



*We heal and inspire the human spirit.*

**To:** All Providers and IPAs  
**From:** IEHP – Health Equity Operations  
**Date:** May 8, 2024  
**Subject:** **REMINDER: IEHP Interpreter Services – Benefit for Members!**

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**FREE INTERPRETER SERVICES** are a benefit for Member appointments.

Members have the right to request an interpreter at **no charge** for discussions of medical and behavioral health information. **IEHP arranges and pays for interpreter services so Members can access care easily.**

If you do not have medical staff to interpret in the Member's preferred language, call IEHP Member Services at (800) 440-IEHP (4347) or 711 for TTY.

- **In-Person Interpreter Requests:** Please ask IEHP a minimum of **five (5) working days** in advance for an interpreter for a routine appointment.

**Reminders:**

- All requests for interpretation services must be scheduled and authorized by IEHP.
- **Members are NOT required nor encouraged to use family members or friends** as interpreters during medical appointments, unless specifically requested.
- **Minors should NOT be used as interpreters** (unless it is a medical emergency, and no one else is available to interpret).
- For **after-hours** telephone interpreter services, call IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347) or 711 for TTY.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

As a reminder, all IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > Provider Central > News and Updates > Notices