>https://www.hhs.gov/ocr/office/file/index.html</u>

Multi-Language Interpreter Services:

Spanish: Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Blue Cross Blue Shield of Arizona, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 602-864-4884.

Navajo: Díí kwe'é atah nílínigií Blue Cross Blue Shield of Arizona haada yit'éego bína'ídíłkidgo éi doodago Háida bíjá anilyeedígií t'áadoo le'é yína'ídíłkidgo beehaz'áanii hólo díí t'áá hazaadk'ehjí háká a'doowołgo bee haz'ą doo bąąh ílínígóó. Ata' halne'ígií kojį' bich'į' hodíilnih 877-475-4799.

Chinese: 如果您, 或是您正在協助的對象, 有關於插入項目的名稱 Blue Cross Blue Shield of Arizona 方面的問題, 您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員, 請撥電話 在此插入數字 877-475-4799。

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Blue Cross Blue Shield of Arizona quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 877-475-4799.

Arabic:

إن كان لديك أو لدى شخص تساعده أسنلة بخصوص Blue Cross Blue Shield of Arizona، قلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة .للتحدث مع مترجم اتصل ب .877-475-479



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Multi-Language Interpreter Services:

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Blue Cross Blue Shield of Arizona, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 877-475-4799.

Korean: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Blue Cross Blue Shield of Arizona 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 877-475-4799 로 전화하십시오.

French: Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Blue Cross Blue Shield of Arizona, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 877-475-4799.

German: Falls Sie oder jemand, dem Sie helfen, Fragen zum Blue Cross Blue Shield of Arizona haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 877-475-4799 an.

Russian: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Blue Cross Blue Shield of Arizona, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 877-475-4799.

Japanese: ご本人様、またはお客様の身の回りの方でも、Blue Cross Blue Shield of Arizona についてご質問が ございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はか かりません。通訳とお話される場合、877-475-4799 までお電話ください。

Farsi:

اگر شما، یا کسی که شما به او کمک میکنید ، سوال در مورد Blue Cross Blue Shield of Arizona ، داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید 4799-475-479 _[تماس حاصل نمایید.

Assyrian:

٤، ٤سهه،، بر سو فذروفه ومنددمه، مهه، ٤نهذمنني، ٢٠هذمني منه Blue Cross Blue Shield of Arizona ٤ همه ٤ ومحكنده. امتلام ٤ محموطتمم حكمتندي، هيئداني، ذهجوهم خطر سو همة إنعدة، عقد نعم، خذ هذيها، هدينة 1979-475-877.

Serbo-Croatian: Ukoliko Vi ili neko kome Vi pomažete ima pitanje o Blue Cross Blue Shield of Arizona, imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste razgovarali sa prevodiocem, nazovite 877-475-4799.

Thai: หากคณ หรอคนทคณกาลงชวยเหลอมคาถามเกยวกบ Blue Cross Blue Shield of Arizona คณมสทธทจะไดรบความชวยเหลอและขอมลในภาษา ของคณไดโดยไมมคาใช่จาย พดคยกบลาม โทร 877-475-4799