

## SCAN Interpreter Services

### **For the Provider**

Per [POM Ch. 5 Network Standards](#):

Providers are responsible for ensuring that all services are provided in a culturally competent manner and are accessible to all Members including those with limited English proficiency, limited reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds. See **42 CFR 422.112(a)(8) and Chapter 4 of the MMCM**. To this end, providers are expected to ensure that:

- Referrals are made to culturally and linguistically appropriate community services and agencies, when indicated;
- Interpreter services are available 24/7 at no charge to the Member either directly or through health plan resources and Members are encouraged to use interpretive services instead of using family and friends, especially minors, as interpreters;
- Trained and fluent bilingual staff and used in medical interpreting;
- Visible signage is displayed to assist Members in requesting an interpreter; and
- The Member's primary spoken language and any request or refusal of interpreter services are recorded in member's medical records.

SCAN also provides free interpreter services to Members. To access free interpreter services for Members, call the Provider Information Line, 24 hours a day at (877) 778-7226 and select the Interpreter Services option when prompted on the menu.

### **For the Member**

SCAN Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of, or because of, race, color, national origin, age, disability, or sex.

SCAN Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats).

SCAN Health Plan provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact SCAN Member Services.

1-800-559-3500

TTY: 711

8 a.m. to 8 p.m seven days a week from October 1 to February 14.

8 a.m. to 8 p.m Monday through Friday from February 15 to September 30

**English:** ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-559-3500. (TTY: 711).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-559-3500. (TTY: 711).

**Chinese Traditional:** <•0.pÉ)\*7D0P 'DĐ Ō5/p»0P#— •ō\cC /?ZFY"3œ"Q6μ"• äZsQœf£ 1-800-559-3500 ä(TTY: 711) ä

**Chinese Simplified:** # ? Ö ² ì Ø -+X ] . È Ø }Ci9ç ÇB @0 \$ Û 800-559-3500 ä(TTY: 711) ä

**Vietnamese:** CHÚ Ý: N ấ quý v nói Ti ấ Vi tẾ có các d ch v ấ ũ ngôn ng ớni rẾphí dành cho quý v . Xin vui lòng g ấ 800-559-3500. (TTY: 711).

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-559-3500. (TTY: 711).

**Korean:** ;R9® G² Ã8 +Đ 8yG®52\$ê 9 8 8 < 98r0š4ú+Ò-Š+""\*2 9Ê8yG®54n9b5 % %:. 1-800-559-3500 .b9'\*2 ) (TTY: 711).

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**Persian:** ấ Ž 4 ó 6 3 - ấ Ō: î'ê¼ÿ' î (TTY: 711) ấ ó 800-559-3500 ± é ấ ấ ä ấ . ấ . ấ ' .

**Russian:** < GFB: G B ? ? k- e j m k k u b ] h \\ h u j b f l h \_ \_ i l h \_ [ \_ k i \_ j ; Z A Y h g b l \_ 800-559-3500 (TTY: 711). g m -

**Japanese:** @ - !8o>8 ¥ • 1 †0đ l € • œ !" q b0•1 - | † H <#Ý 8 S T E r M > 1-800-559-3500. (TTY: 711).

**Arabic:** TM © £ — —" ó '•- ð Û Û ß • « - † Ó • í — —" — Å í ? .(711 ò » . 1. 800-559-3500 ß x / - ấ ài — ấ • ấ

**Punjabi:** b Q 6 R b P = N f N d † æ S † É F Da U t \_ aU7hNZ aP f ^ 1-800-559-3500 ấ N f † T Y: Z 1) 0 ? Y h ' .

**Mon-Khmer, Cambodian:** i v { é i E F O é + é % l 0 ^ i i Y ' Z 0 0 -800-559-3500 (TTY: 711) G

**Hmong:** LUS CEEV: Yog tias koj hais lus Hmoob (Ntawv Suav - Hmoob), muaj kev pab txhais lus pub dawb rau koj. Hu rau 1-800-559-3500. (TTY: 711).

**Hindi:** Ú TM: 0 " 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1-800-559-3500, (TTY: 711) @

**Thai:** ấ ž: ấ — š : ấ • ấ 1-800-559-3500 (TTY: 711)

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