



To: All IPA Administrators and PCPs
From: IEHP – Provider Relations
Date: April 14, 2021
Subject: **IEHP Interpreter Services**

IEHP offers **FREE INTERPRETER SERVICES** for Member appointments.

IEHP arranges and covers the costs of the interpretation services for Member visits to Primary Care Providers (PCPs) and specialist outpatient visits. Members have the right to request interpreter at no charge for discussions of medical information and behavioral health information.

If you don't have medical staff who speak the same language as our Members, call IEHP Member Services at (800) 440-IEHP (4347) or (800) 718-4347 for TTY users. All requests for interpretation services must be scheduled and authorized by IEHP.

- In-Person Interpreter: A notice of at least **five (5) working days** is required for an interpreter request for a routine medical appointment.
- Members are NOT required or encouraged to use family members or friends as interpreters during medical appointments, unless specifically requested.
- Minors should NOT be used as interpreters (unless it is a medical emergency and no one is available to interpret).

For telephone interpretation services, 24 hours a day, 7 days a week, call IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347).

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondences.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.