

Interpreter Services for Health Plans in California

This is a tool to connect providers with interpreter services, provided by health plans.

This document is for provider offices – do not distribute to members.

Submit updated information or obtain the newest version by e-mailing:

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Developed by the Industry Collaboration Effort (ICE), Cultural & Linguistics Team, 2017

Version 2.3 – Updated March 2018

Click on a Health Plan below to view the plan information within the document.

[Aetna](#)

[Alameda Alliance for Health](#)

[Anthem Blue Cross](#)

[California Health & Wellness](#)

[CalViva Health](#)

[CareMore](#)

[Central California Alliance for Health](#)

[Cigna Healthcare](#)

[Community Health Group](#)

[Gold Coast Health Plan](#)

[Health Plan of San Joaquin Authority](#)

[Health Plan of San Mateo](#)

[Health Net of California](#)

[Inland Empire Health Plan \(IEHP\)](#)

[Kern Health Systems](#)

[L.A. Care](#)

[Molina Healthcare of California](#)

[Partnership Health Plan of California](#)

[Positive Healthcare](#)

[Scripps Health Plan](#)

[San Francisco Health Plan](#)

[Santa Clara Family Health Plan](#)

[SCAN Health Plan](#)

[Sharp Health Plan](#)

[United Healthcare](#)

[Universal Care](#)

[Western Health Advantage](#)

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Aetna



Medi-Cal/Medi-Care/Commerical

Interpreter Services:
(800) 525-3148

Additional Resources

www.aetna.com

Alameda Alliance for Health



Health care you can count on.
Service you can trust.

Medi-Cal/Group Care (In-Home Supportive Services/IHSS)

Face-to-Face Interpreter Services:

Toll-Free: (877) 932-2738

Local: (510) 747-4567

Fax: (855) 891-7172

Telephonic Interpreter Services:

(866) 948-4149

Additional Resources

www.alamedaalliance.org

Anthem Blue Cross



Medi-Cal

Interpreter Services:

(800) 407-4627 (outside Los Angeles County)

(888) 285-7801 (inside Los Angeles County)

After business hours, call the 24/7 NurseLine at (800) 224-0336

Additional Resources

<https://medproviders.anthem.com/ca/pages/free-interpreting-services.aspx>

California Health and Wellness



Medi-Cal

Interpreter Services:

(877) 658-0305

Additional Resources

www.cahealthwellness.com

www.cahealthwellness.com/Language-Assistance.html

www.cahealthwellness.com/non-discrimination-notice.html

CalViva Health



Medi-Cal

Interpreter Services:
(888) 893-1569

Additional Resources

www.calvivahealth.org

CareMore



Cal Medi-Connect

Interpreter Services:
(888) 350-3447

Medicare Advantage

Interpreter Services:
(800) 499-2793

Additional Resources

www.caremore.com

InterpreterSpecialist@CareMore.com

Please schedule at least 3-5 days before appointment. Please cancel, at least, 2 days before appointment.

Central California Alliance for Health (CCAH)



Medi-Cal, Medi-Cal Access Program (MCAP), In-Home Supportive Services (IHSS)

Telephonic Interpreter Services:
(855) 469-5222

Telephonic Indigenous Interpreting:
(855) 662-5300

Face-to-Face Interpreting Services:
(800) 700-3874 ext. 5580

Additional Resources

www.ccah-alliance.org

Point of Contact:

Health Education Coordinator III, Alliance Health Education Line (800) 700-3874, ext. 5580

Provider Information:

Cultural and Linguistic Services Program: www.ccah-alliance.org/cultural_linguistic.html

Member Information:

Language Assistance: www.ccah-alliance.org/languages.html

Asistencia de Lenguaje (Spanish): www.ccah-alliance.org/otraslinguas.html

Kev Pab Txhais Lus (Hmong): www.ccah-alliance.org/languagesHM.html

Cigna Healthcare



Commercial/HMO/POS/EPO/PPO

Interpreter Services:
(800) 806-2059

Additional Resources

www.cigna.com

[Cigna California Language Assistance Program](https://www.cigna.com/healthcare-professionals/resources-for-health-care-professionals/clinical-payment-and-reimbursement-policies/claim-policies-procedures-and-guidelines/)

<https://www.cigna.com/healthcare-professionals/resources-for-health-care-professionals/clinical-payment-and-reimbursement-policies/claim-policies-procedures-and-guidelines/>

Community Health Group



Medi-Cal

Interpreter Services:
(800) 224-7766 (24 hours a day/7 days a week)

Cal Medi-Connect

Interpreter Services:
(888) 244-4430 (24 hours a day/7 days a week)

Additional Resources

www.chgsd.com

Gold Coast Health Plan



Medi-Cal

Interpreter Services:

(888) 301-1228

TTY: (888) 310-7347

Please submit requests at least 5 to 7 days in advance to:

CulturalLinguistics@goldchp.org or via eFax at 1-805-248-7481. To cancel a request, please notify 25 hours in advance.

