

## Translation/ Interpreter Services for Members



### Access to Interpreter Services

Community First Health Plans, Inc. and Community First Insurance Plans (both referred to as Community First) provide free, **24-hour** access to interpreter services at no cost for Community First Members with limited English proficiency (LEP) or who use sign language. Interpreters are available in more than 200 languages by request.

Community First delivers interpretation in the following ways:

1. Over the phone (Telephonic)
2. By video (Video Remote Interpretation VRI)
3. In-person (Onsite)

Please call **Community First Member Services** to arrange for interpretation.

PLAN	PHONE NUMBER	TOLL-FREE
STAR Medicaid	210-358-6060	1-800-434-2347
STAR Kids & STAR+PLUS	210-358-6403	1-855-607-7827
CHIP/CHIP Perinate	210-358-6300	1-800-434-2347
Medicare Advantage Alamo Plan & D-SNP (HMO)	210-358-6386	1-833-434-2347
University Community Care Plan (Marketplace)	210-358-6400	1-888-512-2347
University Family Care Plan (UFCP)	210-358-6090	1-800-434-2347
Commercial HMO	210-358-6070	1-800-434-2347

To communicate with Members who are deaf, hearing impaired, or have speech difficulties, Providers may use Relay Texas. Dial **711** and give the relay operator (RO) the Member's telephone number. The RO will then connect and communicate via the Member's preferred communication type (Talk to Text or TTY, Voice Carry Over or VCO, Internet, American Standard Code for Information Interchange or ASCII, etc.)

## Interpretation Delivery Methods

The method of delivery for interpretation depends on the type of medical appointment. Community First strives to provide meaningful access to language services and tailors the method of delivery to the needs of the Member and the specific appointment.

### 1. Over the phone

- a. Telephonic interpretation is the best method for most routine appointments.
- b. Use a wireless phone with speaker capabilities for best results.
- c. Call Member Services to be immediately connected to an interpreter. No advanced notice required.

### 2. Video Remote Interpretation (VRI)

- a. VRI is the best method for more complex appointments or if the Member needs access to a sign language interpreter.
- b. VRI is HIPAA compliant. It can be accessed from any standard smartphone, tablet, or laptop equipped with a webcam and requires no special software.
- c. Call Member Services at least two business days before the appointment to schedule VRI and be prepared to provide the following information:
  - i. Member name, Community First Member ID number, and language spoken.
  - ii. Provider name and appointment information.
  - iii. Email address or phone number that can receive text messages where a link can be sent for the scheduled VRI session.
- d. Please note that on-demand VRI is available as a backup.

### 3. In-person

- a. Onsite interpretation should be used for the most complex appointments or when VRI is not possible.
- b. Call Member Services at least two business days before the appointment to schedule in-person interpretation and be prepared to provide the following information:
  - i. Member name, Community First Member ID number, and language spoken.
  - ii. Provider name and appointment information.
  - iii. Detailed address, including suite and floor number, where to park, and other helpful information.

## Language Rights and the Law

- Section 1557 of the Affordable Care Act (ACA) requires that all limited English proficient (LEP) beneficiaries' language access needs be met for all medical appointments.
- To refuse an LEP beneficiary access to language services is a violation of that individual's civil rights.
- The ACA also prohibits Providers from requesting a beneficiary to provide their own interpreter or rely on a staff member who is not qualified to communicate directly with the LEP individual.
- Please remember it is never permissible to ask a minor, family Member, or friend to interpret.
- Community First complies with all guidance set forth in the ACA and Title VI of the Civil Rights Act, which includes Member instructions for accessing language services printed in Member materials, like the Member Handbook.