

# Language Accessibility

How to Access Translation Services



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# Policy Statement

- It is the policy of the Department of Human Services (DHS) and the Department of Healthcare and Family Services (HFS) to prohibit national origin discrimination as it affects **Limited English Proficient** (LEP) persons. DHS and HFS are committed to improving the accessibility of programs, services and activities provided to eligible LEP persons. (Title VI of the Civil Rights Act of 1964 [42 U.S.C. 2000])
- This Directive applies to the DHS and HFS central and field offices, and to each of its facilities. DHS or HFS-sponsored programs, services and activities.
- DHS/HFS must provide language services at no cost to the individual to ensure the most effective communication possible. The available services will depend on the specific circumstances and may include but are not limited to: bilingual staff; adult interpreters; translation of written materials; and notification to LEP persons that interpretive and translation services are available if needed.



# Provision of Services

- LEP individuals are provided meaningful access to DHS and HFS programs, services and activities. Under no circumstances will services to an LEP person be denied or unnecessarily delayed because of his or her limited English proficiency. There are two main ways the State provides language services
  - oral interpretation
  - written translation
- In some cases, language services can be made available on an expedited basis.
- In some cases, LEP individual will be referred to another source for language assistance, when possible.



# Statewide Task Force on Limited English Proficient Patient Access to Quality Interpreter Services

- To provide recommendations regarding access to quality interpreting services for Limited English Proficiency (LEP) patients.
- May 19, 2023 adopted by both houses
- The Agency Lead for this Task Force is IDPH.
- Legal Authority: HJR13 (103).



# State Agencies: HFS & DHS





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# DHS and HFS Notices

DHS and HFS provides a language translation notice with communications that are sent to customers. 15 languages are represented on the notice and a phone number for translation services is provided.





Language Translation Notice



Important! This material contains information about health benefits. If you need help translating it, call 1-866-255-5437. (Eng)

هام! تحتوي هذه المادة على معلومات عن الإعانة الصحية، فإذا كنت بحاجة إلى المساعدة في ترجمتها، اتصل بالرقم (من اليسار إلى اليمين): 1-866-255-5437. (Ara)

Važno! Ovaj materijal sadrži informacije o zdravstvenim beneficijama. Ukoliko vam treba prevod ovih informacija, nazovite 1-866-255-5437. (Bos)

જરૂરી ! આ સામગ્રી સ્વાસ્થ્ય સંબંધમાં મહત્ત્વપૂર્ણ માહિતી જણાવે છે. જો એનું ભાષાંતર કરવામાં આવે તે સહાય જોઈએ તો કૃપા કરી 1-866-255-5437 ને કોલ કરો. (Guj)

महत्वपूर्ण ! यह सामग्री स्वास्थ्य संबंधी लाभों के बारे में जानकारी देती है। यदि इसका अनुवाद करने में आपको मदद चाहिए तो कृपया 1-866-255-5437 पर फोन करें। (Hin)

សារ:សំខាន់ ណាស់ ! អត្ត បទនេះមានព័ត៌មានស្តីពីអត្ត ប្រយោជន៍ សុខភាព ។  
បើសិនជាអ្នក កត្រូវការជំនួយ ឬ ងការបកប្រែ សូមទូរស័ព្ទ ទៅលេខ 1-866-255-5437 ។ (Khm)


# Websites Available in Multiple Languages

 [Notification of Privacy Incident](#) 


 Enrollment in the Health Benefits for Immigrant Adults (HBIA) program will be [temporarily paused effective July 1, 2023.](#) 



Theresa Eagleson, Director

 Select Language 

Select Language 

- Afrikaans
- Albanian
- Amharic
- Arabic
- Armenian
- Assamese
- Aymara
- Azerbaijani
- Bambara
- Basque
- Belarusian
- Bengali
- Bhojpuri
- Bosnian
- Bulgarian
- Catalan
- Cebuano
- Chichewa
- Chinese (Simplified) 

[Home](#) [My Healthcare](#) [Medical Providers](#) [Child Support Services](#) [HFS OIG](#) [Info Center](#) [About Us](#)



