

## Interpreter & Translation Services

Peach State Health Plan is committed to ensuring that staff and subcontractors are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of its members. In order to meet this need, Peach State Health Plan is committed to the following:

- Having individuals available who are trained professional interpreters for Spanish and American Sign Language and who will be available on site or via telephone for assistance.
- Providing Language Line services that will be available twenty-four (24) hours a day, seven (7) days a week in 140 languages to assist providers and members in communicating with each other when there are no other translators available for the language.
- In-person interpreter services are made available when Peach State Health Plan is notified at least 3 business days in advance of the member's scheduled appointment. This service allows for a more positive encounter between the member and provider; telephonic services are available for those encounters involving urgent/emergent situations, as well as non-urgent/emergent appointments as requested.
- Providing TTY access for members who are hearing impaired through 1-800-659-7487.
- Peach State Health Plan's medical advice line, NurseWise, provides 24 hour access, seven days a week for interpretation of Spanish or the coordination of non-English/Spanish needs via the Language Line.
- Providing or making available Peach State Health Member Services and Health Education materials in alternative formats as needed to meet the needs of the members, such as audio tapes or language translation; all alternative methods must be requested by the member or designee.

Providers must call Member Services at 1-800-704-1484 if interpreter services are needed. Please have the member's ID number; date/time service is requested and any other documentation that would assist in scheduling interpreter services.

### Tips for Providers

- Family and friends are not the same as a professional interpreter.
- Don't depend on children or other relatives and friends to interpret.
- Remember that the interpreter is not there just to interpret for the patient; they can be a great help for you in treating your patient.
- Keep data on patient's race, ethnicity and spoken/written language preferences.
- Ask about home remedies or folk medicine; these may include herbs, teas, cupping, and/or therapeutic remedies.
- Assess for safety and try to work within the patient's belief system, when practical.
- Post signs and patient materials in languages common to your practice.