



ةيبرعلا ةغللا ملكتأ

Hablo Español

Tôi nói tiếng Việt

Я говорю по-русски

# What language do you speak at home? Ask for a free certified interpreter.

It is important that you and your family are able to ask questions and get answers about your health in your own language.

## Everyone deserves great care

PacificSource or your doctor’s office can make sure a certified interpreter is there to help during appointments. Doctor visits include:

- Medical
- Dental
- Mental health

## A certified interpreter is available to you

This service is included as part of your PacificSource medicaid plan (OHP). A certified interpreter:

- Is **free**
- Ensures better care
- Protects your privacy

## It helps to keep a Preferred Language Card with you

If you want an interpreter during your medical appointment, you can ask any healthcare worker to get the help you need. Just show them your **Preferred Language Card**.

## You have the right to understand

You can find printable Preferred Language Cards in 25 languages online at [Oregon.gov/oha](http://Oregon.gov/oha). Or call PacificSource—we can send you a card in the mail or a printable one by email.

### Our hours

**Oct. 1 – Jan. 31:**

8:00 a.m. – 8:00 p.m., seven days a week

**Feb. 1 – Sept. 30:**

8:00 a.m. – 5:00 p.m., Monday – Friday

### Phone

**Toll-free:** 800-431-4135

**En Español:** 866-281-1464

**TTY:** 711

We accept all relay calls

### Email

[CommunitySolutionsCS@PacificSource.com](mailto:CommunitySolutionsCS@PacificSource.com)

[PacificSource.com/Medicaid](http://PacificSource.com/Medicaid)



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## Preferred Language Cards are available in 25 languages

### 2 ways to get your own:

1. Go to [Oregon.gov/oha/EI/Pages/HCI\\_Resources.aspx](https://Oregon.gov/oha/EI/Pages/HCI_Resources.aspx)
2. Call PacificSource

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You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135, TTY: 711. We accept all relay calls.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.