



NETWORK PROVIDER FAX BLAST

Reminder: Interpreter Services are Available for all Plan Members!

Simply Healthcare, Better Health, and Clear Health Alliance provide, **free of charge**, interpreters for enrollees whose primary language is not English to ensure that services are in compliance with the Agency for Health Care Administration (AHCA) contract requirements.

We use interpretation services through CyraCom, which supports hundreds of languages and corresponding interpreters. Additionally, language translation services are available for enrollees who are hearing impaired. It is not recommended to use members' relatives or friends as translators.

Effective physician-patient communication is critical. This benefits both patients and providers by improving comprehension, utilization, clinical outcomes, patient satisfaction, and quality of care.

It is important that patients and their providers are aware that interpreter services are available and know how to access them.

How Providers Can Access These Services:

- Identify members with limited English proficiency
- Ask these members if they prefer to communicate in a language other than English, and inform them of this service
- Call The Plan's Member Services team at 1-877-915-0551 and ask for assistance obtaining interpreter services
- Interpreter services are telephonic only
- There is **no charge** to members or providers for this service

Sources and Helpful Links:

- U.S. Census Bureau, Language Projections: 2010 to 2020
https://www.census.gov/hhes/socdemo/language/data/acs/Shin_Ortman_FFC2011_paper.pdf