

FSO Requests for Interpretation Services

Please see the steps below for coordinating in-person interpretation services (Zoom and similar platforms are also being utilized during the pandemic):

FSO Staff:

1. Please contact the youth's wraparound facilitator (WAF) and inform him/her that a translator is needed.
2. Please provide the following information:
 - Parent/Guardian/Youth Name
 - Parent/Guardian/Youth's Phone Number
 - Date of Future Appointment
 - Member's Name
 - Member's Date of Birth
 - Address of appointment
 - Language Needed
 - Appointment Start Time
 - Appointment End Time
3. The wraparound facilitator shares the request for interpretation services and the information above with the Magellan regional care manager.
4. If an interpreter is not available for the requested date or time, please reschedule the appointment.

Accessing Telephonic Interpretation Services:

1. Please call Magellan's Member Services team at 1 (800) 424-4489 or the Local Office at (225) 367-3000.
2. Services can also be coordinated for those who are deaf or hard-of-hearing; please call 7-1-1 to use the Louisiana Relay Service, or call the TTY number at 1-800-846-5277 and our Member Services team will be happy to help you.

Questions or Concerns re: Accessing Interpretation Services:

Email jharriswoodard@magellanhealth.com or malloryl2@magellanhealth.com