



We heal and inspire the human spirit.

To: All PCPs and IPAs
From: IEHP – Provider Relations
Date: October 31, 2022
Subject: REMINDER: IEHP Interpreter Services – A Covered Benefit!

Inland Empire Health Plan (IEHP) would like to remind our network partners 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 Member's language, please call IEHP Member Services to schedule an appointment at (800) 440-IEHP (4347) or (800) 718-4347 for TTY.

- **In-Person Interpreter:** Please submit a request for an interpreter at least **five (5) working days** in advance for a routine appointment.
 - **Request under five (5) working days can still be submitted, however, interpreter cannot be guaranteed for a scheduled appointment.**
- **If immediate translation services are needed,** please call the IEHP Member Services number above for assistance.

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 > For Providers > Plan Updates > Correspondence

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