

Template #6: Language Assistance and Accommodations

If you are a person 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 a person who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach your PIHP, CMHSP or service provider. Please call 7-1-1 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: **(number)**.

If you need a sign language interpreter, contact the **[customer services office] at (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 office] at (number)** so that arrangements can be made for an interpreter for you. Language interpreters are available at no cost to you.

[Note to PIHP: 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 **(PIHP name)** 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 **(PIHP name)**. If you need more information or if you have questions about accessibility or service/support animals, **contact [customer services] at (phone number)**.

If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact **[customer services] at (phone)**. 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.

If you are a person who is hard of hearing but do not know sign language and need another form of communication, such as a personal communication device or Computer Assisted Realtime Translation (CART), **contact the [customer services office] at (number) or by email at (email address)**. Communication devices and CART are available at no cost to you.

[Note to PIHP: 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]