

## We speak our members' language

We want to make sure our members understand the programs, physical and behavioral health services, supports and resources available to them. That's why we communicate with our members in the language or format they are most comfortable with.

Magellan Complete Care of Virginia offers our members access to the following services at no cost:



Verbal interpreters



Sign interpreters



Written translations

In addition to these services, we can also provide audio formats, braille and large print versions of documents, when needed.

We know each member has a unique background. We work to ensure our employees and providers have the training and tools to work with different cultures. We continue to improve the services we provide our members to ensure we are meeting their needs in culturally-sensitive ways.

If you have any questions about our language assistance and alternate format services, please call Magellan Complete Care of Virginia at 1-800-424-4524 from 8 a.m. to 6 p.m.