

PROVIDER ALERT

New York State Home and Community Based Services (HCBS) Providers: Language Assistance Services

To ensure that all Enrollees have access to medically necessary services, UnitedHealthcare has arranged for language assistance services that can be accessed as follows:

1. If you are face-to-face with the member, dial 1-866-874-3972
2. If you are on the phone with the member, use your phone's conference feature to place the Limited English Proficient (LEP) speaker on hold, then dial 1-866-874-3972
3. Provide the following **client ID # 7 4 9 6 2 5**
4. Select the language you need:
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need
** Press 0 for agent assistance if you do not know the language*
5. When prompted, please enter your **9 digit tax ID number (TIN)** and the **9 digit UnitedHealthcare member ID**
6. You will be connected to an interpreter who will provide his/her ID number
7. Brief the interpreter (*summarize what you wish to accomplish and provide any special instructions*)
8. Add the LEP onto the call
9. Say "*End of Call*" to the interpreter when your call is completed

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English speaking speaker, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

Please contact member services if you have additional questions regarding this services:
Phone: **1-866-362-3368**

Thank you

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Behavioral Network Services