



**BlueCross BlueShield  
of Illinois**

# Benefits of Nurse Help Line and Interpreter Services for Medicaid Members



Blue Cross and Blue Shield of Illinois (BCBSIL) provides several resources for providers and their office staff to support their patients and improve the patient experience. We encourage you to refer our member to our 24-Hour Nurse Help Line and Interpreter Services as resources.

## 24-hour Nurse Help Line

Patients need access to care outside of standard operational hours. On the Consumer Assessment of Healthcare Provider and Systems (CAHPS®) survey, patients will be asked questions about access to care, such as:

- When you needed care right away, how often did you get care as soon as you needed it?
- How often was it easy to get the care, test or treatment you needed?

Our 24 hours, seven days a week, toll-free [Nurse Help Line](#) is a benefit to Blue Cross Community Health Plans<sup>SM</sup> members.

### The benefits of the Nurse Help Line:

- Receive general health management information
- Receive relevant information on health issues and community health services
- Confidential calls with teenage members regarding adolescent health issues
- Interpreter services for non-English speaking members
- No limitations - member can access at any time
- Better educate and empower your patients
- Improve patient compliance, promote better health outcomes and increase patient satisfaction

24-Hour Nurse Help Line: 888-343-2697

## Interpreter Services

The CAHPS survey asks patients several questions related to communicating with their provider, such as:

- How often did your doctor explain things in a way that was easy to understand?
- How often did your doctor show respect for what you had to say?

The best kind of interaction between providers and patients happens when both sides can communicate clearly and be understood. We understand those language barriers can make it more difficult for patients to have their needs met, which is why speaking to patients in their native language is our priority.

**BCBSIL offers linguistic services to providers and members at no cost.** Telephone interpreters are available 24 hours a day, seven days a week by calling Member Service during business hours and the 24-hour Nurse Help Line after hours.

**Below are services available to providers and members:**

- Services for members with speech or hearing loss
- Assistance for members with vision loss
- Assistance for members with vision and hearing loss
- Face-to-face interpreters
- Call 877-860-2837 TTY/TDD: 711 for supportive aids and services

Providers can help accommodate non-English proficient members by having multilingual messages on answering machines and by training your answering services and on-call personnel on how to access BCBSIL's free interpreter services.

## Resources

Please refer to the [Medicaid Provider Manuals](#) for more information on the Nurse Help Line and interpreter services available to providers.

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