

Better Communication, Better Care

Helping Medicaid Members Connect with Language Service Resources

The Kentucky Department for Medicaid Services (DMS) wants to make sure members can get language help when they need it for healthcare services. This includes helping members connect with interpreters and other language services.



**Languages
other than
English**



**Deaf or Hard of
Hearing**



**Visually
Impaired**

The first step to getting help with language services should be shared with the provider when an appointment is made.

- If the provider is unable to provide language services, then your Managed Care Organization (MCO) has interpreters for both provider and member call centers. MCOs can help get an interpreter for in-person-office visits when scheduled ahead of time. The MCO can also assist with written translation.

MCO Member Services Contact

AETNA	HUMANA	PASSPORT BY MOLINA	UNITED HEALTHCARE	WELLCARE
1-855-300-5528	1-877-320-2233	1-800-578-0603	1-866-293-1796	1-877-389-9457

For anyone who is deaf, hard-of-hearing, or has a severe speech impairment, you can also access these services through the communication device of a TTY (teletypewriter) by dialing 711.