

## **Providing Auxiliary Aids and Services for Persons with Disabilities**

1. Identification and Assessment of Need:
  - a. PHC provides notice of the availability of and procedure for requesting auxiliary aids and services through our language assistance taglines and non-discrimination notices.
  - b. When a member, their authorized representative (AR), or someone with whom it is appropriate for PHC to communicate (hereafter called "companion") identifies as having a disability affecting the ability to communicate, access, or manipulate written materials, or requests an auxiliary aid or service:
    - i. The member/AR/companion can fill out and submit PHC's Auxiliary Aid Request Form
      1. PHC staff will notate this request and reach out to the member/AR/companion to determine what aids or services are necessary to provide effective communication, based on their identified disability.
    - ii. The member/AR/companion can tell PHC staff over the phone about their auxiliary aids or services request.
      1. PHC staff will notate this request at time of call.
      2. PHC staff will then work with the member/AR to determine what aids or services are necessary to provide effective communication based on their identified disability.
2. Provision of Auxiliary Aids and Services:
  - a. PHC staff will determine and provide the appropriate aid and/or service necessary for members/ARs/companions with impaired sensory, manual, or speaking skills in a timely manner. MCND9002 lists the auxiliary aids and services PHC provides.