



INFORMATION ABOUT CULTURAL, ETHNIC, RACIAL, AND LANGUAGE PREFERENCES FOR MEMBERS

Carelon Behavioral Health, LLC respects your cultural, ethnic, racial, and language needs.

Bilingual (English/Spanish) staff members are available to assist you during our business hours, 8:30 AM to 5:30 PM. Carelon Behavioral Health, LLC helps all other non-English speaking callers through a telephonic translation service at the time of the call.

We also have a TDD/TTY service through the Telephonic Relay Number, 711, which is a communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired.

If you want to see a psychiatrist or therapist who is from a particular cultural or ethnic background, is of a specific race, or speaks a language other than English, let the Carelon Behavioral Health, LLC staff know. Carelon Behavioral Health, LLC staff respects your cultural, ethnic, racial and language requests because they want to make sure you see a network practitioner that you find easy to talk to.

We urge you to speak with your psychiatrist or therapist if you have problems understanding what they are talking to you about, or you do not think they respect your beliefs because it is important that you understand and participate in your treatment so that you can feel better.

If Carelon Behavioral Health, LLC, your psychiatrist, or your therapist do not meet your cultural, ethnic, racial or language needs, or you have any suggestions on how Carelon Behavioral Health, LLC, your psychiatrist or therapist can meet your cultural, ethnic, racial, and language requests please let us know. You can call (800) 221-5487 or use our TDD/TTY number 711, 8:30 AM to 5:30 PM Monday through Friday and ask to speak with one of our clinical staff.