

Date: May 19th, 2026

Summary: Interpretation Services Are Available for Members.

Dear Provider,

We are reminding our provider network that interpretation services are available to support effective communication with members who have limited English proficiency or who require language assistance.

Providers should ensure that members are offered interpretation services when needed and that services are provided in a timely, respectful, and culturally appropriate manner. Members should not be asked to rely on family members, friends, or minors to interpret medical information.

Interpretation services may support:

- Appointment scheduling
- Clinical discussions
- Care coordination
- Member education
- Understanding benefits, services, and next steps

Please continue to follow your office's established process for accessing interpretation services and documenting language assistance needs.

AmeriHealth Caritas Delaware contracts with a telephonic interpreter services provider to support participating providers in communicating with members with limited English proficiency (LEP), low literacy proficiency (LLP), or sensory impairments. Providers who need assistance accessing interpretation services may contact Provider Services at 1-855-707-5818.

Members may also contact Member Services for language assistance:

- DSHP: 1-844-211-0966 (TTY: 1-855-349-6281)
- DHSP Plus: 1-855-777-6617 (TTY: 1-855-362-5769)

When interpretation services are used, providers should document the use of services in the medical record. American Sign Language (ASL) interpretation services are also available with at least two week's notice prior to the date of service.

Thank you for helping ensure members receive clear, accessible, and equitable care.



Questions:

If you have questions about this communication, please contact your Provider Account Executive or Provider Services at 1-855-707-5818

Sincerely,
AmeriHealth Caritas Delaware