

NEW JERSEY MEDICAID GUIDE FOR REQUESTING COMMUNICATION ACCESS

FOR PROVIDERS AND DEAF, HARD OF HEARING, AND DEAF BLIND INDIVIDUALS

DID YOU KNOW?

Medicaid providers are federally obligated to provide communication access services, through **NJ Managed Care Organizations**. Deaf, hard of hearing, and deaf blind members and health care providers can use this as a resource to acquire communication access services.

Communication access services may include but are not limited to:

- American Sign Language (ASL) Interpreters, including Certified Deaf Interpreter (CDI) team when applicable
- Tactile or close vision sign language interpreters
- Communication Access Real-time Translation (CART)
- Personal amplification listening devices (ALDs)

New Jersey Managed Care Organizations (MCOs):

- Aetna Better Health of New Jersey
- Wellpoint (formerly Amerigroup New Jersey, Inc.)
- Horizon NJ Health
- UnitedHealthcare Community Plan
- Fidelis Care

When requesting interpreting services, it is important to provide the following information:

- Patient's name
- Patient's member ID number
- Date, time, and estimated duration of the appointment
- Type of appointment
- Doctor's name, address, and phone number
- General reason for the appointment (check-up, follow-up, etc.)



Aetna Better Health of New Jersey

Member must call to arrange interpreting

- Aetna Member Services (855) 232-3596
- 24 hours a day, 7 days a week
- Schedule 1 – 2 weeks in advance

Wellpoint

Provider must call to arrange interpreting

- Outpatient Prior Authorization Department (732) 452-6050
- Schedule at least 2 weeks in advance when possible

Horizon NJ Health

Provider must email to arrange interpreting

- Interpreter Services: Interpreter_Services@Horizonblue.com

United Healthcare Community Plan

Member or Provider must call to arrange interpreting

- Member Services (800) 941-4647
- 24 hours a day, 7 days a week
- Schedule 3 days in advance
- Online form is completed over the phone

Fidelis Care

Member, Provider, or care managers must call to arrange interpreting

- Member services (888) 453-2534
- Monday through Friday from 8 am - 6 pm EST
- Schedule 5 business days in advance



For assistance, contact the Division of the Deaf and Hard of Hearing:

- (800) 792-8339 Toll Free in New Jersey
- (609) 588-2648
- (609) 503-4862 Videophone
- (609) 588-2528 Fax

DDHH.communications2@dhs.nj.gov



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Department of Human Services
Sarah Adelman, Commissioner

