



Delivering Language Services to BCBSAZ Health Choice Members

AHCCCS health plan members qualify for language services. Language services may include interpretation services, translation services, American Sign Language, services for the blind, deaf, hard of hearing, or speech-impaired, auxiliary aids, and alternative formats. These services must be provided at no cost to the member and be accurate, timely, and protect their privacy and independence.

Reminders for Providers

- 1 Hire qualified staff who speak the language needs of your members or contract with an agency to provide these services.
- 2 Family members, friends, and minor children are not permitted to interpret and/or translate, except in cases of emergency where no qualified interpreter or translator is available.
- 3 Ensure interpretation services are available at no cost to the member during all hours of operations.
- 4 Notify patients of their rights to language services at all points of contact and use tools to show what languages are needed. Visit: **"I Speak" Poster | Homeland Security (dhs.gov)**
- 5 Working with an Interpreter: talk directly to the member. The interpreter will relay the information between you and the member. Visit: **Appropriate Use of Medical Interpreters | AAFP**
- 6 Provide assisted technology, auxiliary aids, or licensed sign-language interpreters that meet the needs of the member upon request.
 - Auxiliary aids include but are not limited to computer-aided transcriptions, written materials, assistive listening devices, or systems, closed and open captioning, and other effective methods of making aurally delivered materials available to persons with hearing loss.
- 7 Have access to assistive technology products used by people who are blind or visually impaired.

Vendor List

Vendors for you to contract with for Video Relay, Translation, Interpretation, and Face to Face services:

- **Cyracom:**
1-800-713-4950 ext. 1
 (call to set up an account),
1-866-745-5010
 (call if you already have an account)
- **Transperfect:**
1-855-886-2909
 (call to set up an account),
1-855-866-2901
 (call if you already have an account and your client ID/PIN)

Vendors for you to contract with for Deaf and Hard of Hearing services:

- **AZ Relay Services:**
1-800-842-4681, TTY: 711
 The Arizona Commission for the Deaf and the Hard of Hearing provides a listing of licensed interpreters, information on auxiliary aids, and the complete rules and regulations of the profession of interpreters in the State of Arizona.

Provider Responsibilities

Providers are responsible for coordinating and paying for the language needs of their members and to contract with language vendors to meet these needs as required under Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, and the Affordable Care Act Section 1557. If you do not have qualified staff to meet your needs, please contract with a vendor to meet these needs.