

## Interpreting Services:

### BCBS-TN:

- Provides free aids and services to members who are not proficient in English including:
  - Qualified interpreters
  - Translated written information
- In order to obtain these services, one must:
  - Contact a consumer advisor at the number on the back of their Member ID card
  - OR call 1-800-565-9140
- If BCBS has failed to provide these services:
  - One may file a grievance report by contacting the above numbers.

### Cigna:

- Must pay for all services at a discounted rate for providers.
  - Please follow this link to see the exact services and discount prices: <https://www.cigna.com/static/www-cigna-com/docs/health-care-providers/thn-interpretation-and-translation-services-flyer.pdf>

### Aetna:

- Provides free aids and services to members who are not proficient in English including:
  - Qualified interpreters
  - Translated written information
- In order to obtain these services, one must:
  - Contact the number on the back of their Member ID card
  - OR call 1-866-353-9802
- If Aetna has failed to provide these services:
  - Please call 1-800-648-7817
  - OR email CRCoordinator@aetna.com

Resources for any additional information:

BCBS - <https://www.bcbst.com/docs/manage-my-plan/personal-representative-request-form.pdf>

Cigna - <https://www.cigna.com/static/www-cigna-com/docs/health-care-providers/thn-interpretation-and-translation-services-flyer.pdf>

Aetna- <https://www.aetna.com/employers-organizations/ebusiness-nondiscrimination-notice.html>  
<https://www.aetna.com/employers-organizations/ebusiness-foreign-language-assistance.html>