

General Notification

Notification Date: July 2025

To: All Providers
From: MDwise Quality Team
Subject: Language Resources and More to Support Your Patients

Summary

MDwise uses membership data to monitor how we can ensure appropriate cultural and language services. We're excited to share recent insights on our members' language, race/ethnicity, and social needs. These insights help us tailor our services and initiatives to meet the needs of our community better, ensuring that everyone receives the care and support they deserve.

Key Demographic Highlights:

- Language data highlights a diverse range of spoken languages among our members, including English, Spanish, Burmese, Arabic, Creole, Haitian, Punjabi, French, Swahili, Chinese, and Mandarin, to name a few.
- **Race/Ethnicity Breakdown:**
 - 57.36% White
 - 20.87% Black or African American
 - 6.29% Hispanic or Latino
 - 0.20% American Indian or Alaskan Native
 - 2.31% Asian or Pacific Islander
 - 4.68% Some other race
 - 14.51% Not Specified
- **Top Reported Social Needs:**
 - Housing
 - Food
 - Health
 - Goods, Money
 - Transportation

Here are available resources to support you and your patients:

Language Services

- Free Interpretation Services are available (in-person and telephone) upon request. To request services, contact 1-800-356-1204. Language services are available in all languages, including American Sign Language and braille.
- Telephone Interpreter Services: During business hours only, members and providers have the option to use oral interpreter services by calling 1-800-356-1204. The member or provider would explain the need for an interpreter and the preferred language. MDwise will connect the call for oral interpretation for any covered service. MDwise does not require advanced notice for oral interpreter services during business hours.
- In-Person Interpreter Requests: A member or provider may request in-person interpretation services for an appointment by calling 1-800-356-1204. MDwise provides these services at no cost to our members. Requests for in-person interpretation should be made at least three business days in advance. MDwise will do its best to provide in-person interpretation for requests made less than three business days in advance.

Member Support Programs

- MDwise members get a variety of healthcare benefits and services to support social challenges. For Healthy Indiana Plan members, read more here: <https://www.mdwise.org/mdwise/benefits-and-services-healthy-indiana>. For Hoosier Healthwise members, read more here: [Member Information | Hoosier Healthwise | MDwise](#)
- Another way to get our members' help is to visit HELPlink. HELPlink is an MDwise program that connects members to various community resources. Find more information here: [HELPlink](#)

Action

We invite you to collaborate with our team to connect members to the services needed and support your practice's quality goals. For more information, please reach out to providerservices@mdwise.org.