



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** AmeriHealth Caritas DC Providers  
**Date:** April 9, 2026  
**Subject:** Language Access for Medicaid Enrollees

Dear Provider,

AmeriHealth Caritas District of Columbia (DC) is reminding providers of their responsibility to ensure that enrollees have timely access to language and accessibility services. All providers who receive federal financial participation through Medicaid must arrange language services, upon request, for enrollees who are:

- Limited English proficient (LEP)
- Non-English proficient (NEP)
- Low literacy proficient (LLP)

These services must be provided at no cost to the enrollee and support access to covered health care services. These requirements apply to all providers, at all times, regardless of provider type or service delivery system.

### **Interpreter Services Requirements**

Providers are required to provide competent, professional interpretation services for all AmeriHealth Caritas DC enrollees, including:

- Certified telephonic interpretation
- Live remote video interpretation
- Onsite professional interpreters

Interpreter services must be available at all points of contact, including:

- Appointment scheduling
- Office encounters
- Provider visits

**This includes ensuring access during appointment scheduling by promptly connecting enrollees to real-time telephonic interpretation when requested.**

Services must be provided regardless of the language spoken, including American Sign Language (ASL).

### **AmeriHealth Caritas DC Interpretation Support**

AmeriHealth Caritas DC offers cost-free onsite and live remote video interpretation services for covered services, including:

- Medical
- Dental

- Vision
- Behavioral health
- Radiology and laboratory services

Enrollees may choose their preferred interpretation method (onsite or remote).

**Providers remain responsible for ensuring timely access to language services, including when coordinating with AmeriHealth Caritas DC.**

If you are unable to arrange interpreter services, contact AmeriHealth Caritas DC Enrollee Services:

1. Phone: 202-408-4720 or 1-800-408-7511
2. TTY/TDD: 202-216-9885 or 1-800-570-1190

Please have the enrollee's ID number available when calling. Enrollee Services can assist with scheduling a professional interpreter.

### **Additional Accessibility Services**

#### Translation Services

Document translation is available at no cost in all languages.

#### Alternative Formats

Materials are available in:

- Braille
- Large print
- Audio format

### **Auxiliary Aids**

Support is available for enrollees who are deaf, hard of hearing, or visually impaired. All services can be requested through Enrollee Services using the contact information above.

### **Compliance Reminder**

Providers must:

1. Provide language and accessibility services at no cost
2. Ensure timely access to services
3. Not require enrollees to provide their own interpreter
4. Not delay or deny care due to language or accessibility needs

**Providers must not deny, delay, limit, or otherwise restrict access to services due to language needs. Noncompliance may result in corrective action, including sanctions or termination of Medicaid enrollment.**

### **Questions**

If you have questions about this communication, please contact the Provider Services department at 202-408-2237 or your Provider Account Executive. Thank you for your continued support and commitment to the care of our enrollees.

Sincerely,

AmeriHealth Caritas DC