

Who Qualifies for These Services?

If English is not your primary language, you may qualify for language assistance. AHCCCS health plans are required to provide health care services in your preferred language if you have difficulty understanding English.

Who Can Arrange for These Services?

Providers ensure interpretation services are available to members during all hours the provider is open.

Translation and interpretation services should be accurate, timely, and protect the privacy of the individual.

Can Family Members Interpret and/or Translate for Me?

In cases of emergency where no qualified interpreter or translator is available, family members, friends, and minor children may interpret and/or translate.

In all other circumstances, language assistance must be provided by a qualified translator and/or interpreter.

What About Members Who Are Deaf or Hard of Hearing?

Providers must provide adaptive aids or licensed sign language interpreters to meet the needs of the member upon request.

What Does The Provider Need To Know To Arrange These Services?

The Provider must have the following information for scheduling interpretation:

- Member Name, ID Number, Date of Birth
- Language needed
- Type of interpretation needed (telephone, face-to-face, virtual face-to-face)
- Reason for appointment/type of appointment or service needed



The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.