



Phone Technology Breaks Communication Barriers

TTY/TDD

Individuals with auditory (deaf/hard-of-hearing) and/or speech disabilities often communicate by telephone with a Teletypewriter (TTY) or Telecommunications Device for the Deaf (TDD). Although signifying the same assistive technology, TTY is the most inclusive and widely accepted term.

A basic TTY consists of a keyboard, display screen, and modem that facilitate the exchange of text messages rather than voice over standard telephone lines.

IEHP TTY Numbers

Member Services 1-800-718-4347
Enrollment 1-800-720-4347
24- Hour Nurse Advice Line 1-888-880-0833

TELECOMMUNICATION RELAY SERVICE

The national Telecommunication Relay Service (TRS) provides two-way translation between individuals using a TTY (typed text) and a standard telephone. TRS operators, called communications assistants, translate the spoken words of the individual using a standard telephone into text for individuals using TTYs (e.g., someone who is deaf/hard-of-hearing and/or has a speech disability) – and vice versa.

Mandated by the Americans with Disabilities Act (ADA), the service is FREE and always available (i.e., 24 hours a day/7 days a week) throughout the nation, Puerto Rico, and U.S. territories.

National Relay Service (use anywhere in the United States) **7-1-1**

California Relay Service (CRS) **7-1-1**
Or 1-800-735-2922 voice
1-800-735-2929 TTY

CRS Customer Service **1-800-735-0373** voice/TTY

SPEECH-TO-SPEECH RELAY SERVICE

Speech-to-Speech (STS) Relay Service operators, also called communications assistants, specialize in language recognition and are familiar with many different speech patterns. They provide telecommunications assistance for individuals with speech disabilities. As an individual with a speech disability talks, the communications assistant repeats the individual with a speech disability's message verbatim to the other party of the phone call.

CA STS Relay Service **(800) 854-7784**

Customer Service **(800) 735-0373**

