

# Interpreter services desktop reference

Keep this guide handy for members enrolled in Amerigroup Iowa, Inc. Interpreter services are free. **Please see reverse side for individual language aids for patients.**

## Telephone interpreters

During business hours, members may call Member Services at **1-800-600-4441**. Providers may call **1-800-454-3730** (toll free).

After hours, call Amerigroup On Call at **1-866-864-2544** for English, **1-866-864-2545** for Spanish or **711** for TTY, and:

1. Give the customer care associate the member's ID number.
2. Explain the need for an interpreter and state the language.
3. Wait on the line while the connection is made.
4. Once connected to the interpreter, the associate or Amerigroup On Call nurse introduces the member, explains the reason for the call and begins the dialogue.



## Face-to-face interpreters, including sign language

During business hours, members may call Member Services at **1-800-600-4441**. Providers may call **1-800-454-3730** (toll free). Seventy-two hours are required to schedule services, and 24 hours are required to cancel.

## TTY and relay services (for members with hearing loss or speech impairment)

During business hours, call Amerigroup's TTY line at **711**. The Iowa Relay Service is available 24 hours a day by calling **711** or **1-800-735-2942** for TTY and Voice/Hearing Carryovers, **1-800-735-2943** for voice users, **1-800-264-7190** for Spanish service or **1-877-735-1007** for speech-to-speech service.

## Tips for working with interpreters

- Brief the interpreter in private before the member's visit.
- Provide relevant information about the member.
- Encourage the interpreter to ask questions or clarify a message whenever necessary.
- Address the member directly. Avoid directing all comments to the interpreter.
- Talk in short sentences. Discuss one concept at a time.
- Be patient. Careful interpretation may require the interpreter to use long phrases. It can take more words or time to describe a concept in another language.
- Avoid using medical jargon when possible. It may be difficult for the interpreter and member to understand.
- Be aware of nonverbal cues from the member, such as head nodding, smiles and body position. These may indicate how much information is being understood.

## Tips for communicating with patients who speak limited English

- Speak slowly, not loudly.
- Organize what you are going to say first. Use short, simple sentences. Keep in mind that what is said at the beginning and end of a discussion is remembered most.
- Face the patient and watch facial expressions and body language. If these don't agree with the words the patient is using, or if the patient's expressions indicate that he or she does not understand you, slow down and start again.
- Try to ask questions that cannot be answered yes or no. Instead, ask questions in a way that requires the patient to respond with information. For example, ask questions that begin with why, how, or what. The answers you get will help you know whether the patient properly understands the question.
- Rephrase and summarize often.

Show this to your patient. If you know the appropriate translation, point to it. Then, call Amerigroup Iowa, Inc. for interpreter services.

### English:

One moment please while I call an interpreter.  
This service is free.

### Burmese

စကားပြန်အားခေါ်ဆိုနေစဉ်အတွင်းကျေးဇူးပြု၍ခေတ္တစောင့်ဆို  
ဤဝန်ဆောင်မှုမှာအခမဲ့ဖြစ်ပါသည်။

### Chinese:

請稍候，我現在幫您聯絡翻譯員。  
這項服務是免費的。

### Hmong:

Thov tos tib pliaj rau kuv hu ib tug neeg txhais lus.  
Txoj kev pab no yog pab dawb xwb.

### Korean:

통역사를 부를 동안 잠시 기다려 주십시오.  
통역은 무료입니다.

### Spanish:

Un momento mientras llamo a un intérprete.  
Este servicio es gratuito.

### Lao:

ກະລຸນາລໍຖ້າບົດນຶ່ງໃນຂະນະທີ່ພວກເຮົາກຳລັງໂທຫາພາສາ. ການບໍລິການແປພາສາ  
ແມ່ນຮີ.

### Russian:

Подождите минутку – я вызову Вам переводчика. Услуги переводчик  
предоставляются бесплатно.

### Urdu:

براہ کرم ایک منٹ رکھیں، جب تک میں ترجمان کو بلاتا ہوں۔  
یہ خدمت مفت ہے۔

### Vietnamese:

Xin chờ một chút trong lúc tôi gọi người thông dịch.  
Dịch vụ này miễn phí.