



## Interpreter services for Dell Children's Health Plan members

Dell Children's Health Plan provides interpreter services for clinical plan staff and for in-network providers to assist with interpreter services in support of our members. Dell Children's Health Plan has two vendors to use for these services:



- **Akorbi Services** for face-to-face interpreter services
- **Language Line** for over-the-phone interpreter services

### Face-to-face interpreter services

Dell Children's Health Plan is contracted with **Akorbi Services** to provide face-to-face interpreter services for our members during medical appointments.

#### Service delivery options:

- **Onsite (in-person)**
  - Request at least two weeks in advance to guarantee availability (especially for sign language)
  - In the event a two-week lead time is not possible, service via video is an option
- **Virtual (video via Zoom)**
  - Akorbi can provide the virtual link. Dell Children's Health Plan will then share the link with the provider and the patient's family prior to visit
  - Request 24 to 48 hours in advance
  - Providers should be prepared to provide laptop or iPad for use
  - The Akorbi platform will be used for video service

**Requesting services:** Call Provider Customer Services at **1-844-781-2343**

#### Required information:

- Dell Children's Health Plan representative will submit the request to Akorbi.
- When making a request, be prepared to have the following information ready:

◦ Requestor name	◦ Member first and last name	◦ Requested language
◦ Requestor email	◦ Member date of birth	◦ Interpreter gender preference
◦ Requestor phone number	◦ Medicaid ID	◦ Appointment date, time and duration
◦ Facility name	◦ Plan (STAR, CHIP)	
◦ Appointment address	◦ Modality of service	
◦ Time zone	◦ Current month of eligibility	
- Akorbi will provide confirmation of request receipt, then interpreter assignment, via email.
- Akorbi will provide accurate email addresses to Dell Children's Health Plan to ensure confirmation emails are routed to the correct region's Therapy Support folder in Outlook.

### Over-the-phone interpreter services

Health plan clinical services teams, advocates and our in-network providers can access over-the-phone interpreter services on-demand via **Language Line**. You may access these services for Dell Children's Health Plan members by calling the toll-free number: **1-833-994-3567**.

**Note: The requestor is responsible for verifying Dell Children's Health Plan member eligibility before calling.**

Providers can verify member eligibility via the TMHP portal. To verify member eligibility, providers also may call Dell Children's Health Plan Provider Customer Services **1-844-781-2343**.

Contact Dell Children's Health Plan should there be a change to the appointment (provider is unavailable, patient needs to cancel) or for any other matters that may require real-time communication (provider is running late, etc.)