

AHCCCS CONTRACTOR'S INTERPRETER SERVICES Quick Reference

HEALTH PLANS	LANGUAGE INTERPRETER SERVICE	PHONE NUMBERS	HEARING IMPAIRED INTERPRETER SERVICE	PHONE NUMBERS	TTY Lines
Bridgeway	Interpretalk	1-866-560-7873	Interpretalk	1-866-827-7028	1-877-613-2076
Care 1st Arizona	CyraCom	1-800-481-3293	Valley Center of the Deaf	602-267-1921	1-800-367-8939
Cenpatico	CyraCom	1-866-495-6738 (option 3)			1-877-613-2076
CPSA	CyraCom	520-318-6946, (option 2)			1-866-318-6960
DD/LTC	Language Line Services	602-417-6600	Call Health Plan Directly	602-417-6600	
DES/CMDP	Language Line Services	1-800-201-1795 or 602-351-2245	Call Health Plan Directly	1-800-201-1795 or 602-351-2245	
Health Choice AZ	CyraCom	1-800-322-8670 or 480-968-6866	Community Outreach Program for the Deaf (Pima County Only)	520-792-1906	1-800-842-4681
	A Foreign Language Services (AFLS)	480-813-4242	Valley Center of the Deaf (<i>Other Counties</i>)	602-267-1921	
Magellan	Pacific Interpreter Service	1-800-564-5465, (option 1)			1-800-424-9831
Maricopa Health Plan / Univ. Family Care	Language Services Associates	1-877-298-8427	Valley Center of the Deaf	602-267-1921	711
Mercy Care Plan	Voiance	1-877-756-4839 (PIN # 1028)	Valley Center of the Deaf	602-267-1921	711
NARBHA	Foreign Language Line	480-813-4242	Interpreter Provider Search	www.rid.org (Search capabilities by town)	711
Phoenix Health Plan	CyraCom	1-800-747-7997	Call Health Plan Directly	1-800-747-7997	1-800-489-1472
United Healthcare Community Plan (formerly Az Physicians/IPA)	Language Line Services	1-866-293-1798 <i>Provide Tax & member IDs. State code - enter 03.</i>	Community Outreach Program for the Deaf (Pima County Only)	520-792-1906	711
United Healthcare Community Plan Long Term Care (formerly Evercare Select)	Language Line Services	1-877-261-6608 Client id# 244162			711

....INTERPRETER SERVICE....IMPORTANT TIPS TO REMEMBER....

UNKNOWN LANGUAGE: If you do not know which language to request, the language line representative will help you.

WORKING WITH AN INTERPRETER: Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL: Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION: Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge their full names or phone numbers.

FOR TIPS ON HOW TO EFFECTIVELY COMMUNICATE USING INTERPRETERS: "INTERPRET TOOL," at <https://www.thinkculturalhealth.hhs.gov/pdfs/InterpretTool.pdf> and "Working with an Interpreter..." at <https://www.thinkculturalhealth.hhs.gov/pdfs/WorkingWithAnInterpreter.pdf>. Available at DHHS Office of Minority Health Language Access Resources webpage.

The **Arizona Refugee Resettlement Program** administers refugee resettlement services, time limited cash and medical assistance for eligible beneficiaries to assist in the adjustment to life within the U.S. For more information, go to <https://www.azdes.gov/daas/> and select "Assistance for refugees resettling in Arizona."