

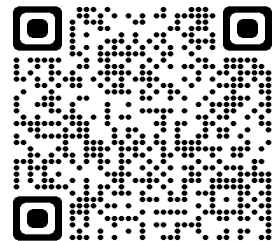


# Interpretation for Medicaid Services

If you or a family member have Wisconsin Medicaid and use a language other than English, including sign language, it is your right to have an interpreter available for your appointments at no cost to you. Having an interpreter allows you to understand and communicate easily with your provider.

## FAST FACTS

Scan to view a video translation of this information in American Sign Language (ASL).



### ► What will the interpreter do?

Once your Provider has found an interpreter for you, the interpreter will:

- Attend the health care appointment with you in person, over the phone, or on a computer or mobile device.
- Interpret the conversation between you and the provider, not replace you in the conversation.

### ► Why should I use an interpreter?

- You can communicate in the language that is most comfortable for you.
- You keep your health information private—interpreters must follow the same confidentiality laws as the provider.
- An interpreter will be familiar with medical terms used by the provider.
- You can use an interpreter at no cost to you.



# Requesting an Interpreter

## Am I required to use an interpreter?

No, you are not required to use an interpreter. However, your health care provider is required to find you an interpreter if you would like one.

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## When should I ask for an interpreter?

You should ask for an interpreter right away when you contact your provider to schedule a medical appointment. If you have any specific requests, let the provider know at this time. Many providers will make a note on your patient records for future appointments as well.

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## How do I request an interpreter?

If you are calling on the phone, let them know that you need an interpreter and what language you prefer to use. If you are making an appointment online, there may be a place to provide your preferred language.

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## What if the provider is unable to provide an interpreter or says that they will not?

It is your right to have free language services available to you for Medicaid appointments. A provider cannot require a family member to interpret for you instead of providing an interpreter. If a health care provider refuses to provide an interpreter or asks you to provide your own interpreter, you can report this issue in a few different ways:

- If you are an HMO member, you can contact your HMO care manager or HMO member advocate to report any issues with access to an interpreter. For contact information for all HMOs, visit [www.dhs.wisconsin.gov/badgercareplus/member-info.htm](http://www.dhs.wisconsin.gov/badgercareplus/member-info.htm).
  - If you do not have an HMO, you can report any issues with access to an interpreter to Medicaid Member Services at 800-362-3002.
  - You can also contact the Wisconsin Department of Health Services Civil Rights Coordinator at [dhsarc@dhs.wisconsin.gov](mailto:dhsarc@dhs.wisconsin.gov) or by calling 608-267-4955 to report any issues with access to an interpreter.
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