

TRICARE Prime® Demo
by CareSource Military
& Veterans™ (CSMV)
supports your practice by
making it simple to request
patient interpreter services
online. Interpreter services
are available for covered
medical, dental and vision
appointments – at no cost
to your CSMV patients.



CSMV-TRICARE-P-4359431

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Interpreter Service Requests Made Simple





How to Request Services

- CSMV partners with language services companies to provide interpreters at no cost to our members. Requesting an interpreter is easy!
- Complete this form to request services: Interpreter Services Request Form; CSMV-TRICARE-P-4357411 Interpreter-service-request-form.pdf

Fax:
937-396-3720

Email:
InterpreterServices@CareSource.com



Standard Request Time Frames

- American Sign Language (ASL) requests require five (5) business days advance scheduling.
- All other languages require three (3) business days advance scheduling.

Requests that are less than the standard time frame will be reviewed and an onsite interpreter (OSI), video remote interpreter (VRI) or over-the-phone interpreter (OPI) may be provided. However, an interpreter is not guaranteed.



What if an Interpreter is Not Available?

The requestor will receive an automatic email if an onsite interpreter is not available for the appointment. Standard notification is 24 to 48 hours prior to the appointment.

Over-the-phone interpreters and video remote interpreters are available.

Available Services

CSMV offers onsite interpreters as well as over-the-phone or video remote interpreting for medical appointments outside of the hospital setting. In some instances, providers may request the specific type of interpretation. Hospitals are required, at their own expense, to offer sign and language interpreters for CSMV patients who are hearing impaired, do not speak English or have limited English speaking ability.



Questions?

Contact CSMV Provider Services at **1-833-230-2170**, Monday through Friday 8 a.m. to 6 p.m. Eastern Time (ET) for any questions.