Welcome to the Illinois  
Department of Healthcare and  
Family Services

# DHS Website Available in Multiple Languages

## Select from Bottom of Page



The screenshot shows the footer of the Illinois Department of Human Services (IDHS) website. At the top is the IDHS logo, which consists of three stylized human figures in white and blue, followed by the text "IDHS" in large white letters and "ILLINOIS DEPARTMENT OF HUMAN SERVICES" in smaller white letters below it. Below the logo is the text "Illinois Department of Human Services" in white, followed by "JB Pritzker, Governor - Grace B. Hou, Secretary" in a smaller white font. Below that is "IDHS Office Locator" and "IDHS Help Line" in white, with the phone numbers "1-800-843-6154" and "1-866-324-5553 TTY" listed below. A row of social media icons for Facebook, Twitter, YouTube, and LinkedIn is displayed in white. Below the social media icons is a yellow dropdown menu with the text "Select Language" and a downward arrow, which is circled in orange. Below the dropdown menu is the text "Powered by Google Translate" in white. At the bottom of the footer are the links "State of Illinois | Accessibility | Privacy | Report Abuse/Neglect | Contact" and the copyright notice "© 2023 Illinois Department of Human Services" in white.





# Persons who are Deaf, Hard-of-Hearing, or Deaf-Blind

- Customer Help Line (applications, redeterminations, etc)  
8:30 – 5 pm M-F, TTY: .....1-866-324-5553
- All Kids Hotline (Medical Only)  
8:00a.m. – 5:00p.m., Monday –Friday)TTY .....1-877-204-1012
- Health Benefits Hotline  
(Fee-for-Service – find a provider) Next Talk/TTY .....1 877-204-1012
- The State will secure or purchase sign language interpreter or computer-aided real time (CART) services
- Staff cannot require the individual to provide his or her own sign language interpreter.

# Policy for Caseworkers

- The intake staff person in the office identifies the LEP person and determine the language services the LEP person requires. If the language needs of the LEP person are not readily apparent, they should be determined through use of either the language identification poster or language identification flash cards which identify the LEP person's language needs.
- At each facility or work site where individuals are served, DHS posts, in a conspicuous location, advisory notices (translated in the various languages used by the individuals DHS serves) and a language identification poster indicating that free interpreter services are available to the individual and his or her family, and the procedure for obtaining an interpreter.
- The telephone numbers to call to file a complaint if the individual believes he or she has been discriminated against are also posted. DHS also posts, in a conspicuous location, advisory notices that interpreters shall comply with all state and federal statutes and other confidentiality provisions.



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# Additional Information

- Within one hour of determining that a person needs interpreter services, the State needs to determine if services can be provided within a reasonable time that day.
- Reasonable time means that a person will not have to wait longer than other persons applying for or currently receiving benefits.
- If bilingual services cannot be provided within a reasonable time that day, the State will provide the person with an appointment when the services will be available. All timeframes are established starting with the first day of contact. LEP are not penalized because the appointment needs to be rescheduled.
- Only DHS employees or a person from a qualified interpreter service can translate. Minors (persons under 18 years of age) cannot be used to interpret. Staff cannot ask persons waiting in the reception area to interpret.



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# Immigrant Family Resource Program

IFRP is a Partnership between The Illinois Department of Human Services (DHS), The Illinois Coalition for Immigrant and Refugee Rights (ICIRR) and Community-Based Organizations (CBOs) to provide assistance to low-income immigrants to access public benefits and link to appropriate human services. (ICIRR) administers this program through a network of community-based partner agencies.

IFRP partners provide:

1. Interpretation/translation services - Provide translation and interpretation services for LEP immigrants/refugees seeking to apply for, or in meeting requirements of public benefits such as TANF, SNAP, Medicaid, or childcare.
2. Outreach and community education to educate the respective immigrant communities on public benefits and other human services.
3. Case management services including: needs assessment, benefits screening, assistance with benefits application and linkages with appropriate IDHS offices.
4. [List of Agencies Serving Immigrants](#)



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# IL Medicaid Managed Care Organizations (MCOs)



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# MCO Contract Requirements: *Interpretive Services*

- MCO shall make **oral interpretation services available free of charge in all languages** to all Potential Enrollees, Prospective Enrollees, or Enrollees who need assistance understanding Key Oral Contacts or Written Materials.
- MCO must include in all Key Oral Contacts and Written Materials notification that such oral interpretation services are available and how to obtain such services. **Contractor shall conduct Key Oral Contacts** with a Potential Enrollee, Prospective Enrollee, or Enrollee **in a language the Potential Enrollee, Prospective Enrollee, or Enrollee understands.**
- If a Participant requests interpretive services by a family member or acquaintance, Contractor shall not allow such services by anyone who is under the age of eighteen (18). Contractor shall accept such Participant's verification of the age of the individual providing interpretive services unless Contractor has a valid reason for requesting further verification. *[ Note this is a minimum; MCOs may require use of MCO translators]*



