

Interpreter Services

and Alternative Formats



Interpreter Services

Interpreters can help you speak with your doctor in your preferred language. As an IEHP member, you can get free interpreter services for your doctor visits.

How do you get an in-person interpreter?

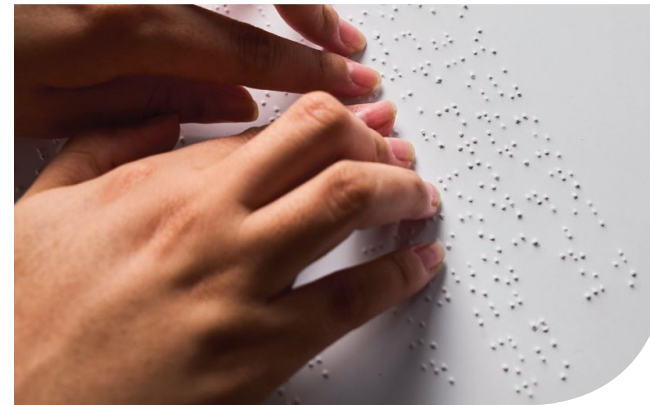
There are two ways:

1. Call IEHP at least five working days before your doctor's visit.
2. Log in to your Member Portal at members.iehp.org, and click on My Service/Interpreter Request.

Requests submitted under five days will still be reviewed but are not guaranteed.

Did you know?

If you speak American Sign Language and need an interpreter at a contracted urgent care facility, you can request Video Remote Interpreting (VRI) services.



Alternative Formats

It's your right to get health care documents in a way that works for you. Alternative formats are for IEHP members who have a disability and their caregivers. These formats include:

- **Text to American Sign Language (ASL)** - A video version of the printed document in ASL.
- **Audio CD/Audio File** - The use of a narrator.
- **Braille** - A system of raised dots that can be read with fingers.
- **Electronic Text** - A PDF version of a document sent by email. The reader can magnify the text and use screen reader software.
- **Large Print** - A document with no less than 20-point Arial font.

Use the IEHP Smart Care app to:

- Update your language preferences, race and ethnicity.
- Change your primary care provider.
- Request a new Member Card, check your prescriptions and lab records.
- Change your pronoun series, sexual orientation and gender identity.



Download for Apple



Download for Android



Call us to request Interpreter Services or Alternative Formats.

1-800-440-4347

TTY 1-800-718-4347

Monday–Friday, 7 a.m.–7 p.m.
Saturday–Sunday, 8 a.m.–5 p.m.

Or visit the IEHP secure Member Portal at: members.iehp.org



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