

To: AmeriHealth Caritas Louisiana Providers

Date: February 9, 2026

Subject: Accessing Free Language and Interpretation Services

Summary: Information being provided on how to access Language Line or TTY for members who need Interpreter Services at office visits.

Did you know that you can connect to an interpreter or TTY free of charge for AmeriHealth Caritas Louisiana members?

How to use:¹

Language Line: If a member does not speak English or has limited English proficiency and requests an interpreter, call Member Services at 1-888-756-0004. You will need to provide the AmeriHealth Caritas Louisiana member ID and explain the need for interpretation services once connected with a representative. You will then be connected to the necessary interpreter.

Teletypewriter (TTY) Outbound: For hearing-impaired members, dial 711, and you will be automatically connected to a Telecommunications Relay Service (TRS) operator. As you proceed with your call, your voice will be translated through TTY.

Quick tips for talking with the interpreter:¹

- Use simple, clear language
- Pause every sentence or two for interpretation
- Avoid using slang terms
- Allow the patient to respond/ask questions
- Ask the patient, through the interpreter, to repeat back what was said in their own words

References:

1 Cultural Competency Louisiana Provider Guide, <https://www.amerihealthcaritasla.com/provider/resources/interpretation-services>

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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Need to update your provider information? Send full details to network@amerihealthcaritasla.com.