

Managed Care Plan Interpreter Services
(as of February 2020)

Plan & Member Services #	Translation Format	Phone vs In-person	Option for video calls	Advanced notice	Expense Paid By	Same day service
Buckeye 866-246-4358 M-F (7 a.m.-7 p.m.)	Interpreter service and translation also available in Braille, CD or large print. Over 140 different languages via the language line.	Both	Not available	48 hours or 2 business days	Health Plan (no expense to member or provider)	Yes - Via phone & NurseWise for medical advice
CareSource 800-488-0134 M-F (7 a.m.-7 p.m.)	Some printed materials are available in multiple language and formats, such as large print or audio and electronic formats. Materials are available in 18 different languages.	Both	Yes - VocaLink staff would facilitate	ASL 5 business days all others 3 business days	Health Plan (no expense to member or provider)	Yes - Via phone
Molina 800-642-4168 M-F (7 a.m.-7 p.m.)	Oral interpretation or written translation are available for various cultures. Materials are available in large print, Braille, audio or digital format for visually impaired.	Phone	Not available	48 hours	Provider (no expense to member)	Yes & Nurse Advice Line for medical advice 888-275-8750
Paramount 800-462-3589 M-F (7 a.m.-7 p.m.)	Sign language can take place on-site or via electronic video link. Translation can be converted via written information from one language to another.	Both	Yes - VocaLink staff would facilitate	2 business days for on-site only	Health Plan (no expense to member or provider)	Yes - via phone
UHCCP 800-641-1902 M-F (7 a.m.-7 p.m.)	Interpretive services are available via written, audio and large print format. Materials are available in over 65 different languages.	Both	Yes - Call ahead to request	72 hours	Health Plan (no expense to member or provider)	Yes - via phone