

Requesting Interpreter Services

At WellCare Health Plans, Inc., we value everything you do to deliver quality care to our members – your patients – and to ensure they have a positive health care experience. That’s why we strive to see that members who need language services have adequate communication support. We have resources available to provide assistance when you identify members who have potential cultural or language barriers. These include:

- Interpreter services for languages other than English or members who have limited English proficiency
- Sign language interpreter services for the hearing impaired
- Telephone system technology (TTY line) for the hearing impaired

Providers can access communication support for medical encounters as follows:

- **Non-urgent** – If a member needs a sign language or foreign language interpreter for a medical or therapy appointment, the Customer Service Department arranges for this service through a locally contracted vendor. “Live, in-person translation is a service that WellCare will provide if you are unable to use telephonic interpretation services. Interpretation services are not provided for inpatient services but are available for outpatient visits with Doctors or Therapists. Please request interpreter services at least 5 business days in advance by completing the Interpreter Request Form and emailing it to: InterpreterRequests@wellcare.com.
- **Urgent/Emergent** – If a member needs language translation at the time of an urgent or emergent encounter and the provider does not have bilingual staff, the provider should call Customer Service. The Customer Service agent will work to patch in a translator for telephonic translation. Customer service: **855-599-3811** 8 a.m. to 5 p.m. CST.

As a general rule, WellCare discourages the use of patients’ family members, particularly minor children, as translators. This is because family members may not be capable of translating medical terminology. In addition, patients may hesitate to speak candidly about their health problems in the presence of young family members.

WellCare pays all costs of commercial language services required by its members, including services rendered in a provider’s office, as long as the translator is not on the staff of the provider.



Electronic Media for the Hearing Impaired

Members have access to the TTY line for hearing impaired services. WellCare’s Customer Service Department is responsible for any necessary follow-up calls to the member. The toll-free TTY number can be found on the member’s identification card or at **1-855-599-3811 (TTY 711)** 8 a.m. to 5 p.m. CST.

(continued on back)

Quality care is a team effort.
Thank you for playing a starring role!

 
www.wellcare.com/Nebraska | <http://dhhs.ne.gov/heritagehealth>

Interpreter Request Form

*Indicates required field. Please complete all required fields or the request will not be fulfilled.

*Please check type of Interpreter:

ASL (American Sign Language) * If Trilingual, specify what third language is required:

Tactile Spanish Other Language: _____

*Person Needing Interpreter: _____

WellCare Member ID: _____

*Member/Prospective Member's Phone Number: _____

*Appointment Date: _____

*Appointment Time and Duration: _____

*Appointment Address: _____

Member's Interpreter Preference (Female/Male): _____

*Event Description/Appointment Type: _____

*Provider Contact Name: _____

*Provider's Phone Number: _____

*Agency's Name: _____

Agency's WellCare ID: _____

Provider email address where confirmation should be sent: _____

Please email the completed form to **InterpreterRequests@wellcare.com**.

Requests cannot be made more than 30 days in advance of the scheduled appointment date. You may expect a confirmation email sent to the requestor. They will also receive a telephone call verifying the time and date of the appointment and the name of the interpreter assigned. You do not have to contact the interpreter. WellCare will make those arrangements. Please call Customer Service if the appointment is rescheduled or cancelled.

We cannot guarantee an interpreter if the request is received less than 5 business days before the appointment.



www.wellcare.com/Nebraska | <http://dhhs.ne.gov/heritagehealth>