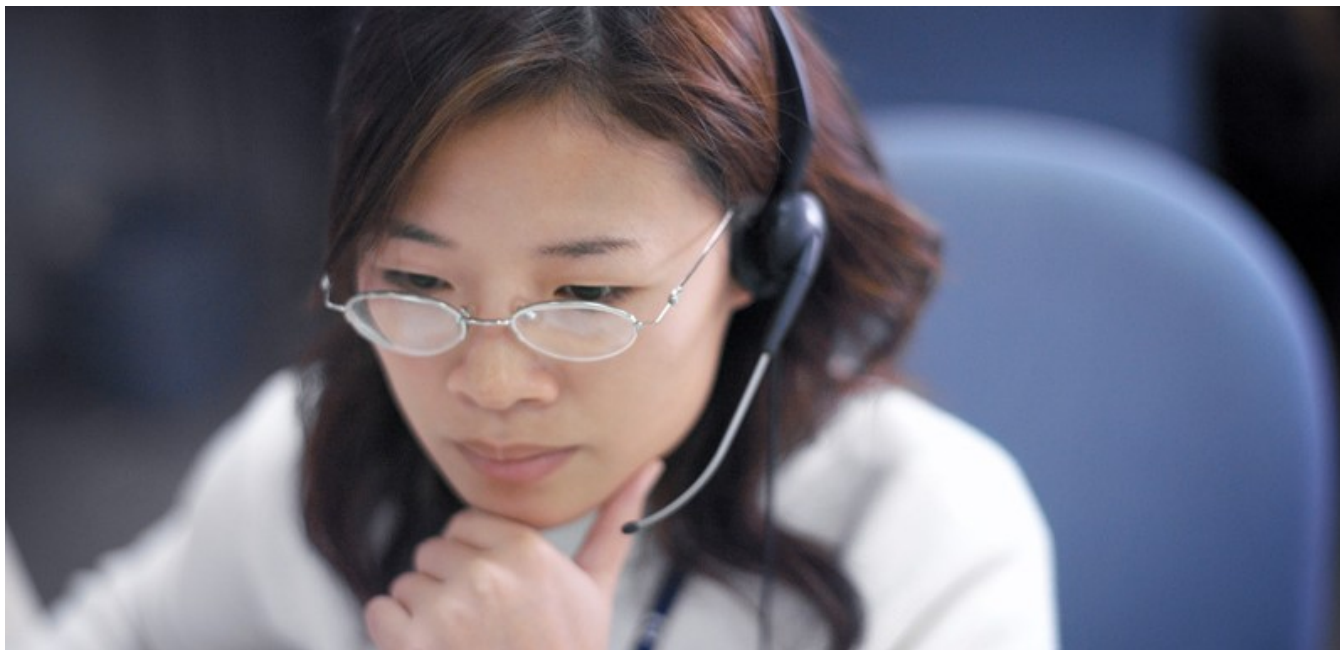


# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS

BT201042

OCTOBER 12, 2010



## **Important information about translation services in *Care Select***

Effective November 1, 2010, the care management organizations (CMOs), ADVANTAGE Health Solutions<sup>SM</sup>, and MDwise, will no longer arrange for translation services for healthcare-related services in the provider's service location for *Care Select* members. This change has no impact on a provider's existing obligation under federal civil rights laws to ensure access to services for members with limited English proficiency (LEP).

The CMOs will continue to access Language Line for member calls. MDwise and ADVANTAGE have contracted with AT&T's Language Line to furnish the services of a language interpreter to customer service representatives needing assistance in communicating with *Care Select* members who speak a primary language other than English. AT&T's Language Line provides interpreters for more than 140 languages, 24 hours a day, seven days a week.

For hearing impaired services, ADVANTAGE and MDwise use Indiana Relay Service.

### **QUESTIONS?**

If you have questions about this bulletin, please contact Customer Assistance at (317) 655-3240 in the Indianapolis local area or toll-free at 1-800-577-1278.