# MCO Contract Requirements:

## *Alternative Methods of Communication*

- Contractor shall make Key Oral Contacts and Written Materials available in such **alternative formats as large print, Braille, sign language provided by interpreters** in accordance with the Interpreters for the Deaf Act (225 ILCS 442), CART reporters, audio CDs, TDD/TTY, video relay interpretation, or video relay services, and in a manner that takes into consideration the special needs of those who are visually impaired, hearing impaired, or with limited reading proficiency.
- Contractor shall inform Potential Enrollees, Prospective Enrollees, and Enrollees, as appropriate, that information is available in alternative formats and how to access those formats.
- Contractor must provide TDD/TTY service upon request for communicating with Potential Enrollees, Prospective Enrollees, and Enrollees who are deaf or hearing impaired.
- Contractor shall arrange interpreter services through Contractor's Enrollee services department when necessary (such as for Provider visits or consultations). These services will be made available at no cost to the Enrollee.



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# MCO Contract Requirements:

## *Translated Materials*

- Translated Written Materials and scripts for translated Key Oral Contacts require Prior Approval and must be accompanied by MCO's certification that its certified translator confirms the translation is accurate and complete, and that the translation is easily understood by individuals with a sixth (6th)–grade reading level and is culturally appropriate.
- MCO's first submittal of the translated materials to the Department for Prior Approval must be accompanied by a copy of the Department's approval of the English version and the required translation certification.
- MCO shall make all Written Materials distributed to English–speaking Potential Enrollees, Prospective Enrollees and Enrollees, as appropriate, available in Spanish and other prevalent languages, as determined by the Department in accordance with Section 1557 of the Affordable Care Act.
- Where there is a prevalent single-language minority within the low-income households in the relevant DHS local office area, which for purposes of this Contract shall exist when five percent (5%) or more of such households speak a language other than English, as determined by the Department according to published Census Bureau data, MCO's Written Materials provided to Potential Enrollees, Prospective Enrollees, or Enrollees must be available in that language as well as in English.



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Ask Start here with questions

Choose Compare plans, find providers or explore different ways to enroll

Log in Log in to enroll or review your case information

# Managed care

Log in to Enroll

MCO enrollment information

## What is managed care?

Managed care is a kind of health insurance program. When you enroll in managed care, you become a member of a health plan. The health plan you choose will offer you a full range of benefits and help you coordinate your healthcare.

## HealthChoice Illinois

HealthChoice Illinois is the statewide Medicaid managed care program. You will have many plans to choose from. Learn more about [HealthChoice Illinois](#).

## Open enrollment

Open enrollment is the one time each year when you can change your HealthChoice Illinois health plan. It is only once a year. When it is time for open enrollment, we will send you an open enrollment letter. We will mail you the letter about 2 months before your anniversary date. Any change you make will start on your anniversary date. For a sample open enrollment letter, go to [Enrollment materials](#).

## Medicare-Medicaid Alignment Initiative (MMAI)

MMAI is a special managed care program for seniors and persons with disabilities who have full Medicare and Medicaid benefits. Learn more about [MMAI](#).

Language options

Privacy statement | Site map

© 2023 Maximus Digital Solutions™ | Contact Center phone number: 1-877-912-8880 (TTY: 1-866-565-8576)

Deutsch | English | Español | Français | Italiano | Polski | Tagalog | Tiếng Việt | Λληνικά | Русский | العربية | اَرُؤُو | हिंदी | ગુજરાતી | 繁體中文 | 한국어



Ask ▾

Start here with questions

Choose ▾

Compare plans, find providers or explore different ways to enroll

Log in

Log in to enroll or review your plan

## Help in other languages

Attention: For free interpreter services, call **1-877-912-8880** (TTY: 1-866-565-8576).

Español (Spanish) ATENCION: Para servicios gratuitos de intérpretes, llame al **1-877-912-8880** (Número de TTY: 1-866-565-8576).

Polski (Polish) UWAGA: Po bezpłatne ustne usługi tłumaczeniowe, zadzwoń **1-877-912-8880** (TTY: 1-866-565-8576).

繁體中文 (Chinese) 注意: 如需免費的譯員服務, 請撥打 **1-877-912-8880** (TTY: 1-866-565-8576)

한국어 (Korean) 주의: 무료 통역 서비스는 **1-877-912-8880** (TTY: 1-866-565-8576) (으) 로 연락하세요.

