

# Translation Services Quick Reference Guide

CareFirst BlueCross BlueShield Community Health Plan Maryland (CareFirst CHPMD) is dedicated to making sure all members have access to translation services, including during their appointments with providers. Providers that do not have their own translation services can use CareFirst CHPMD's by following the process below.

## How to Use:

1. Call our Provider Services Department at 1-410-779-9359 or 1-800-730-8543.
2. Verify who you are.
3. Provide the Member ID Number, which is located on the back of the Member ID card.

After you and the member are verified, our Provider Service representative will connect you to the translation vendor by using the code below. Once connected, brief the interpreter about the reason for the call and give any special instructions.



**Important Note: Remember to document the interpreter's name and ID number for your reference.**

Phone # for Providers to Call: **1-800-730-8543**

Code Provider Service Needs to Use: **858222**

Hours of Operation:

Monday–Friday: 8:00 a.m.–5:00 p.m.