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7/5/2023

Dear Provider,

Effective 9/5/2023, Meridian will transition On-Demand Video Remote Interpreting (VRI) services to PALS International. Providers and members will have video access to American Sign Language (ASL) interpreters as well as 40+ other languages. In addition to VRI services, PALS offers audio only interpreters if wait times are too long.

PALS international has provided a Meridian specific instruction page that details how to access VRI, Meridian access codes for each line of business and contact information for PALS International. In addition, PALS International has provided a list of all the available languages for Meridian Providers and members.

For additional questions, please contact Meridian Customer Service or your Provider Network Representative.

Customer Service:

Meridian: 888-773-2647

Ambetter From Meridian: 1-833-993-2426

MeridianComplete: 1-855-323-4578

Wellcare: 1-855-538-0454

If you need assistance connecting with your Provider Network Representative, please see the Service Area map on our website at: mimeridian.com > **For Providers** > **Service Area**.

Sincerely,
Meridian



Video On-Demand Language List

Available 24/7/365

American Sign Language (ASL)	
Amharic	Kurdish*
Arabic	Laotian*
Bengali	Malay*
Burmese	Malayalam*
Cambodian*	Mandarin
Cantonese	Marshallese*
Chin	Nepali
Dari	Pashto
Farsi	Polish
French	Portuguese
Gujrati*	Russian
Haitian Creole	Slovak*
Hindi	Somali
Hakha-Chin	Spanish
Hmong*	Swahili
Italian	Thai*
Japanese*	Tigrinya*
Kachin*	Ukrainian
Karen	Urdu
Khmer*	Uzbek
Kinyarwanda	Vietnamese
Korean	Yoruba*

If a VRI interpreter is not currently available at the time of your request, you will have the option of immediately connecting to an audio-only interpreter.

**For languages with an *asterisk, we recommend scheduling in advance to avoid longer wait times.*



On-Demand Video Remote Interpreting (VRI)

1. Launch the Propio ONE app:



Or

Launch the desktop browser/PC (Chrome):

<https://one.propio-ls.com/>

2. Log in

Enter Plan Access Code: XXXXXX

Click LOG IN

MeridianRx	10VILG	MI Care Mgt	e6nfBY
MI HIX	DwDrfD	MI Complete	63CUvL
MI Medicaid	TUKCtl	MI Medicare	BdK4HG

NOTE: The Access Code is only required on initial login or until the browser cache is cleared.

3. Language

Type in “Search” bar or scroll down the list.



Click the video icon next to desired language to connect to a video interpreter.

(Only option for ASL)



Click the audio icon next to desired language to connect to an audio only interpreter.

Be prepared to provide billing information as requested by your internal management.

4. Send Invite

Click on Invite icon at top-left



Select invite method:



Type member email address and click the “INVITE VIA EMAIL” button, **OR**



Enter member smartphone number and click the “INVITE VIA SMS” button

Note: The following are currently **in development** and not yet available.