Tagalog (Tagalog – Filipino) PAUNAWA: Para sa mga libreng serbisyo ng tagapagsaling-wika, tumawag sa **1-877-912-8880** (TTY: 1-866-565-8576).

العربية (Arabic) ملحوظة: للحصول على خدمات الترجمة الفورية، اتصل على **1-877-912-8880** (TTY: 1-866-565-8576).

Русский (Russian) ВНИМАНИЕ: Для получения бесплатных услуг переводчика, позвоните **1-877-912-8880** (Для лиц с нарушениями слуха: 1-866-565-8576).

ગુજરાતી (Gujarati) સુચના: વિને મૂલ્યે ઈન્ટરપ્રીટર સેવા માટે, કોલ કરો **1-877-912-8880** (ટીટીવાય: 1-866-565-8576).



# All MCOs Websites and Call Centers

- Have Websites and Call Centers with options for English and Spanish and TTY. Websites include Member Handbooks with information required by contract.
- The information provided here is for other spoken and written languages.
- Members may request written materials in a specific language by calling their MCO; writing or emailing the MCO.



[HFS.Illinois.gov](https://HFS.Illinois.gov)

>medical  
clients

> managed care

links to

MCO member  
services and  
websites

### Health Plan Contact Information for HealthChoice Illinois Members

- Aetna, Blue Cross, Meridian, and Molina cover All Illinois counties, including Cook
- CountyCare covers Cook county only

**aetna**

AETNA BETTER HEALTH® OF ILLINOIS

[Welcome to Aetna Better Health](#)  
Member Services: 1-866-329-4701



Blue Cross Community  
Health Plans™

[Blue Cross Community Health Plans](#)  
[Blue Cross and Blue Shield of Illinois](#)  
Member Services: 1-877-860-2837



[Welcome to CountyCare Health Plan](#)  
Member Services: 1-312-864-8200

\*Serving Cook county only



[Welcome to Meridian Health Plan](#)  
Member Services: 1-866-606-3700



[Welcome to Molina Healthcare](#)  
Member Services: 1-855-687-7861





**Welcome to YouthCare Member**  
**Services: 844-289-2264**

### Health Plan Contact Information for the Medicaid Medicare Alignment Initiative Members



AETNA BETTER HEALTH® OF ILLINOIS

**Welcome to Aetna Better Health**  
**Member Services: 1-866-600-2139**



**Blue Cross Community MMAI  
(Medicare-Medicaid Plan)™**

**Blue Cross Community MMAI -  
Home - Blue Cross and Blue Shield of Illinois**  
**Member Services: 1-877-723-7702**



**Welcome to Humana Health Plan**  
**Member Services: 1-800-787-3311**



**Welcome to Meridian Complete**  
**Member Services: 877-941-0482**



**Welcome to Molina HealthCare**  
**Member Services: 1-877-901-8181**



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# Member's Step-By-Step Journey by phone

1. Member calls Member Services Line (# is on back of MCO membership card).
2. Asks to talk to someone who speaks **requested language**.
3. Member service's rep will confirm language request with member and tell member service is free.
4. Member should stay on-line while member services representative connects to translation service. This may take a few minutes.
5. Interpreter will come on the line and repeat that service is free. Member must provide information so MCO can confirm identity (generally SSN and date of birth) and address. At this time, member can also request that all written materials be sent in requested language. Member can also send written request to MCO that materials be translated.
6. If member needs to speak to Care Coordination Staff, they can ask to be transferred – translator will stay on the line.



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# Once Primary Language is documented in MCO Case information

- The member services or care coordination staff will document in the case – that an interpreter was requested and which language is required. This will assist future calls.
- Future outbound calls to the member should include a translator.
- Once the MCO documents in the case, that a primary language is other than English, all text messages, emails, and written communication should be in that language.



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# All MCOs have a 24-hour Nurse Hotline

- Members calling their MCO's 24-hour nurse hotline will have access to interpreter services on the call.
- Members should follow the same process as if calling customer services.
- Member will ask for requested language.
- Nurse will access interpreter services as quickly as possible. Member should stay on the line.



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# Medical Appointments: In-Person or Virtual

- A member may request interpretation or TRS onsite service by calling the Customer Service line or their Care Coordinator.
- Once the appointment is made, the MCO staff will receive an email confirmation with the name of the interpreter who will provide the **onsite service**.
- MCO staff confirm with the member and provider (via call or email) that an interpreter or TRS provider will be participating in the provider visit on a specific date and time.
- Interpreters are also available for Tele-health visits.



# Thank You for Attending



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