

# Interpreter services desktop reference

Keep this guide handy for use with members enrolled in Healthy Blue. Interpreter services are free. Please see other side for individual language aids for patients.



## Telephone interpreters

During business hours, members and providers may call the Customer Care Center at **866-757-8286**. After hours, call the 24/7 NurseLine at **866-577-9710** (TTY **800-368-4424**).

1. Give the associate the member's ID number.
2. Explain the need for an interpreter and state the language.
3. Wait on the line while the connection is made.
4. Once connected to the interpreter, the associate or nurse introduces the Healthy Blue provider and/or member, explains the reason for the call, and begins the dialogue.

## Face-to-face interpreters including sign language

Members and providers may call the Customer Care Center at the number above to schedule services during business hours. 72 business hours are required to schedule services, and 24 business hours are required to cancel. Providers may also schedule by emailing [GBD.Interpret@amerigroup.com](mailto:GBD.Interpret@amerigroup.com). Registration with our secure email is required. Please type *secure* in the subject line.

## TTY lines are for members with hearing or speech loss.

During business hours, call the Customer Care Center TTY line at **866-757-8286**. After hours, call the 24/7 NurseLine at **866-577-9710** (TTY **800-368-4424**).

## Tips for working with interpreters

- Brief the interpreter in private before the member's visit. Provide relevant information about the member.
- Encourage the interpreter to ask questions or clarify a message whenever necessary.
- Address the member directly. Avoid directing all comments to the interpreter.
- Talk in short sentences. Discuss one concept at a time.
- Be patient. Careful interpretation may require the interpreter to use long phrases. It can take more words or time to describe a concept in another language.
- Avoid using medical jargon when possible. It may be difficult for the interpreter and member to understand.
- Be aware of nonverbal cues from the member, such as head nodding, smiles, body position, etc. These may indicate how much information is being understood.

## Tips for communicating with patients who speak limited English

- Speak slowly, not loudly.
- Organize what you are going to say first. Use short, simple sentences. Keep in mind that what is said at the beginning and end of a discussion is remembered most.
- Face the patient and watch facial expressions and body language. If these don't agree with the words the patient is using or if the patient's expressions indicate that he or she does not understand you, slow down and start again.
- Try to ask questions that cannot be answered "yes" or "no." Instead, ask questions in a way that requires the patient to respond with information. For example, ask questions that begin with "why," "how" or "what." The answers you get will help you know whether the patient properly understands the question.
- Rephrase and summarize often.

[www.HealthyBlueSC.com](http://www.HealthyBlueSC.com)

Show this to your patient. If you know the appropriate translation, point to it. Then, call Healthy Blue interpreter services.

### English

One moment please while I call an interpreter.  
This service is free.

### Spanish

Espere un momento mientras me comunico con un intérprete. Este servicio es gratuito.

### Arabic

لحظة من فضلك لكي أتصل بالمترجم الفوري.  
هذه الخدمة مجانية.

### Armenian

Ինտրոււմ եմ փոքր-ինչ սպասել՝ մինչ ես կզանգահարեմ թարգմանչին: Այս ծառայութիւնն անվճար է:

### Chinese

請稍等片刻，讓我聯絡一位口譯人員。  
這個服務是免費的。

### Farsi

لطفاً کمی صبر کنید تا با مترجم تماس بگیرم. این خدمات رایگان است.

### Hmong

Thov tos ib pliag thaum kuv hu xovtooj rau ib tug kws txhais lus. Qhov no yog pab dawb xwb.

### Khmer

សូមរង់ចាំបន្តិច នៅខណៈពេលខ្ញុំហៅទូរស័ព្ទអ្នកបកប្រែភាសា។ សេវាហៅទូរស័ព្ទនេះ ឥតគិតថ្លៃ។

### Korean

통역사와 연결하는 동안 잠시 기다려 주십시오.  
통역 서비스는 무료입니다.

### Russian

Одну минутку, я свяжусь с переводчиком.  
Эта услуга бесплатна.

### Tagalog

Sandali po lamang habang tumatawag ako ng interpreter. Libre ang serbisyong ito.

### Vietnamese

Xin vui lòng chờ trong giây lát trong khi tôi gọi thông dịch viên. Dịch vụ này miễn phí.

To report fraud, call our confidential Fraud Hotline at **877-725-2702**. You may also call the South Carolina Department of Health and Human Services Fraud Hotline at **888-364-3224** or email [fraudres@scdhhs.gov](mailto:fraudres@scdhhs.gov).

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