

Health Plan Name	Plan LAP Threshold Languages (Other than English)	Plan Interpreter Access	Plan Translation Access (Vital Non-Standard Documents)	Plan Contact For Questions related to Interpreter/Translation	Additional Resources	Language Capability Verification Form Submittal
Aetna	<ul style="list-style-type: none"> ▪ English ▪ Spanish 	1-800-525-3148	1-877-287-0117	Nicki Theodorou at 1-415-645-8264 Megan Rooney at 1-650-279-6091	N/A	PDSDallas@aetna.com
Anthem Blue Cross	<ul style="list-style-type: none"> ▪ Spanish ▪ Chinese - traditional ▪ Vietnamese ▪ Tagalog ▪ Korean 	1-888 254-2721	1-888 254-2721	1-800 677-6669	www.anthem.com/ca Note: Cultural & Linguistic resources are available on the Provider Home Page, under Provider Services	N/A
Blue Shield of California	<ul style="list-style-type: none"> ▪ Spanish ▪ Chinese - Traditional ▪ Vietnamese 	Providers: Over-the-phone interpretation 800-541-6652, follow IVR menu. All other interpretation requests: complete "Language Services Request" Form and Fax it to 1-209-371-5838	Please fax Language Services Request Form & and document requiring translation to 1-209-371-5838	email: LanguageAssistance@blueshieldca.com or call your Provider Relations representative	blueshieldca.com/providers	
CalOptima	<ul style="list-style-type: none"> ▪ Spanish ▪ Vietnamese 	Contact the member's health network. The health network's telephone number is listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 1-888-587-8088.	Contact the member's health network. The health network's telephone number is listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 1-888-587-8088.	Contact the member's health network. The health network's telephone number is listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 1-888-587-8088.	www.caloptima.org CulturalLinguistic@caloptima.org	N/A
Care1st	<ul style="list-style-type: none"> ▪ Spanish ▪ Chinese - Traditional ▪ Korean ▪ Vietnamese 	Between 8am to 6pm, please call Member Services at 1-800-544-0088 for Commercial members. Please call Member Services at 1-800-605-2556 for Healthy Families members. After hours, please call Pacific Interpreters at 1-800-259-4521	Contact C&L department: 1-800-605-2556 or 1-800-544-0088, ext. 6397	Contact Member Services: 1-800-544-0088 or 1-800-605-2556. Contact C&L department: 1-800-605-2556 or 1-800-544-0088, ext. 6397 Therese Horth 1-323-889-6638 ext. 6538 E-mail: thorthcare1st.com	Care1st	Spanish Chinese (Traditional) Korean Vietnamese
Central Coast Alliance for Health	<ul style="list-style-type: none"> ▪ Spanish 	Zonia Gonzalez, Transportation & Linguistic Coordinator: 1-800-700-3874, ext. 5625 or 1-831-430-5625	Member Services Dept: 1-800-700-3874, ext. 5508 or 1-831-430-5508	Lynn Meier, Senior Health Educator: 1-800-700-3874 ext. 5570 or 1-831-430-5570	www.ccah-alliance.org	Mary Bahni, Provider Services Dept: Email: mbahni@ccah-alliance.org
Chinese Community Health Plan	<ul style="list-style-type: none"> ▪ English ▪ Cantonese ▪ Mandarin 	Member Services 1-415-834-2118	Member Services 1-415-834-2118	Quality Assessment Manager, 1-415-955-8800 Ext 3248	Provider Manual and www.cchphmo.com	N/A
CIGNA	<ul style="list-style-type: none"> ▪ Spanish ▪ Chinese - Traditional 	Call 1-800-806-2059. You will need the member's CIGNA ID number, mbr date of birth and your TAX ID number (or NCPDP for pharmacies) to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance.	Send Word document to translate to Culturalandlinguisticsunit@cigna.com . Protect PHI by encrypting e-mails.	Culturalandlinguisticsunit3@cigna.com	Provider Reference Manual	N/A

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Great-West Healthcare	None	1-800-663-8081	1-800-663-8081	1-800-663-8081 Member Services Department		Great-West Healthcare
Health Net of California, Inc	<ul style="list-style-type: none"> ▪ Spanish ▪ Chinese - Traditional 	The number for the customer contact center on the member's identification card. Between 7am and 6pm Monday through Friday- Individual and Family Plan (IFP) members: 1-800-839-2172. Employer group members or Medicare Supplemental members: 800-522-0088. Healthy Families, Healthy Kids or AIM members: 888-231-9473. After hours and weekends: 800-546-4570	Translation access questions contact Diana M. Carr, Manager C&L services at 1-626-683-6307	For questions about translation or interpreter services call 1-800-522-0088	Health Net of California, Inc	Spanish Chinese
Health Plan of San Mateo	<ul style="list-style-type: none"> ▪ Spanish ▪ English 	1-800-523-1786		Liliana Ramirez 1-650-616-2170	www.hpsm.org	
Molina Healthcare of California	<ul style="list-style-type: none"> ▪ Arabic ▪ Chinese ▪ Hmong ▪ Russian ▪ Spanish ▪ Vietnamese 	1-888-665-4621	1-888-665-4621	Jill McGougan 1-562-499-6191 ext. 127421	www.molinahealthcare.com	Please contact your Provider Services Rep.
PacifiCare	<ul style="list-style-type: none"> ▪ Spanish ▪ Chinese - Traditional 	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	www.pacificare.com www.pacificarelatino.com www.pacificareasia.com	N/A
Santa Clara Family Health Plan	<ul style="list-style-type: none"> ▪ English ▪ Spanish ▪ Vietnamese ▪ Mandarin ▪ Tagalog 	Telephonic: Pacific Interpreters 1-800-324-8033 In-person: Interpreters Unlimited. But contact the health plan's Member Services Dept. to schedule 1-800-260-2055	No delegation of LAP: Provider is encouraged to use the plan's free LAP. Providers do not send plan produced documents to plan members. If provider uses own LAP, it must meet the plan's proficiency standards	Plan Contact number: 1-800-260-2055 for in-person interpreter requests. For C&L policy & procedure, please ask for Victoria Phan	www.scfhp.com	Please contact your Provider Services Rep.

SCAN	<ul style="list-style-type: none"> ▪ Spanish ▪ Vietnamese ▪ Tagalog ▪ Mandarin ▪ Korean ▪ Chinese ▪ Russian ▪ Armenian ▪ French ▪ Cantonese 	In-person: Interpreters Unlimited. But contact the health plan's Member Services Dept. to schedule at 800-559-3500.	English and Spanish is what is readily available. SCAN sends literature out to be interpreted which takes approximately 30 days or less for all other languages.	Contact Member Services Dept. to schedule at 800-559-3500.		Contact Member Services Dept. to schedule at 800-559-3500.
Sharp Health Plan	<ul style="list-style-type: none"> ▪ Spanish ▪ English 	1-800-359-2002	1-800-359-2002	Manager, Customer Care 1-800-359-2002	Provider Operations Manual under "Covered Benefits and Services" www.sharp.com/healthplan	N/A
Western Health Advantage	<ul style="list-style-type: none"> ▪ Spanish 	1-888-563-2250	1-888-563-2250	1-888-563-2250	www.westernhealth.com	N/A