

INTERPRETER SERVICES

Hearing, Visual Impairment or Limited English Proficiency (LEP)

As a Paramount Provider, you are required by Federal law to provide language assistance when requested, or when you believe it will ensure a satisfactory health care encounter.

- You may not require a patient to provide his/her own interpreter.
- The service must be free to the patient.
- It is never acceptable to involve a minor child in health care interpreting.
- If a patient wants to bring his/her own interpreter it is recommended you also arrange for a qualified medical interpreter.

Paramount Member Services can coordinate interpreter services prior to a health care visit at no cost to the provider or the member. This benefit is available to any provider with a need for language assistance by calling the appropriate number listed below. When a member is identified with a language need, please inform Member Services to update the member record.

Qualified Resources to Assist Providers

Many qualified interpreter sources and language assistance services are available to Paramount Providers. Interpreting is primarily conducted over the phone, but can also be face-to-face or video link depending on location. Sign language interpreting can take place on-site or through an electronic video link. Telecommunication Relay Service is available to persons with Text Telephone (TTY) equipment. Translation, unlike oral interpretation, can convert written information from one language to another.

For Assistance in Arranging Language Services, Contact...

Paramount Member Services	Paramount Advantage: 7 a.m. – 7 p.m., M-F Paramount Elite/ProMedica Medicare Plan: 8 a.m. – 8 p.m., M-F; October 1 – March 31, 8 a.m. – 8 p.m., seven days per week HMO Members: 8 a.m. – 5 p.m., M-F	419-887-2525 or 800-462-3589 TTY 419-887-2526 or 888-740-5670
ProMedica Call Center (For after hour assistance)	24/7 Availability	Ask Paramount 877-336-1616 Paramount Advantage 800-234-8773 TTY 419-291-5579 or 888-542-3886

Ohio Relay Services (ORS)

Free service for deaf, hard-of-hearing, deaf-blind and speech-disabled people.
Conversations are relayed using Text Telephone (TTY), or in some cases, verbally to hearing parties.

Contact ORS	24/7 Availability	800-750-0750
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