

# 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](mailto: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](mailto:DDHH.communications2@dhs.nj.gov)



**State of New Jersey**  
Mikie Sherrill, Governor  
Dr. Dale G. Caldwell, Lt. Governor



**Department of Human Services**  
Dr. Stephen Cha, Commissioner

