

## Interpreter Service Contact Information for Health Plans Affiliated with MedPOINT Management

Health Plan Name	Plan LAP Threshold Languages (Other than English)	Plan Interpreter Access
Aetna	Over 200 languages - using LanguageLine	<p><b>Medi-Cal/Medi-Care/Commercial</b>                      LanguageLine Interpreter Services: (855) 380-5345                      Client ID# <b>737610</b>                      4 digit pin code: <b>1020</b></p> <p><b>Face to Face appointment:</b>  <b>4 days notice</b> for onsite interpretation service</p> <p><b>Additional Resource:</b>  <a href="http://www.aetna.com">www.aetna.com</a></p>
Aetna Better Health of California	Spanish, Farsi, Russian and other Non-English languages	<p><b>Medi-Cal</b>                      Member Services (855)772-9076</p> <p><b>Face to Face:</b> Face-to-face interpretation requires a 48-hour advance notice of the member's appointment.</p>
Alignment Health Plan	All Threshold Languages - using Voiance Language Services	<p><b>Medicare:</b>  <b>Voiance Language Services:</b> (866) 998-0338  <b>Account Number:</b> 30488  <b>4 digit pin code:</b> 1099</p> <p><b>Face to Face:</b> Not Available</p> <p><b>Additional Resource:</b>  <a href="http://interpret.voiance.com/about/">http://interpret.voiance.com/about/</a></p>
Anthem Blue Cross	All Threshold languages	<p>Services are arranged through Anthem Blue Cross Health Plan's Member Services department. Face to face visit require advanced notification.</p> <p><b>Medi-Cal</b>                      (888) 285-7801 (inside Los Angeles County)                      (800) 407-4627 (outside Los Angeles County)</p> <p><b>After business Hours:</b> call the 24/7 Nurse Line at (800) 224-0336</p> <p><b>Commercial and Medicare Advantage</b>                      Providers can call the Anthem's Provider Services Department at (800)677-6669 to receive assistance with translation and interpretation services.</p> <p>Members can contact the number on the back of their ID card for assistance.</p> <p><b>Additional Resource:</b>  <a href="https://mediproviders.anthem.com/ca/pages/free-interpreting-services.aspx">https://mediproviders.anthem.com/ca/pages/free-interpreting-services.aspx</a></p>
Blue Shield of California	All languages - over 200 languages	<p>Blue Shield of California's Provider Services can direct calls to their vendor for interpreter Services.</p> <p><b>Provider Services:</b> (800)541-6652</p> <p>Or call the number on the back of the member's ID card. A Blue Shield Representative will connect the call to LanguageLine (a third party vendor) for assistance with interpreting, translations and face to face visits</p> <p><b>Additional Resource:</b>  <a href="https://www.blueshieldca.com/provider/guidelines-resources/patient-care/language-assistance.sp">https://www.blueshieldca.com/provider/guidelines-resources/patient-care/language-assistance.sp</a></p>
Blue Shield of California, Promise Health Plan (formally Care1st)	Oral translations in all languages, print translations Spanish & Traditional Chinese	<p>Face to Face and telephonic interpreting services are arranged by Blue Shield of California, Promise Health Plan. Face to face visits need to schedule 4 days in advance.</p> <p><b>Medi-Cal</b> (800) 605-2556  <b>Medicare</b> (800) 544-0088  <b>CalMedi Connect</b> (855) 905-3825</p> <p><b>After Business Hours:</b> Call Pacific Interpreters: (877) 904-8195 <b>ACCESS CODE:</b> 828201</p>
Brand New Day	Spanish, Chinese, Khmer, Korean, Tagalog and Vietnamese. Pacific Interpreter (third party vendor) provides interpreter services for languages not available through Brand New Day.	<p>Face to Face Interpreter services is only provided for members who require assistance with Sign Language.</p> <p>Telephonic services are available by appointment only.</p> <p>All services require a 3-5 business day notice and must be arranged through Brand New Day's Member Services department.</p> <p>Member Services Department: (866) 255-4795</p>

