

## Provider Language Access Services Request Form

Once complete, please email this form to [ITC-MemberServices@IowaTotalCare.com](mailto:ITC-MemberServices@IowaTotalCare.com).

**Please note:** requests should be made at least seven (7) days before scheduled appointment to allow time to find interpreter(s) to meet member needs.

Ongoing interpreter requests are only valid for three months. If appointments are still ongoing at the end of the three months, the health plan will need to receive a new request form to prevent interruption in ongoing interpretation services.

Type of Request*	<input type="checkbox"/> In-person	<input type="checkbox"/> Virtual	<input type="checkbox"/> Telephone
Language Requested			
If an in-person interpreter is not available, can a virtual interpreter be used for this request?	<input type="checkbox"/> Yes		<input type="checkbox"/> No
Interpreter Gender Preference	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> No Preference
Number of Interpreters			
Interpretation Mode**	<input type="checkbox"/> Consecutive		<input type="checkbox"/> Simultaneous
Interpretation Type**	<input type="checkbox"/> On-Site	<input type="checkbox"/> Phone	<input type="checkbox"/> Virtual
Date of Appointment*			
Time of Appointment			
Estimated Duration			
Location of Interpretation			
Additional Information About Location			
Member Name			
Member ID			
Requested By (Provider Name)			
Provider NPI			
Type of Appointment Product	<input type="checkbox"/> Medicaid (Iowa Total Care)	<input type="checkbox"/> Marketplace (Ambetter Health)	<input type="checkbox"/> Medicare (Wellcare)
Name of On-Site Point of Contact			
On-Site Point of Contact Phone Number			

Comments	
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\*\* Consecutive: Interpreter will wait for provider to finish before interpreting to member.  
Simultaneous: Interpreter will begin interpreting to member while provider is speaking.

On-Site: Interpreter at location of appointment.

Phone: Interpreter vocalizes over phone to member.

Virtual: Interpreter available over web-based video conferencing tools.