

Template #6: Accessibility and Accommodations

Language Assistance

If you are an individual who does not speak English as your primary language, and/or who has a limited ability to read, speak, or understand English, you may be eligible to receive language assistance.

If you are an individual who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach your Prepaid Inpatient Health Plan (PIHP) Contractor, Community Mental Health Services Plan (CMHSP), or service provider. Please call 711 and ask MRC to connect you to the number you are trying to reach. If you prefer to use a TTY, please contact [customer services] at the following TTY phone number: (telephone number).

If you need a sign language interpreter, contact the [customer services] at (telephone number) as soon as possible so that one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, contact the [customer services] at (telephone number) so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

[Note to the Contractor: you should add in the handbook any other language assistance they have available]

Accessibility and Accommodations

In accordance with Federal and State laws, all buildings and programs of the (Contractor) are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual, or mobility support from a qualified/trained and identified service animal such as a dog, will be given access along with the service animal, to all buildings and programs of the (Contractor). If you need more information, or if you have questions about accessibility or service/support animals, contact the [customer services] at (telephone number).

If you need to request an accommodation on behalf of yourself, a family member, or a friend, you can contact the [customer services] at (telephone number). You will be told how to request an accommodation (this can be done over the phone, in person, and/or in writing,) and you will be told who at the agency is responsible for handling accommodation requests.

[Note to the Contractor: you may add additional information to this template. To accommodate multiple affiliates or provider networks, it is acceptable to format names and numbers in the most logical way]

The Contractor should tailor the contact information in the brackets to reflect their local operations and may add local or additional information to the templates.