

Getting Care if You Need an Interpreter or Translator

Are you a person who:

- Does not speak English?
- Does not speak English well?
- Has hearing problems?
- Has vision problems?

If you are one of these people or you know another Passport Health Plan member who is, the law says you can ask for an interpreter at no cost to you.

Here is what to do when you call Passport Health Plan:

- When you call Member Services, tell them the language you speak. They will make sure an interpreter is on the other line with you.

The law also says you have the right to receive interpretation or translation services, free of charge, when you visit your primary care provider, hospital or a specialist.

Here is what to do when you call a provider's office:

- When you call, tell them you will need an interpreter. You should also tell them the language you speak. They will make sure an interpreter is at your appointment.
- If you have any problems receiving interpretation or translation services, please call Member Services.

If you want to choose a provider who speaks a language other than English, call Member Services. They will help you find a provider within our service area who speaks your language if one is available.

If a provider does not offer you an interpreter, you also have the right to file a complaint under Title VI. You must file the complaint within 180 days of the date the problem happens. Contact the Office of Civil Rights to find out more about filing a complaint:

Office of Civil Rights
U.S. Dept. of Health & Human Services
Atlanta Federal Center
61 Forsyth Street, SW. - Suite 3B70
Atlanta, GA 30303
(404) 562-7886
TDD/TTY (404) 331-2867