



Comm. 501 (8/16)

# Interpretation and Translation Services



## Iowa Medicaid Enterprise (IME)

Iowa Medicaid can arrange for an interpreter to help members speak with us in almost any language. Members should call Iowa Medicaid Member Services for help at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**.

Medicaid is federally obligated to provide interpretation and translation services. Interpretation and translation services are available to IA Health Link members—through their Managed Care Organization (MCO)—and are also available for Iowa Medicaid Fee-for-Service (FFS) members.

Providers may employ or contract an interpreter which will be reimbursed by the member's MCO or by Iowa Medicaid if the member is in the FFS program. The MCOs also have translation services and interpreters available for those providers who do not have their own. In this document you will find information on how to access translation services for each MCO.

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono **1-800-338-8366** de 8 a.m. a 5 p.m., de lunes a viernes.*

*For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.*

**Iowa Medicaid Member Services: 1-800-338-8366 | Iowa Medicaid Provider Services: 1-800-338-7909**

[www.IAHealthLink.gov](http://www.IAHealthLink.gov)

# Interpreter services desktop reference

Keep this guide handy for members enrolled in Amerigroup Iowa, Inc.  
Interpreter services are free.

## Telephone interpreters

During business hours, members may call Member Services at **1-800-600-4441**. Providers may call **1-800-454-3730** (toll free).

After hours, call Amerigroup On Call at **1-866-864-2544** for English, **1-866-864-2545** for Spanish or **711** for TTY, and:

1. Give the customer care associate the member's ID number.
2. Explain the need for an interpreter and state the language.
3. Wait on the line while the connection is made.
4. Once connected to the interpreter, the associate or Amerigroup On Call nurse introduces the member, explains the reason for the call and begins the dialogue.



## Face-to-face interpreters, including sign language

During business hours, members may call Member Services at **1-800-600-4441**. Providers may call **1-800-454-3730** (toll free). Seventy-two hours are required to schedule services, and 24 hours are required to cancel.

## TTY and relay services (for members with hearing loss or speech impairment)

During business hours, call Amerigroup's TTY line at **711**. The Iowa Relay Service is available 24 hours a day by calling **711** or **1-800-735-2942** for TTY and Voice/Hearing Carryovers, **1-800-735-2943** for voice users, **1-800-264-7190** for Spanish service or **1-877-735-1007** for speech-to-speech service.

## Translation services are covered either through the provider's translator or through Amerigroup.

For help understanding this document please call 1-800-464-9484 (TTY 711).

Para entender este documento de ayuda llame al 1-800-464-9484 (TTY 711).

Za pomoć u razumijevanju ovog dokumenta slobodno nazovite 1-800-464-9484 (TTY 711).

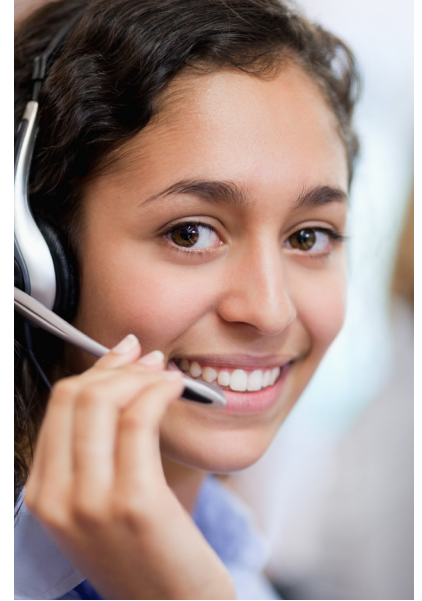
Để được trợ giúp tìm hiểu tài liệu này xin vui lòng gọi 1-800-464-9484 (TTY 711).

# Language Assistance Services Overview

AmeriHealth Caritas Iowa is committed to serving all of our members. That's why we offer language assistance at no cost to AmeriHealth Caritas Iowa members, 24 hours a day, 7 days a week.

- AmeriHealth Caritas Iowa can provide written member materials in languages other than English. And our language line service has representatives who speak languages other than English.
- We can provide materials in other formats, such as braille, for the visually impaired.
- If your primary care provider or specialist cannot provide an interpreter for your appointments, AmeriHealth Caritas Iowa can provide a certified medical interpreter to help you. This is better for your health care needs than using a friend or family member. A certified medical interpreter can make sure you get all the information you need from your health care provider.
- While at your provider's office:
  - Tell your provider that AmeriHealth Caritas Iowa has language assistance at no cost.
  - Call Member Services at **1-855-332-2440** (for TTY, call **1-844-214-2471**) and ask for the language line.

**If you need more information or wish to be connected to the language line, please call 1-855-332-2440. For TTY, call 1-844-214-2471.**



You can have this information in other languages and formats at no charge to you. You can also have this interpreted over the phone in any language. Call Member Services 24 hours a day, 7 days a week at **1-855-332-2440**. For TTY, call **1-844-214-2471**.

Usted puede tener esta información en otros idiomas y formatos sin costo alguno para usted. También puede tener esto interpretado por teléfono en cualquier idioma. Llame a Servicios al Miembro al **1-855-332-2440** las 24 horas del día, los 7 días de la semana. Para TTY, llame al **1-844-214-2471**.

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng khác miễn phí. Quý vị cũng có thể có thông tin này thông dịch ra bất kỳ ngôn ngữ nào qua điện thoại. Xin gọi Dịch vụ Thành viên phục vụ 24 giờ/ngày, 7 ngày/tuần theo số **1-855-332-2440**. Đối với người sử dụng TTY, xin gọi số **1-844-214-2471**.

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Iowa Health Plan  
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West Des Moines, IA 50266



### **Interpreter Services and Language Assistance.**

UnitedHealthcare Community Plan has staff that speaks English and Spanish. If you speak another language or are hearing impaired and need help, call Member Services at **1-800-464-9484** or **TTY 711** for hearing impaired.

Many of our network providers also speak more than one language. If you see one who doesn't speak your language, your provider can use our interpreter or sign language services to help you during your appointment. Be sure to tell your provider you need interpreter or sign language services when making your appointment.

### **Alternative Formats.**

You can also have any printed materials we send you either sent in a different language or translated for you. If you need information in another language, call Member Services. You can also get information in formats for visually impaired.

For help to translate or understand this, call **1-800-464-9484 (TTY: 711)**.

Para recibir ayuda para traducir o comprender esto, llame al **1-800-464-9484 (TTY: 711)**.

ဤအရာကို ဘာသာပြန်ရန် သို့မဟုတ် နားလည်ရန် အကူအညီလိုအပ်ပါက **1-800-464-9484 (TTY: 711)** သို့ ဖုန်းခေါ်ပါ။

Za pomoć u prevodenju ili za pomoć da ovo razumijete, molimo vas da pozovete **1-800-464-9484 (za lica sa oštećenim sluhom ili govorom TTY:711)**.