Select Health Community Care (Medicaid)
Language Services

ENHANCE PATIENT INTERACTIONS WITH A SELECT HEALTH-CONTRACTED LANGUAGE INTERPRETER

We contract with language interpreters to help you provide the best care for our Community Care members who speak little or no English as well as for those who use sign language.

Select Health will pay for interpretation services for Community Care (Medicaid) members when the service is:

- Provided by a contracted interpreting agency (see table below)
- A covered service by Medicaid and Select Health
- Related to follow-up phone calls for communicating lab/radiology results, scheduling appointments, or managing medication changes

The provider will be responsible for interpretation service costs when:

- A non-contracted interpreter is used instead of one of the vendors listed below
- The member is ineligible for Community Care at the time of service
- Costs accrue from the provider's office changing or canceling an appointment

NOTE:
Only members who have Community Care as secondary coverage will be covered for interpretive services under Medicare Advantage or Commercial plans.

Contracted Language Interpreters (based on location where member receives care)

Interpretation Service	Contracted Agencies
American Sign Language	
American Sign Language (ASL)	ASL Communication: **801-699-9609** / **800-908-3386** RELA: **385-300-2890** CommGap: **801-944-4049** / **888-338-5538**
Limited English Proficiency (LEP)	
Onsite In-Person Visits (Patient and interpreter are both in the office.)	RELA: **385-300-2890** CommGap: **801-944-4049** / **888-338-5538**
Telephonic In-Person Visit (Patient is in the office, and interpreter is on the phone.)	RELA: **385-300-2890** CommGap: **801-944-4049** / **888-338-5538**
Telephonic Follow-up (Patient and interpreter are both on the phone.)	Select Health Member Services: **855-442-3234** (for help with communicating lab or radiology results, appointment scheduling, medication changes, etc.)