

## Iowa Total Care – Interpreter Services

### Follow Up – IHLA Panel of Payers

<https://www.iowatotalcare.com/providers/resources/language-services.html>

#### Interpreter Services



- Qualified interpreters are available for members whose primary language is not English.
- If a member is deaf or hard of hearing, American Sign Language interpreters are also available.
- Interpreters are available for all services that are billable to Medicaid. These include; medical, counseling, dental, bh and substance abuse.
- They can help at medical visits or with [complaints](#).
- Interpreters can assist via video, over the phone or in person.
- These services are free of charge to you and the member.

**Does a member need an interpreter for their medical visit? Let us know. There are two ways:**

- Complete our [Language Services request form](#). Return by [email](#) at least seven (7) days before the member's appointment. This will allow us time to find the right person for them.
- Call Member Services: [1-833-404-1061](tel:1-833-404-1061) (TTY: 711). Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT.
- Note: Providers need to provide their NPI or TIN when scheduling interpretation services.

Questions? Need more information? Contact [C&L@IowaTotalCare.com](mailto:C&L@IowaTotalCare.com).