

Language Interpreting for BabyNet-eligible Children Enrolled in Medicaid

The South Carolina Department of Health and Human Services (SCDHHS) provides over-the-phone and video remote interpretation (VRI) for its Healthy Connections Medicaid members. **Beginning July 1, 2026**, this service will be available to Early Intervention Service (EIS) providers and service coordinators to help them communicate with and provide BabyNet services to families in their native language. This service is currently only available for children who are eligible for BabyNet and also enrolled in Healthy Connections Medicaid. To use the service, EIS providers and service coordinators must receive an access code from SCDHHS. Sign language services will still be provided by the South Carolina School for the Deaf and Blind. Please follow current procedures to access sign language interpreting. The language line is available seven days per week, 24 hours per day.

To receive an initial access code:

The company owner/supervisor must securely email SpecialAccommodations@scdhhs.gov and provide the company's name, primary contact information (phone number and email address), NPI number and the child's Medicaid number. EIS provider agencies and service coordination agencies will have one access code per company.

To use the access code:

Each time the company needs to use the access code with a new child, they MUST notify SCDHHS. Notification is made by securely emailing SpecialAccommodations@scdhhs.gov and providing the new child's name, Medicaid number and existing access code. *Note: A new access code will not be provided for each child. This notification is for tracking purposes only.*

1. Dial 1 (866) 811-1030.
2. Enter access code.
3. Select the language you need.
 - One (1) for Spanish, two (2) for Russian, three (3) for Portuguese, four (4) for Ukrainian, five (5) for Arabic
4. Press "0" for all other languages or customer service.
5. Hold temporarily as you connect to an interpreter.
6. Brief the interpreter on the nature of the call and begin your conversation.

For assistance or additional information, contact SpecialAccommodations@scdhhs.gov.

Upcoming Office Hours to Review Language Line Usage: June 12, 2026, 12:30 p.m-1:30 p.m.

Join: <https://teams.microsoft.com/meet/249171389686751?p=dfnKNmoxZWibx5huqu>

Meeting ID: 249 171 389 686 751

Passcode: BE7XL7XQ