IE♥HP

We heal and inspire the human spirit.

To: Provider Network and IPAs

From: IEHP – Health Equity Operations

Date: December 17, 2025

Subject: **REMINDER: IEHP Interpreter Services – Benefit for Members!**

FREE INTERPRETER SERVICES are a benefit for Member appointments.

Members have the right to request an interpreter at **no charge** for discussions of medical and behavioral health information. **IEHP arranges and pays for interpreter services so Members can access care easily.**

If you do not have medical staff to interpret in the Member's preferred language, interpreter services can be arranged by:

- Submitting a request in the Provider Portal; or,

- Advising Member to submit a request in the Member Portal; or,

  o Select "Interpreter Request" and complete all required fields, then submit the form.

  o Upon submission, IEHP will coordinate interpreter services and provide status updates via the Provider Portal, Member Portal, and text message notifications.

- Calling IEHP Member Services at (800) 440-IEHP (4347) or 711 for TTY.

Telephonic interpretation is also available if an in-person interpreter cannot be secured in time for the Member's appointment by calling IEHP Member Services.

Reminders:

- In-person interpreter requests should be submitted **five (5) working days** in advance.

- All requests for interpretation services must be scheduled and authorized by IEHP.

- **Members are NOT required nor encouraged to use family members or friends** as interpreters during medical appointments, unless specifically requested.

- **Minors should NOT be used as interpreters** (unless it is a medical emergency, and no one else is available to interpret).

- For **after-hours** telephone interpreter services, call IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347) or 711 for TTY.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

As a reminder, all IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices