





# We provide free services to help you communicate with our members.



We provide oral interpreter services Monday–Friday from 8 a.m.– 8 p.m. ET. Care providers in the medical network can arrange for this service 1 of 2 ways. If scheduling interpreter services in advance, please connect with us through chat 24/7 using the **UnitedHealthcare Provider Portal**. If the patient is present and interpreter services is needed, please call Provider Services at **877-842-3210**. At the voice prompt “In a few words, tell us why you are calling today,” say “Interpreter.” You will then be asked to provide the member ID, your National Provider Identification (NPI) or tax ID number (TIN), and the member plan name. You’ll then be connected to a representative who can assist you.



On-site interpreter service requests require a minimum 72-hour advance notification.

## For additional resources, such as transportation, please refer to the:

**UnitedHealthcare Care Provider Administrative Guide for Commercial, Medicare Advantage** (including Dual Special Needs Plans), or **Community Plan Care Provider Manuals for Medicaid Plans by State**

The administrative guides and manuals for the medical network are found on **UHCprovider.com** under “Tools and resources.”