

Language Assistance Program

Envolve Vision maintains an ongoing language assistance program to ensure Limited English Proficient (“LEP”). Members have appropriate access to language assistance while accessing Provider services. Providers are required to cooperate and comply with Envolve Vision’s Language Assistance Program / policy and procedures.

Envolve Vision will 1) provide a qualified interpreter to a member with limited English proficiency when oral interpretation is a reasonable step to provide meaningful access for that member with limited English proficiency; and (2) Envolve Vision will use a qualified translator when translating written content in paper or electronic form.

Envolve Vision recognizes the restricted use of certain persons to interpret or facilitate communication. Envolve Vision will not: (1) Require a member with limited English proficiency to provide his or her own interpreter; (2) Rely on an adult accompanying a member with limited English proficiency to interpret or facilitate communication, except: (i) In an emergency involving an imminent threat to the safety or welfare of a member or the public where there is no qualified interpreter for the member with limited English proficiency immediately available; or (ii) Where the member with limited English proficiency specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances; (3) Rely on a minor child to interpret or facilitate communication, except in an emergency involving an imminent threat to the safety or welfare of a member or the public where there is no qualified interpreters for the member with limited English proficiency immediately available; or (4) Rely on staff other than qualified bilingual/multilingual staff to communicate directly with members with limited English proficiency.

Language Assistance

English: If you, or someone you’re helping, has questions about Envolve Vision, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Spanish: Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Envolve Vision, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Hmong: Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Envolve Vision, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Chinese: 如果您，或是您正在協助的對象，有關於 Envolve Vision 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-800-334-3937 (TTY/TDD 1-844-257-4142)。

German: Falls Sie oder jemand, dem Sie helfen, Fragen zu Envolve Vision hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-334-3937 (TTY/TDD 1-844-257-4142) an.

Arabic:

قدعاسملا ىلع لوصحلا يف قحلا كيدل «Envolve Vision» لوح ؤلىسأ هدعاست صخش ىدل وأ كيدل ناك اذا
ب لصرتا م جرت م عم ثدحتلل . ؤفلكت ؤيأ نود نم كتغلب ؤيوررضلا تامول عمل او
844-1 TDD/TTY).

Russian: В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Envolve Vision вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Korean: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Envolve Vision 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-800-334-3937 (TTY/TDD 1-844-257-4142) 로 전화하십시오.

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Envolve Vision, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Pennsylvania Dutch: Vann du, adda ebbah's du am helfa bisht, ennichi questions hott veyyich Envolve Vision, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kawl 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Laotian: ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Envolve Vision, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບ ການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບນາຍພາສາ ໃຫ້ໂທຫາ 1-800-334-3937 (TTY/TDD 1-844-257-4142).

French: Si vous-même ou une personne que vous aidez avez des questions à propos d'Envolve Vision, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Polish: Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów oferowanych za pośrednictwem Envolve Vision, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Hindi: आप या जिसकी आप मदद कर रहे हैं उनके, Envolve Vision के बारे में कोई सवाल हों, तो आपको बिना किसी खर्च के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। किसी दुभाषिये से बात करने के लिए 1-800-334-3937 (TTY/TDD 1-844-257-4142) पर कॉल करें।

Albanian: Në qoftë se ju, apo dikush që ju jeni duke ndihmuar, ka pyetje në lidhje me Envolve Vision, ju keni të drejtë të merrni ndihmë dhe informacion në gjuhën tuaj pa asnjë kosto. Për të folur nëpërmjet një përkthyesi, telefononi 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Envolve Vision, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-800-334-3937 (TTY/TDD 1-844-257-4142).

Serbo-Croatian: OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite Envolve Vision: 1-800-334-3937 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-844-257-4142).

French Creole (Haitian Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142).

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142)

Cambodian: ប្រជុំ: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142)។

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером Envolve Vision: 1-800-334-3937 (телетайп: 1-844-257-4142).

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚስተሉው ቁጥር ይደውሉ Envolve Vision: 1-800-334-3937 (መስማት ለተሳናቸው: 1-844-257-4142)።

Bengali: লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন Envolve Vision: ১-৮০০-৩৩৪-৩৯৩৭ (TTY: ১-৮৪৪-২৫৭-৪১৪২)।

Kru (Bassa): Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̄ [Bàsòò-wùdù-po-nyò] jũ ní, nií, à wuɖu kà kò dò po-poò béin m̄ gbo kpáa. Đá Envolve Vision: 1-800-334-3937 (TTY:1-844-257-4142)

Ibo: Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142).

Yoruba: AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142).

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142).

(Farsi) Persian: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با Envolve Vision: (TTY: 1-844-257-4142) 1-800-334-3937 تماس بگیرید.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。Envolve Vision: 1-800-x334-3937 (TTY:1-844-257-4142) まで、お電話にてご連絡ください。

Armenian: ՈւՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգահարեք Envolve Vision: 1-800-334-3937 (TTY (հեռատիպ)՝ 1-844-257-4142):

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142).

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال Envolve Vision: 1-800-334-3937 (TTY: 1-844-257-4142). کریں