Provider's Guide to Securing Interpretation Services for Patients

Connect your patients to an interpreter or TTY service at no cost for individuals with medical coverage through AmeriHealth Caritas Delaware.

Start

Language interpretation

The patient does not speak English or has limited English proficiency.

Inform the patient that interpretation services are available at no cost through AmeriHealth Caritas Delaware.

Does the patient wish to use an interpreter?

No

Inform the patient that the friend or family member may still participate, but a professional interpreter is preferred.

Does the patient still wish to use a friend or family member?

No

Yes

Proceed with the appointment.

Yes

Connect the patient with an interpreter.

1. Ensure a phone is available.
2. Confirm the patient's member ID number.
3. Call the Member Services line: **1-844-211-0966**.
4. Provide the member ID when requested.
5. State that interpretation services are needed for the patient.
6. Note any special accommodation needed, such as gender preference.
7. You will be connected to the appropriate interpreter.

TTY outbound

TTY service, for individuals with hearing impairment

1. Dial **711** on your telephone, and you will automatically be connected to a Telecommunications Relay Service (TRS) operator.
2. Continue with your call as required. Your voice will be translated through TTY for the member's system.

Member Services: 1-844-211-0966

TTY: 1-855-349-6281

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