

December 2019

Interpreter services available

Anthem Blue Cross and Blue Shield would like to remind you that interpreter services are available at no cost to you or the member, for instances in which you cannot communicate with a member due to language barriers. Face-to-face interpreters for members needing language assistance, including American Sign Language, are available by placing a request at least 72 hours in advance. A 24-hour cancellation notice is required.

To request interpreter services, providers and members should call the appropriate number listed below.

Provider Services:

- Hoosier Healthwise — **1-866-408-6132**
- Healthy Indiana Plan (HIP) — **1-844-533-1995**
- Hoosier Care Connect — **1-844-284-1798**

Member Services:

- Hoosier Healthwise and HIP: **1-866-408-6131**
- Hoosier Care Connect: **1-844-284-1797**
- TTY: **711**

When language barriers exist, providers must notify members of the availability of interpreter services and strongly discourage the use of friends and family members, especially children, acting as interpreters. Multilingual staff should self-assess their non-English language speaking and understanding skills prior to interpreting on the job. Providers can find the self-assessment tool and other resources in our *Caring for Diverse Populations Toolkit* on our website at <http://www.anthem.com/inmedicaiddoc> > **Provider Support > Cultural & Linguistic Resources.**

www.anthem.com/inmedicaiddoc

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