



To: IPA Administrators and PCPs
From: IEHP – Provider Relations
Date: April 30, 2020
Subject: **IEHP Interpreter Services**

IEHP offers **FREE INTERPRETER SERVICES** during medical appointments with our Members.

If you don't have medical staff who speak the same language as our Members, call IEHP Member Services at (800) 440-IEHP (4347) or (800) 718-4347 for TTY users. All requests for interpretation services must be scheduled and authorized by IEHP.

- A notice of at least **five (5) working days** is required for an interpreter request for a routine medical appointment.
- Members are **NOT** required or encouraged to use family members or friends as interpreters during medical appointments, unless specifically requested.
- Minors should **NOT** be used as interpreters (unless it is a medical emergency and no one is available to interpret).

For telephone interpretation services, 24 hours a day, 7 days a week, call IEHP 24-Hour Nurse Advice Line (888) 244-IEHP (4347).

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.