

How to Access Interpreter Services for Passport Members

Passport by Molina Healthcare (Passport) offers free interpreter services for our Limited English Proficiency (LEP) Members. Interpreter services can help with:

- Making an appointment
- Talking with a doctor or nurse
- Getting emergency care
- Filing a complaint, grievance, or appeal
- Getting information about taking medicine
- Follow up about prior approval for a needed service
- Talking with Passport team members, such as Member Services or Care Management



Services include spoken language and American Sign Language interpretation.

What you need to know when scheduling an interpreter:

- Telephone interpreters can be requested on demand or scheduled in advance.
- Face to face interpreter requests are available virtually or in person and must be scheduled in advance.
 - **Virtual: at least 24 hours in advance**
 - **In person: at least 3 business days in advance**

To schedule interpreter services, contact Passport at the numbers below:

| Members: | Providers: |
|-----------------|-------------------|
| (800) 578-0603 | (800) 578-0775 |