



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** AmeriHealth Caritas DC Providers

**Date:** 11/20/24

**Subject:** **Cost-Free Language (Translation and Onsite Interpretation), Conversion (Braille, Large Print, and Audio Tape), and Auxiliary Aid Services (Hearing and Visually Impaired) for AmeriHealth Caritas DC Enrollees**

Dear Valued Provider:

All providers of healthcare services who receive federal financial payment through the Medicaid program are responsible for arranging language services, upon request, for Medicaid enrollees who are either Limited English Proficient (LEP), non-English Proficient (NEP), or Low Literacy Proficient (LLP) to facilitate the provision of healthcare services to such enrollees.

AmeriHealth Caritas District of Columbia (DC) requires its providers to provide competent professional oral interpretation services to all AmeriHealth Caritas DC enrollees (Medicaid, Alliance, and Immigrant Children's Program) at no cost by using a certified language access/telephonic interpretation service that they have contracted with or through on-site professional interpretation services. These services must be rendered regardless of the language spoken and at all points of contact, including, but not limited to:

- Appointment scheduling.
- Office encounters.
- Provider visits.

**AmeriHealth Caritas DC On-Site Interpretation Services**

- AmeriHealth Caritas DC provides cost-free on-site and live remote video professional interpretation services for its enrollees at any of their inpatient and outpatient provider appointments, including, but not limited to medical, dental, vision, behavioral health, radiology, and laboratory encounters. Professional interpretation services are available in all languages and American Sign Language. It is the enrollee's choice to decide whether they would like to use on-site or remote video professional interpretation services for their provider visit or encounter. Services are offered at no cost to an enrollee and their provider for covered services and encounters.
- Providers who are unable to arrange interpretation services for LEP, NEP, LLP, or sensory impaired enrollees should contact AmeriHealth Caritas DC Enrollee Services at 202-408-4720 or 1-800-408-7511 (TTY/TDD 1-202-216-9885 or 1-800-570-1190). AmeriHealth Caritas DC enrollees can also request and schedule interpretation services by calling AmeriHealth Caritas DC Enrollee Services at 202-408-4720 or 1-800-408-7511 (TTY/TDD 1-202-216-9885 or 1-800-570-1190). The Enrollee Services representative will facilitate the scheduling of a professional interpreter to support the provider encounter and communicate in the enrollee's primary language. Please have the patient's AmeriHealth Caritas DC enrollee ID number when you call.

### **AmeriHealth Caritas DC Translation Services**

- AmeriHealth Caritas DC offers document translation services at no cost for enrollees. Translation services are available for all languages. Enrollees can request translation services by calling AmeriHealth Caritas DC Enrollee Services at 202-408-4720 or 1-800-408-7511 (TTY/TDD 1-202-216-9885 or 1-800-570-1190).

### **Braille, Large Print, and Audio Tape Document Conversion**

- AmeriHealth Caritas DC offers cost-free conversion services of AmeriHealth Caritas DC printed materials and information for enrollees. Enrollees can request Braille, large print, and audio tape conversion services by calling AmeriHealth Caritas DC Enrollee Services at 202-408-4720 or 1-800-408-7511 (TTY/TDD 1-202-216-9885 or 1-800-570-1190).

### **Auxiliary Aid Services for the Hearing and Visually Impaired**

- AmeriHealth Caritas DC offers cost-free auxiliary aid services for those enrollees who have trouble hearing or seeing. They can request assistance by calling AmeriHealth Caritas DC Enrollee Services at 202-408-4720 or 1-800-408-7511 (TTY/TDD 1-202-216-9885 or 1-800-570-1190).

Thank you for your continued support and commitment to the care of our enrollees. If you have questions about this communication, please contact your Provider Account Executive or call Provider Services at 202-408-2237 or 1-888-656-2383. Please see the Cultural and Linguistic Requirements section (page 96) of the AmeriHealth Caritas DC Provider Manual, available on the provider section of our website at [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com), for additional details.

Sincerely,  
AmeriHealth Caritas DC