



We heal and inspire the human spirit.

To: All Providers and IPAs
From: IEHP – Independent Living & Diversity Services
Date: April 28, 2023
Subject: **REMINDER: IEHP Interpreter Services – Benefit for Members!**

FREE INTERPRETER SERVICES are a benefit 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 so Members can access care easily.**

If you do not have medical staff to interpret in the Member's preferred language, call IEHP Member Services at (800) 440-IEHP (4347) or 711 for TTY.

- **In-Person Interpreter Requests:** 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) or 711 for TTY.

All communications sent by IEHP can be found at: www.iehp.org > Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org