



## Interpreter services

Health Choice offers interpreter services for our members if a provider does not offer their own interpreter service.

HCA sets up over the phone and in person interpreter services.

### Over the phone interpreter services

- Please call Member Services at (480) 968-6866 in Maricopa County or (800) 322-8670 outside of Maricopa County.
- A three way call with an interpreter will be set up. An HCA representative will stay on the call as long as necessary.

### In person interpreter services

- HCA needs at least 4 business days prior to the appointment to schedule an in person interpreter.
- HCA can also pick up a friend or family member and take them to the members appointment, please encourage patients by asking them if they have an adult friend or family member to go to their medical appointment.
- HCA does make its' best efforts to set up a interpreter, however sometimes interpreters are not available.
- HCA requests cancellations are called in at least 3 business days prior to scheduled appointment.

### **Translations Services used by HCA:**

- **AZ Relay Services** - over the phone hearing impaired translations (dial 711)
- **Valley Center of the Deaf, outside of Pima County** – in person sign language interpreter.
- **Community Outreach Program for the Deaf Pima County** – in person sign language interpreter.
- **A Foreign Language Service** – in person foreign language interpreter services.
- **Cyacom** - over the phone foreign language interpreter services.