



# L.A. Care members can get free interpreting services including American Sign Language.



Prepare for patient visits by asking if they need an interpreter when they make an appointment. To access telephonic interpreting services, please have the following information available when you call the appropriate number listed below:

- Type of service (telephonic, face-to-face, or American Sign Language)
- Language needed
- Caller's name
- Patient's insurance program
- L.A. Care member name and ID number
- Provider site number

## FOR L.A. CARE DIRECT MEMBERS:

To access telephonic interpreting services for L.A. Care members please call:

**Providers:** 1-888-930-3031

**Pharmacies:** 1-888-942-7670

To place in-person interpreting and American Sign Language requests please call Member Services at 1-888-839-9909 at least 7-10 days prior to the patient's appointment to ensure availability of an interpreter.

## FOR MEDI-CAL MEMBERS:

For all interpreting services for our Plan Partners' Medi-Cal members please call the number listed next to the health plan:

**Anthem Blue Cross:**

1-888-285-7801

**Care 1st Health Plan:**

1-800-605-2556

**Kaiser Permanente:**

1-800-464-4000



**L.A. Care**  
HEALTH PLAN®

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