

MCO Coverage for EI Translation/Interpreter Services – March 17, 2020

MCO	Languages for Which Interpreter Services are Provided	Are interpreter service provided face to face or via phone?	Covered in homes or natural environments during EI Sessions?	Advance Notice Required for Interpreter Services	Limited number of sessions for services?	Translations provided of assessment or IFSP documents?	Translation Interpretation Services
Aetna Better Health of Virginia	All Languages	Via Phone	Yes, Via Phone	Prefer 24 hours	As needed for the member	No	Carisa Thomas Member Services Supervisor ThomasC17@aetna.com 959-230-3512 Cell 804-704-3753
Anthem Health keepsers CCC Plus	All Languages	Face to face and telephonic interpreter services are available for Anthem coordinated services.	Yes	Face to face requires 5 day notice but only up to 1 month in advance, 24 hour notice for acute care	No limit	Yes	Bernard Christmas Provider Network Mgr Bernard.Christmas@Anthem.com 804-354-2848
Magellan Complete Care of Virginia	Interpreter services are offered by calling 1-800-424-4524, TTY: 711. Interpreter services offered: Spanish, Korean, Vietnamese, Chinese, Arabic, Tagalog, Farsi, Amharic, Urdu, French, Russian, Hindi, German, Bengali and Basa.	Via Phone	Yes	Members and providers can call at any time during business hours for interpreter services.	No limit	Yes	1-800-424-4524

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Optima Health Community Care	Language Services are available for all interpreter needs 24 hours per day	Via Phone	Yes	24 hours if at all possible	No, it is based on the member needs	No	Optima Provider Relations 1-800-229-8822
United Health Care	All major languages, 160 plus, can be accessed immediately, 24 hours every day, through a language line or via Video interpretation. Other arrangements can be made for less known languages. Hearing impaired services are also available to members.	Phone and some video interpreters. There is onsite in some regions but the standard is telephonic.	Yes	Immediate via language line if one of typical languages otherwise it is arranged.	No limit	Yes	Language Line Solution 1-844-695-5371
Virginia Premier Health Plan	There are more than 240 languages available, as well as American Sign Language through video chat.	Interpreter services are provided telephonically, through skype with the Virginia Premier representative or Care Coordinator or, if needed, in person. The assigned Care Coordinator can set up	Yes	Telephone interpretation services can be provided immediately or on demand through the Care Coordinator. Scheduling in	No limit	No but the Care Coordinator will review documents utilizing the translation/interpreter services	Main Toll Free Number: 1-877-719-7358

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		these services if needed.		person interpreter services can be done with the Care Coordinator. If interpretation services are not available with the provider, the Care Coordinator will coordinate the referral of these services.			