

Flowchart for Accessing No-Cost Interpretation Service

Connect to an interpreter or TTY service at no cost for AmeriHealth Caritas Florida members.

Start

Language Interpretation

A member does not speak English or has limited English or has limited English proficiency.

Inform the member that interpretation service is available at no cost through AmeriHealth Caritas Florida.

Does the member wish to use an interpreter?

No

Yes

Connect member with interpreter

1. Confirm that there is a phone available.
2. Confirm the member ID number of the patient.
3. Call the Member Services line: **1-855-355-9800**.
4. Provide member ID upon request.
5. Explain that you need interpretation services for a member.
6. You will be connected to the necessary interpreter.

TTY Outbound

TTY service (for hearing impaired)

1. Dial 711 on your telephone, and you will automatically be connected to a Telecommunications Relay Service (TRS) operator.
2. Continue with your call as required. Your voice will be translated through TTY for the member's system.

Inform the member that the friend or family member may still participate, but it is preferred that they use a professional interpreter.

No

Does the member still wish to use the friend or family member?

Yes

Proceed with the call as required.

Contact Member Services: **1-855-355-9800**
(TTY **1-855-358-5856**)