

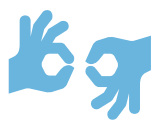
# Better Communication, Better Care

## Helping Medicaid Providers Connect with Language Services

The Kentucky Department for Medicaid Services is committed to ensuring language access services are available for members. This includes connecting providers with language access and interpreting services.



Languages other than English.



Deaf or Hard of Hearing.



Visually Impaired individuals.

When possible, language needs should be determined prior to a medical appointment to ensure appropriate arrangements have been made to accommodate the patient's needs.

## How the process works...

MCOs have interpreters available for their provider and member call centers, including services for deaf individuals. They also connect providers at the office level with interpreters for their members. In-person translation services are preferred and should be provided whenever possible.

1

### When scheduling an appointment...

Determine if patient has a language access need.

2

### Language Need Identified

Identify the patient's MCO and determine next steps.

3

### Assess MCO Policy

Contact MCO to make a request.

4

### Provider Contacts MCO

Confirm services with MCO.

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