



**IMPORTANT INFORMATION FROM MES *VISION*
REGARDING AVAILABLE LANGUAGE ASSISTANCE SERVICES**

We are pleased to help you obtain vision care services in the language you understand at no charge to you.

INTERPRETER SERVICES

If you or a family member have limited English speaking skills and need verbal interpreter services or assistance arranging vision care services:

CALL **1-800-877-6372** for assistance with interpreter services; or

CALL the TTY/TDD LINE at **1-877-735-2929** for the hearing and speech impaired.

Hours of Operation: **Monday – Friday, 8:00 am – 5:00 pm Pacific Time**

TRANSLATION OF WRITTEN INFORMATION TO MES *VISION* ENROLLEES

The language most frequently requested to be translated among our membership is **Spanish**. Upon your request, MES *Vision* will translate written information that impacts your vision care coverage in **Spanish**. To request translation of vision benefit documents:

CALL **1-800-877-6372**, MES *Vision* Customer Service; or

CALL the TTY/TDD LINE at **1-877-735-2929** for the hearing and speech impaired.

Hours of Operation: **Monday – Friday, 8:00 am – 5:00 pm Pacific Time**

If unable to reach us, please contact the Department of Managed Health Care's (DMHC) Help Center at **1-888-HMO-2219** or TDD Line **1-877-688-9891**. The DMHC provides telephone translation services in over 100 languages.

The DMHC Help Center also provides a written translation of the Independent Medical Review and Complaint Forms in Spanish and Chinese.

The DMHC Help Center is available 24 hours a day, seven days a week to answer questions.