

Interpretation and Language Services

Quick Reference Guide for Members

There are two ways to request an interpreter and/or language (translation) services:

1. Complete the *Language Access Services Request Form* available on the [member forms page](#) of the Iowa Total Care website (iowatotalcare.com/members/medicaid/resources/handbooks-forms.html)
2. Call Member Services: 1-833-404-1061 (TTY: 711). Hours of operation are Monday through Friday from 7:30 a.m. to 6 p.m. CT.

Iowa Total Care offers five types of language services:

Services Offered	Guidelines
Face-to-face and sign language interpretation services	<ul style="list-style-type: none"> • Schedule interpreter as soon as a medical appointment is scheduled to ensure interpreter availability. • Cancellations or appointment changes should be made 48 hours in advance.
Phone interpretation services	<ul style="list-style-type: none"> • Schedule interpreter as soon as a medical appointment is scheduled to ensure interpreter availability.
TTY services for the hearing impaired	<ul style="list-style-type: none"> • Services are available for the deaf or hard of hearing during business hours via TTY line: (711). • After-hours services are available through Relay 711 or Iowa Total Care’s 24/7 Nurse Line at 1-833-404-1061.
Vital documents provided in threshold languages	<ul style="list-style-type: none"> • Materials translated include enrollment, eligibility, and membership information. • Members must indicate their preferred written language to receive materials.
Additional materials translated upon request	<ul style="list-style-type: none"> • Materials that are member-specific (e.g., denial, delay or claims letters) are sent in English with the offer of translation upon request. • We send translated materials to the member no later than 21 days from the request date. • Oral translations will be provided for all languages.

**Email issues, concerns, and questions to: C&L@iowatotalcare.com
or call Member Services: 1-833-404-1061 (TTY: 711)**