

Interpreter Services and Language Assistance

Amerigroup

No-cost interpreter services are available to members when calling our Member Services team with questions about our programs, when calling Amerigroup On Call, during appointments with health care providers, and during grievance or appeals processes.

For interpretation services during scheduled appointments, call our Member Services team at 1-800-600-4441 and be ready to provide the following information:

- Appointment type (e.g., PCP, specialist, behavioral health, etc.)
- Appointment date and time
- Member name
- Member number
- Provider name
- Provider address

The information provided will be forwarded to our in-house interpreter manager who will determine the best method of service delivery — either phone or onsite. The manager will coordinate with the member and provider to ensure interpreter services are available at the time of the appointment. Requests by phone should be accommodated the same day while on-site interpretation requires five days' advanced notice.

Our Hours of operation: 8 a.m. to 5 p.m. CST, Monday through Friday.

UnitedHealth Care

Interpreter services are available free of charge to members by calling our Member Services Center at (877) 542-9238 or, if arranged by a provider, by calling Provider Services, at (877) 542-9235. UnitedHealthcare uses LanguageLine Solutions. Members or Providers may call UnitedHealthcare to arrange for a translator, who will be available by telephone to assist, including providing support for members at physician appointments.

When scheduling appointments with your doctor, ask your doctor's office to contact our Provider Services Center at 1-877-542-9235, the Center will provide a person speaking your language on the phone to assist you.

Our Hours of operation: 8 a.m. to 8 p.m. CST, Monday through Friday, excluding State holidays and our Toll-free line will have an automated system available 24-hours a day, seven days a week

Sunflower Health Plan

All Sunflower members or potential members with a primary language other than English, or who are deaf or hearing impaired, are entitled to receive interpreter services free of charge. This service is very important because you and your doctor must be able to talk about your medical or behavioral health concerns in a way you both can understand. Interpreter services shall be provided as needed for all interactions with members, including, but not limited to:

- Customer service
- When receiving covered services from any provider
- Emergency services
- Steps necessary to file grievances and appeals

Sunflower will provide interpreter services. Providers may call Sunflower directly or direct members to contact Sunflower to arrange for interpreter services. If you need an interpreter for your medical appointment, contact Sunflower 48 hours before your appointment. We will arrange for one to be at your appointment. This includes sign language. We can also provide other aids for communication such as Braille.

We also have Spanish-speaking representatives available who can help you as needed. Sunflower Health Plan members who are blind or visually impaired can call Customer Service for an oral interpretation. Video or Telephone Relay interpretation services should call Customer Service at 1-877-644-4623 (TDD/TTY 1-888-282-6428).

Sunflower Health Plan uses Voiance and can provide both face-to-face and over-the-phone interpreter services.

Our Hours of operation: 8 a.m. to 5 p.m. CST, Monday through Friday.