

Show this to your patient. If you know the appropriate translation, point to it.  
Then, call UniCare interpreter services.

#### English

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

#### Spanish

Espere un momento mientras me comunico con un intérprete.  
Este servicio es gratuito.

#### Arabic

يرجى الانتظار لحظة بينما أستدعي مترجماً فورياً. هذه الخدمة مجانية.

#### Armenian

Մի րոպե սպասեք, հիմա կապ կհաստատում թարգմանչի հետ:  
Թարգմանչի ծառայությունն անվճար է:

#### Chinese

請您稍等，我幫您找一位翻譯人員。這項服務是免費的。

#### Farsi

لطفاً منتظر بمانید تا با یک مترجم شفاهی تماس بگیرم. این خدمات رایگان است.

#### Hmong

Thov tos ib pliag thaum kuv hu rau tus kws txhais lus. Qhov no yog  
pab dawb xwb.

#### Khmer

សូមរង់ចាំបន្តិច នៅខណៈពេលខ្ញុំហៅទូរស័ព្ទអ្នកបកប្រែភាសា  
ស្នេហាភ្នំនេះ ឥតគិតថ្លៃ។

#### Korean

통역사에게 연락하는 동안 잠시만 기다려 주십시오. 이 서비스는 무료입니다.

#### Russian

Подождите минутку, я сейчас свяжусь с переводчиком.  
Эта услуга бесплатна.

#### Tagalog

Isang sandali lamang habang tinatawagan ko ang isang interpreter.  
Ang serbisyong ito ay libre.

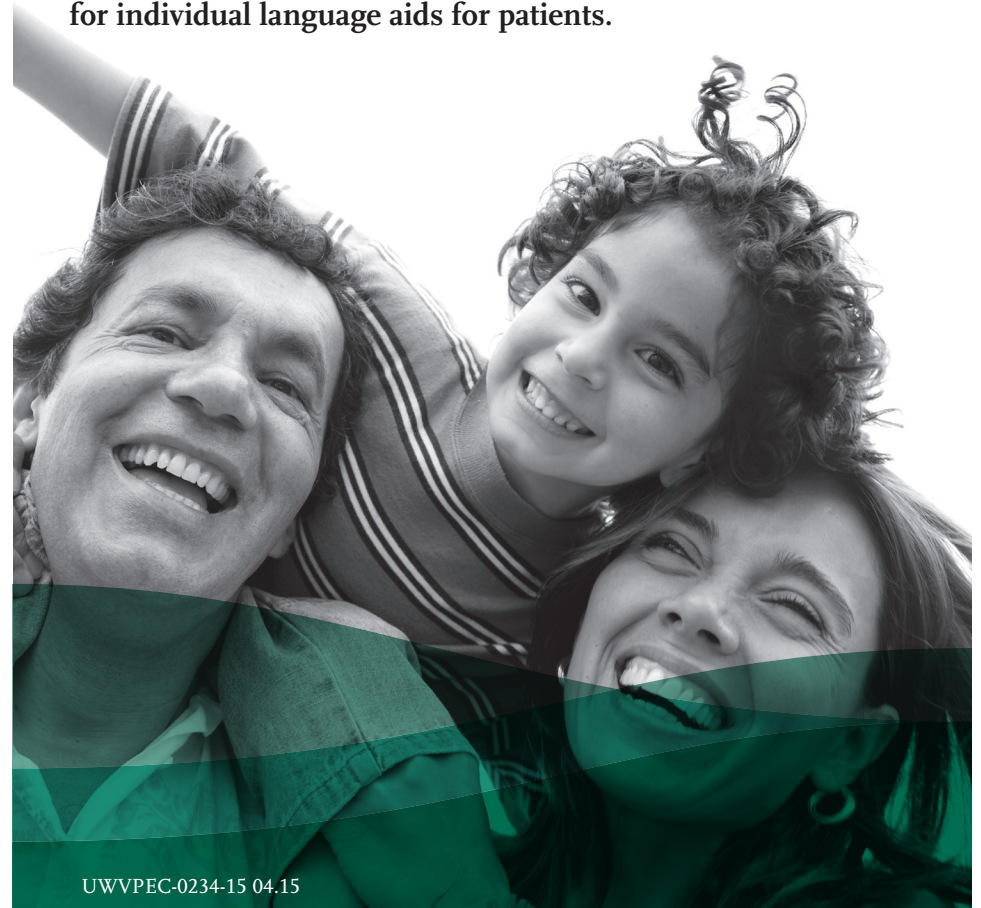
#### Vietnamese

Xin vui lòng chờ một chút trong khi tôi gọi cho thông dịch viên. Dịch vụ này miễn phí.



## Interpreter Services Desktop Reference

Keep this guide handy for use with UniCare members enrolled in Medicaid. Interpreter services are free. Please see other side for individual language aids for patients.



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## Telephone interpreters

During business hours, members and providers may call the Customer Care Center at 1-800-782-0095. After business hours, call MedCall at 1-888-850-1108.

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 MedCall nurse introduces the UniCare provider and/or member, explains the reason for the call, and begins the dialogue.

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

Members and providers may call the Customer Care Center at the number above to schedule services during business hours. We require three business days to schedule services and one business day to cancel. Providers may schedule by emailing [ssp.interpret@anthem.com](mailto:ssp.interpret@anthem.com). Registration with our secure email is required. Please type Secure in the subject line.

## TTY lines are for members with hearing or speech loss.

During business hours, call the Customer Care Center TTY line at 1-866-368-1634. Members can also call MedCall's TTY line, a 24-hour nurse help line, at 1-800-368-4424. The West Virginia Relay Center is also available 24 hours a day by calling the TTY line at 1-800-982-8771 or dialing 711.

## 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, body position, etc. 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 with 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.

[www.unicare.com](http://www.unicare.com)

UniCare Health Plan of West Virginia, Inc.