

# Health Choice Member Language Services

Health Choice Pathway (HMO D-SNP) wants you to get the healthcare you need and in the language you prefer. Language Services are available to you at no cost! Language Services = interpretation (oral) and translation (written).

Your privacy is important to us. Because of the nature of the information that may be discussed, we cannot allow minors or children to provide language services for you. Language services must be delivered by a qualified interpreter and/or translator.

As a Health Choice Pathway member, there are two ways to obtain language services depending on when you need the services.

## 1. Provider or doctor's office.

- All Health Choice Pathway providers must arrange for language services for your appointments with that provider.

When you make your healthcare appointment with your provider:

- Tell them the type of language services that you need.
- If you forget to mention that you need language services at the time of scheduling, you can still arrange these services. Contact your provider four (4) days before your appointment to let them know your language service needs.
- Many providers speak English and other languages. Our provider directory lists the languages that are spoken at the provider's office. You may choose a provider by the language spoken. Visit [HealthChoicePathway.com](https://www.healthchoicepathway.com) to view our online provider directory. You may also request a printed copy in your preferred language be mailed to you. This is available at no cost. Call us at **1-800-656-8991, TTY 711**, 8 a.m. to 8 p.m., 7 days a week for a copy.

## 2. Health Choice Representative.

- Health Choice Pathway Member Services must arrange language services for your appointments with Health Choice Pathway team members.

When you make your appointment or speak with Health Choice Pathway team members:

- Examples of Health Choice Pathway staff are Member Services, care management, or other Health Choice Pathway departments.
- Let Health Choice Pathway Member Services know your language service needs.

## Materials and Written Information

- Health Choice Pathway provides all written materials in English and Spanish.
- If you need written information in another language, let Health Choice Pathway Member Services know.



**Do you need help making an appointment?**

If you need help making your healthcare appointment, let us know!

Health Choice Pathway Member Services can be reached toll-free at **1-800-656-8991, TTY 711**, 8 a.m. to 8 p.m., 7 days a week.

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