

Language Assistance and Accessible / Alternate Formats

Everyone has the right to understand their services. PCC provides language assistance and communication supports free of charge.

Free services available to you

- Qualified interpreters for any language, in person, by phone or by video. ^{[1][2][3]}
- Translation of important written materials. ^{[1][2]}
- Sign language interpreters and TTY/relay services (dial 711). ^{[1][4]}
- Written information in alternate formats, including large print, audio, Braille and accessible electronic formats, upon request. ^{[1][4][5]}
- Reasonable accommodations and auxiliary aids so people with disabilities can communicate effectively with us. ^{[4][6][7]}

Important

- You do not have to bring your own interpreter. PCC will not require you to rely on family members or friends, and will not use a minor child to interpret except in an emergency or as permitted by law. ^[2]
- Tell your Service Coordinator your preferred language and communication needs so they are noted in your record and used in every contact. ^{[3][5]}

How to request

Call 215-725-7200 (TTY 711) or tell your Service Coordinator. There is no cost to you.

Language assistance notice

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Call 215-725-7200 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 215-725-7200 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, вам доступны бесплатные услуги перевода. Звоните по номеру 215-725-7200 (телетайп: 711).

Who to contact

Patient Care Coordination, Inc. (PCC)	475 N. 5th Street, Suite 2A, Philadelphia, PA 19123
Phone	215-725-7200 (Mon–Fri, 9:00 a.m.–5:00 p.m.) · After hours: 215-725-7200, Option 9
TTY / Relay	711 (PA Relay) · Fax: 215-725-7201 · www.patientcarecoordination.com
PA Health & Wellness Participant Services (CHC)	1-844-626-6813 (TTY 711)
PA DHS Bureau of Equal Opportunity	717-787-1127 (TTY/PA Relay 711) · RA-PWBEOAO@pa.gov · Room 223, Health and Welfare Building, P.O. Box 2675, Harrisburg, PA 17105-2675
U.S. HHS Office for Civil Rights	1-800-368-1019 (TDD 1-800-537-7697) · OCRMail@hhs.gov · ocrportal.hhs.gov

Sources and citations

Numbers in brackets in the text refer to the authorities below. This document summarizes participant rights and is not legal advice; the governing regulations, agreements and notices control. Program-specific timeframes are stated on written notices and in the Participant Handbook.

- [1] 42 C.F.R. § 438.10 — Information requirements, incl. § 438.10(d) (language and format: free oral interpretation, taglines, auxiliary aids, alternate formats) and § 438.10(g) (participant handbook content, including covered benefits and how to obtain benefits not covered).
- [2] 45 C.F.R. § 92.201 (meaningful access for individuals with limited English proficiency), § 92.202 (effective communication for individuals with disabilities) and § 92.11 (notice of availability of language assistance services and auxiliary aids).
- [3] Community HealthChoices Agreement (effective January 1, 2026), Section V.O — Participant Enrollment, Disenrollment, Outreach, and Communications, incl. Limited English Proficiency and Alternative Format requirements.
- [4] Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794; 45 C.F.R. Part 84.
- [5] National Committee for Quality Assurance (NCQA), Accreditation of Case Management for Long-Term Services and Supports — Standards and Guidelines: Rights and Responsibilities (individuals' rights, expectations of individuals, handling and resolving complaints).
- [6] Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 et seq., incl. § 12203 (prohibition against retaliation and coercion).
- [7] Section 1557 of the Patient Protection and Affordable Care Act, 42 U.S.C. § 18116; implementing regulations at 45 C.F.R. Part 92.