

# Get free help and healthcare in your preferred language



Communication and understanding are very important when it comes to your health. If you prefer to speak or read in your own language, you have the right to request free language services. This includes interpreters and information written in your preferred language.

## Interpreter Services

An interpreter can help you:

- Make a doctor appointment
- Talk with your doctor or nurse
- Get emergency care
- File a complaint, grievance, or appeal



## How to get an interpreter

- Use one of our Interpreter Request Cards when you go to the doctor. It will help them know what language you speak. You can download a card at [molinahealthcare.com/wi-language](https://molinahealthcare.com/wi-language).
- If you have an appointment, your doctor can help you find an interpreter.
- You can call us Monday-Friday, 8 a.m. – 5 p.m. at **(888) 999-2404 (TTY: 711)**. Ask to speak with an interpreter.

## How to get written information in your preferred language

- To access health information in many languages, visit [molinahealthcare.com/wi-healthy](https://molinahealthcare.com/wi-healthy).
- You can also call us at **(888) 999-2404 (TTY: 711)**.

## You can make a complaint if you do not receive or were denied assistance in your preferred language

- We want to make sure you have access to care in your preferred language. If you have problems with this, please call us right away at **(888) 999-22404 (TTY: 711)**.