



**To:** All PCPs and IPAs  
**From:** IEHP – Provider Relations  
**Date:** April 20, 2022  
**Subject:** **REMINDER: IEHP Interpreter Services – Benefit for Members!**

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IEHP would like to remind our network about **FREE INTERPRETER SERVICES** for Member appointments.

Members have the right to request an interpreter at **no charge** for discussions of medical and behavioral health information. **IEHP arranges and pays for interpreter services for Members to access care easily.**

If you do not have medical staff who speak the same language as the Member, call IEHP Member Services at (800) 440-IEHP (4347) or (800) 718-4347 for TTY.

- **In-Person Interpreter:** Please ask IEHP a minimum of **five (5) working days** in advance for an interpreter for a routine appointment.

**Reminders:**

- All requests for interpretation services must be scheduled and authorized by IEHP.
- Members are NOT required nor 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 else is available to interpret).

For **after hours** telephone interpreter services, 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](http://www.iehp.org) > For Providers > Plan Updates > Correspondences

If you have any additional questions, please contact IEHP Provider Relations Team at 909-890-2054, 866-223-4347, or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)