



SelectHealth Community Care

Language Services

ENHANCE PATIENT INTERACTIONS WITH A SELECTHEALTH-CONTRACTED LANGUAGE INTERPRETER

We contract with language interpreters to help you provide the best care for our Community Care members who speak little or no English as well as for those who use sign language.

SelectHealth will pay for interpretation services for Community Care members when:

- > Provided by a contracted interpreting agency (see table below)
- > The service is a covered service by Medicaid and SelectHealth

The provider will be responsible for interpretation service costs when:

- > A noncontracted interpreter is used instead of one of the vendors listed below
- > The member is ineligible for Community Care at the time of service
- > Costs accrue from the provider's office changing or canceling an appointment

NOTE:

Only members who have Community Care as secondary coverage will be covered for interpretive services under Medicare Advantage or Commercial plans.

Contracted Language Interpreters (based on location where member receives care)

Interpreter Service	Intermountain Facilities	Non-Intermountain Facilities (Affiliate Providers)
American Sign Language		
American Sign Language (ASL)	ASL Communication: 801-699-9609 / 800-908-3386	
Limited English Proficiency (LEP)		
Onsite In-Person Visits (Patient and interpreter are both in the office.)	InSync Interpreters: 801-838-8100 LanguageMed: 801-750-4661	InSync Interpreters: 801-838-8100 LanguageMed: 801-750-4661 CommGap: 801-944-4049/888-338-5538
Telephonic In-Person Visit (Patient is in the office, and interpreter is on the phone.)	Pacific Interpreters: 844-256-1960	Pacific Interpreters: 844-256-1960 CommGap: 801-944-4049/888-338-5538
Telephonic Follow-up (Patient and interpreter are both on the phone.)	SelectHealth Member Services: 855-442-3234 New coverage effective May 1, 2019 (for help with communicating lab or radiology results, appointment scheduling, medication changes, etc.)	