



Provider communication

General information and system updates

August 20, 2024

On-Demand Over the Phone Interpreting

Applicable to: Mercy Care Advantage, Mercy Care ACC RBHA, Mercy Care Long Term Care, Mercy Care DD, and Mercy Care DCS CHP

Mercy Care offers a robust language services delivery system that provides access to over 200 languages and dialects. Interpretation needs are addressed through Qualified Bilingual Staff employed by and delivering services at provider agencies, Scheduled Interpretation and OnDemand Interpretation.

As of September 1, 2024, all phone interpretation services will be addressed through Mercy Care's On-Demand Over the Phone Interpreting (OPI) with Language Line. Any phone interpretation **service delivered by another vendor will not be paid by Mercy Care.**

Over the Phone Interpreting (OPI)

Over the Phone Interpreting allows providers to connect with an interpreter for spoken languages 24 hours a day, 7 days a week over the phone. The process is easy:

- Dial the vendor toll free telephone number from any phone.
- Provide basic account information and identify the language.
- Connect to an interpreter within seconds.
- OPI can support a 3-way outbound call to connect your LEP client if needed.

Please refer to our [Language Line Solutions Quick Reference Guide](#) for call-in detail.

Provide 4-digit PIN code related to the member's benefits below:

- Clinical-1203:** Mercy Care ACC/DDD/ALTCS/DCS CHP/MCA
- Non-clinical- 1204:** Mercy Care ACC/DDD/ALTCS/DCS CHP/MCA
- Clinical- 2076:** Mercy Care ACC-RBHA with SMI
- Non-clinical- 1205:** Mercy Care ACC-RBHA with SMI

If a provider is seeking to schedule interpretation for an in-person or video appointment, please contact Mercy Care Member Services at the phone numbers below:

Mercy Care ACC/DDD/ALTCS: **1-800-624-3879**

Mercy Care RBHA: **1-800-564-5465**

Mercy Care Advantage: **1-877-436-5288**

Mercy Care DCS CHP: **1-833-711-0776**

For additional information please visit Mercy Care website, [Language Services page](#).

Please don't hesitate your [Mercy Care Network Management Representative](#) or your [Mercy Care Provider Educator](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our [Mercy Care website](#).

Thanks for all you do!

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