

# OneCare Interpreter Services

(802) 847-8899

OneCare Vermont offers interpreter services to assist with any communication needs you may have regarding the Vermont Medicaid Next Generation Program. The Interpreter Service allows members to reach a Call Center via an interpreter, and to be connected directly to OneCare Vermont.

## How does the line work?

- Members dial (802) 847-8899 from any phone
- When the line is answered, (“Hello, language please?”) members say the English name for their language, e.g. “Spanish” or “Nepali”
- An interpreter comes on the line and the caller should be prepared to give, and if possible, spell their full name
- The caller needs to indicate their desire to speak to someone at OneCare Vermont
- The interpreter then routes the call and assists the caller with their communication needs

## What languages are available?

- Arabic
- Cantonese
- Karen
- Mandarin
- Somali
- Thai
- Bosnian
- French
- Kirundi
- Nepali
- Spanish
- Vietnamese
- Burmese
- Hindi
- Maay Maay
- Russian
- Swahili
- And many more...

To reach OneCare directly, please dial 802-847-7220,  
Option 2 or 1-877-644-7176