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California Health and Wellness	Arabic, Spanish, Tagalog, Vietnamese	<b>Medi-Cal</b> Member Services: (877) 658-0305
Central Health Plan	All languages	<b>Face to Face</b> Interpreter services is only provided for members who require assistance with Sign Language. <b>Services require a 3-5 business day notice.</b>  All services must be arranged through Central Health Plan's Member Services department.  <b>Member Services Department:</b> (866) 314-2427  <b>Additional Resource:</b> <a href="https://www.centralhealthplan.com/Materials/MultiLanguage">https://www.centralhealthplan.com/Materials/MultiLanguage</a>
Community Health Group		Medi-Cal (800) 224-7766 Cal Medi-Connect (888) 244-4430
California Health and Wellness	Interpretation - any language Translation of documents -Spanish, Traditional Chinese	Interpretation is available in any language Call (800) 806-2059 <b>or</b> call the number on the back of member's Cigna ID card. You will need the member's CIGNA ID number, date of birth and your TAX ID number (or NCPDP for pharmacies) to confirm eligibility and access interpretation services. Advanced arrangements are not necessary.  <b>Face to Face interaction:</b> (800) 997-1654  <b>Additional Resource:</b> <a href="https://www.cigna.com/health-care-providers/resources/topic-cultural-competency-health-equity">https://www.cigna.com/health-care-providers/resources/topic-cultural-competency-health-equity</a>
Clever Care Health Plan	Spanish, Cantonese, , Korean, Kumai, Mandarin, Vietnamese	Member Services: (833) 388-8168  Provider can call for interpreter services when the member arrives to the office. Face to Face services are not available.
Health Net of California, Inc.	Interpretation available in all languages	Services are arranged through Health Net. Telephonic and Face to Face services available.  Service available 24 hours a day, 7 days a week. Medi-Cal: (800) 675-6110 Cal Medi-Connect – Los Angeles: (855) 464-3571 Cal Medi-Connect – San Diego (855) 464-3572  Commercial: (800) 520-0088 After Hours, weekends and holidays: (800) 546-4570  Medicare Advantage: (800) 929-9224 (M-F 8AM – 5PM)  TTY: 711  <b>Additional Resource:</b> <a href="http://www.healthnet.com">www.healthnet.com</a> (Click 'Language' tab on the top part of the website)
IEHP	All languages	Member Services: (800) 440-4347 or (800) 718-4347 for TTY users, at least 5 days before appointment.  IEHP tries to accommodate same day requests as well, but prefers to schedule in advance when possible.  <b>To cancel your request,</b> call at least 2 days before appointment.  <b>Additional Resources:</b> <a href="https://ww3.iehp.org/en/providers/provider-resources">https://ww3.iehp.org/en/providers/provider-resources</a> (Scroll All the way down)

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LA Care Health Plan	All languages	<p><b>All Lines of Business;</b> (855) 322.4034 Provide the member's LA Care Member ID and the Physician's NPI number.</p> <p><b>Face to Face and Telephonic services</b></p> <p><b>Medi-Cal:</b> (888) 839-9909 <b>Cal Medi-Connect:</b> (888) 522-1298 <b>L.A. Care Covered:</b> (855) 270-2327 <b>PASC-SEIU:</b> (844) 854-7272</p> <p style="color: red;"><b>Face to face visits require advanced notification:</b></p> <p><b>Additional Resource:</b> <a href="http://www.lacare.org/nondiscrimination-notice">http://www.lacare.org/nondiscrimination-notice</a></p>
Molina Healthcare of California	All languages through Globo, third party vendor	<p><b>Globo:</b> (844) 311-9777 <b>Location Code:</b> 1011 (California) <b>Product Line:</b> 1 - Medi-Cal 2 - Marketplace 3 - CalMedi Connect (Duals) 4 - Medicare <b>Department Code:</b> 088 (Provider Office) or <b>Medi-Cal:</b> (888) 665-4621 Mon-Fri, 7am-7pm <b>Marketplace:</b> (888) 858-2150 Mon-Fri, 8am-6pm <b>Medicare:</b> (800) 665-0898 Mon-Fri, 8am-8pm <b>Cal MediConnect (Duals):</b> (855) 665-4627 Mon-Fri, 8am-8pm</p> <p><b>After Hours and Weekends,</b> call Molina's Nurse Advice Line to arrange for service: <b>English:</b> (888) 275-8750 <b>Spanish:</b> (866) 648-3537</p> <p><b>Face to Face</b> services must be arranged in advance through Molina's Member Services department.</p> <p><b>Additional Resource:</b> <a href="http://www.molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx">http://www.molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx</a></p>
United Healthcare of California	Spanish, Chinese (Traditional Chinese Characters), Vietnamese, Tagalog, Armenian, Russian, Japanese	<p><b>Medi-Cal and Medicare Dual Plans</b> Member Services (866) 270-5785</p> <p><b>Medicare Advantage:</b> (888) 866-8297 <b>Commercial:</b> (866) 633-2446 <b>Provider Services:</b> (877) 842-3210</p> <p><b>Additional Resource:</b> <a href="https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice">https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice</a></p>
SCAN	All languages - through CQ Interpreter Services	<p><b>CQ Interpreter Services:</b> (888) 338- 5514 To immediately be connected to professional interpreters in ASL and 170 languages: •Visit <a href="https://scan.cqfluencyvri.com">https://scan.cqfluencyvri.com</a> •<b>Enter access code:</b> tpscan •Select language</p> <p>or contact SCAN's Member Services department: Phone Number: (800) 559-3500 Press # 4 for Provider Press # 6 for Interpreter services</p>
WellCare/Easy Choice Health Plan	Vietnamese, Cantonese Chinese, Mandarin Chinese, Spanish and Korean. All other languages available through third party vendor.	<p>All services must be arranged through WellCare/Easy Choice Health Plan's Member Services department.</p> <p><b>Member Services:</b> (866) 999-3945 (5 major languages listed) Press #1 for English Press #2 for provider Member Services will connect the call to an Interpreter.</p> <p><b>Face to Face:</b> Member has to request interpretation services 1 week in advance - onsite service (based on the member's benefit coverage). If denied by the plan, the IPA's delegate will provide service.</p>