

Enhancing Communication: UHC's Commitment to Language Accessibility for Members and Providers

Recognizing the importance of members ability to communicate in their preferred spoken language, UHC has updated processes to make it easier for our members and providers



In addition to a prompt for Spanish-speaking members, within the Member Services IVR, UHC KY added a prompt to quickly connect members to an interpreter in the following languages:

- Russian
- Korean
- Cantonese
- Arabic
- Vietnamese



- Developed centralized TFN for UHC providers to **request telephonic and on-site interpreter services**. Providers can still use UHC KY provider services number
- **I Need an Interpreter** flyer created for members to quickly identify their spoken language and need for an interpreter
 - Flyer has been State approved and socialized through our community-facing teams



I Need an
Interpreter Flyer



Effective Communication for Individuals with Disabilities

Section 1557 of the Patient Protection and Affordable Care Act and Section 504 of the Rehabilitation Act of 1973 has provisions for Effective Communication for individuals with disabilities: A covered entity shall take appropriate steps to ensure that communications with individuals with disabilities are as effective as communications with others in health programs and activities.

- UnitedHealthcare's policies comply with these requirements, including the following options:
 - **Audio**
 - **Large Print**
 - **Braille**
 - **Teletypewriter (TTY) Functionality**
 - **Video Relay Services (VRS) Functionality**
 - **Language Interpreters**
- These services are available to members for free. To ask for aids or services, call Member Services at **1-866-293-1796** or TTY (for hearing impaired) **711**.
- The **TTY** phone number is available to all hearing and speech impaired or disabled callers. It is available in all areas and is provided with all mailings and marketing materials. The toll-free TTY telephone number is **711**.
 - Members or prospective members can use their own relay service to contact UHC.
- UHC also offers members the ability to chat with or email our Member Services team.

