



Advisory Council for Medical Assistance (MAC) 11/21/24

Overview

- Medicaid providers are required per Office of Civil Rights law (Title VI) and the Rehab Act of 1973 to provide language assistance services to Medicaid members
- WellCare ask providers (unable to provide such services) to identify Enrollees who have potential linguistic barriers for which alternative communication methods are needed and to contact WellCare so that WellCare can arrange appropriate assistance
- WellCare's Customer Services Department can arrange language assistance services for Enrollees (for free per federal law)
- Language assistance services include:
 - Verbal translation
 - Verbal interpretation for those with limited English proficiency
 - Sign language for the speech or hearing-impaired.
- WellCare has a network of **locally-contracted** vendors with appropriate expertise who can provide these services
- Additionally, we can provide written materials to Enrollees in large print format and certain non-English languages prevalent in WellCare's service areas.

Non-Urgent Versus Urgent/Emergent

Non-urgent –

- If a member needs a sign language or foreign language interpreter for a medical appointment, WellCare's Customer Service Department can arrange for this service through a **locally-contracted vendor**
 - Live, in-person assistance is preferred to telephonic assistance in non-urgent cases
 - Telephonic service will be used when a language assistant cannot be found in or near the particular area
 - WellCare asks providers, members, member representatives to request language assistance services at least **5 business days** in advance (**to facilitate arranging an in-person interpreter**) by completing the Interpreter Request Form and emailing it to InterpreterRequests@wellcare.com

Urgent/Emergent

- If a member needs language assistance at the time of an urgent or emergent encounter and the provider does not have the appropriate staff, the provider should call Customer Service at **1-877-389-9457 (TTY 711)**
- WellCare's Customer Service agent will work to patch in a language assistant for telephonic translation
- Providers can scan the QR code below to request language assistance services



WellCare Interpreter Request Form



Cost Center:
(Internal Use Only)

Interpreter Request Form

* Indicates required field. Please complete all required fields or the request will not be fulfilled.

* Please check type of Interpreter:

ASL (American Sign Language) * If Trilingual, specify what third language is required: _____

Tactile Spanish Other Language: _____

* Person Needing Interpreter: _____ WellCare Member ID: _____

* Member/Prospective Member's Phone Number: _____

* Appointment Date: _____ * Appointment Time and Duration: _____

* Appointment Address: _____

Member's Interpreter Preference (Female/Male): _____

* Event Description/Appointment Type: _____

* Primary Contact Name: _____ * Contact's Phone Number: _____

* Provider Name: _____ Provider's WellCare ID: _____

Additional Important Information: _____

Please email the completed form to InterpreterRequests@wellcare.com.

Requests cannot be made more than 30 days in advance of the scheduled appointment date.

We cannot guarantee an interpreter if the request is received less than 5 business days before the appointment.

Quality care is a team effort. Thank you for playing a starring role!

WellCare of Kentucky