



Ramon Munoz,
Health Net
*We help remove
barriers to
necessary care.*

Health Net

Interpreter Services

No-cost interpreter services are available for providers.

Los Angeles County: 1-855-464-3571

San Diego County: 1-855-464-3572

Interpreter services are offered 24 hours a day to participating providers and Health Net members during their covered appointments at no cost. This ensures members the following:

- Access to qualified interpreters, including sign language interpreters, trained in health care terminology, interpreting protocols and ethics.
- Support to address common communication challenges across cultures.

During business hours, Monday through Friday from 8:00 a.m. to 8:00 p.m.:

- Call the appropriate number above.
- Telephone interpreters are available immediately at the time of the member's appointment.
- A representative will connect you to an interpreter within a few minutes.

To ensure confidentiality, the Health Net representative drops off the call once the member, interpreter and provider are connected. Please make accommodations to use a telephone interpreter if that is the only interpreter available for the language, date and time of the appointment.

After business hours, Monday through Friday from 8:00 p.m. to 8:00 a.m., weekends and holidays:

- Call the appropriate number above and listen for the recorded interpreter option.
- Indicate the language needed, and a live person will connect you to a telephone interpreter.

You may request other interpreter options by calling the appropriate telephone numbers above or the number on the member's identification (ID) card a minimum of three business days prior to the appointment during regular business hours.

When requesting an interpreter, have the member's Health Net ID number available, in addition to the date and time of the appointment.



Request no-cost
telephone interpreter
services to help
you effectively
communicate with
Health Net members.