Additional Resources

www.goldcoasthealthplan.org

Point of Contact:

Veronica Estrada, Cultural and Linguistics Specialist

(805) 437-5603

vestrada@goldchp.org

Health Plan of San Joaquin



Medi-Cal

Interpreter Services:

(888) 896-PLAN (7526)

Limited English Proficient: Please request at least 5 days before appointment

Deaf/Hard of Hearing: Please request at least 10 day before appointment

Additional Resources

www.hpsj.com

Language assessment form can be faxed to Provider Services at (209) 461-2565

Health Plan of San Mateo



Medi-Cal

Interpreter Services:

Member Line: (800) 750-4776

Provider Line: (650) 616-2165

Medi-Cal Care Advantage

Interpreter Services:

Toll-Free: (866) 880-0606

Local: (650) 616-2174

Additional Resources

www.hpsm.org

Health Net of California



Health Net®

Medi-Cal

Interpreter Services:

(800) 675-6110 (24 hours a day/7 days a week)

Cal Medi-Connect – Los Angeles

Interpreter Services:

(855) 464-3571 (24 hours a day/7 days a week)

Cal Medi-Connect – San Diego

Interpreter Services:

(855) 464-3572 (24 hours a day/7 days a week)

Commercial

IFP On Exchange Interpreter Services:

(888) 926-2164 (M-F 8AM – 6PM)

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IFP Off Exchange Interpreter Services:
(877) 857-0701 (M-F 8AM – 6PM)

Small Group Off Exchange Interpreter Services:
(800) 361-3366 (M-F 8AM – 6PM)

Large Group Off Exchange Interpreter Services:
(800) 641-7761 (M-F 8AM – 6PM)

SHOP (Small Group On Exchange) Interpreter Services:
(888) 926-5133 (M-F 8AM – 6PM)

All CA Commercial after Hours, weekends and holidays:
(800) 546-4570

Medicare Advantage

Interpreter Services:
(800) 929-9224 (M-F 8AM – 5PM, telephonic interpreters only)

CommunityCare Covered California

Interpreter Services:
(888) 926-2164 (M-F 8AM – 6PM)
(800) 546-4570 (After hours, weekends, and holidays)

Additional Resources

www.Healthnet.com

Inland Empire Health Plan



Inland Empire Health Plan

Medi-Cal

Interpreter Services:

(800) 440-IEHP (4347)

TTY: 800-718-IEHP (4347)

Additional Resources

www.iehp.org

Email: MemberServices@iehp.org

Please schedule 5 days before appointment. Please cancel, at least, 2 days before appointment.

Kern Health Systems – Kern Family Health Care



Medi-Cal

Interpreter Services:

(661) 632-1590 (Bakersfield)

(800) 391-2000 (Outside of Bakersfield)

Additional Resources

www.kernfamilyhealthcare.com

L.A. Care



L.A. Care
HEALTH PLAN®

All Product Lines

Telephonic Interpreter Services:
(888) 930-3031

Medi-Cal

Face-to-Face Interpreter Services:
(888) 839-9909

Cal Medi-Connect

Face-to-Face Interpreter Services:
(888) 522-1298

L.A. Care Covered

Face-to-Face Interpreter Services:
(855) 270-2338

PASC-SEIU

Face-to-Face Interpreter Services:
(844) 854-7272

Additional Resources

www.lacare.org

Molina Healthcare of California



Medi-Cal

Interpreter Services:
(888) 665-4621

Additional Resources

www.molinahealthcare.com

Partnership Health Plan of California



Medi-Cal

Interpreter Services:
(707) 863-4120
(800) 863-4155

Additional Resources

www.partnershiphp.org

Positive Healthcare



Medi-Cal/Medi-Care

Interpreter Services:

Contact Language Line at (866) 874-3972

Provide Language Line your 6-digit designated access code and department code as provided by Positive Healthcare.

Additional Resources

www.positivehealthcare.net/california

San Francisco Health Plan



Medi-Cal

Interpreter Services:

Varies by the member's provider medical group affiliation

Additional Resources

www.sfhp.org

For questions, please contact healtheducation@sfhp.org or call SFHP's Customer Service at (800) 288-5555.

SFHP contracts with its provider groups for the provision of interpreter services. Provider offices can contact their affiliated medical group for interpreter services dial-in information.

Santa Clara Family Health Plan



Santa Clara
Family Health Plan

Medi-Cal & Healthy Kids Members

Interpreter Services:

(800) 260-2055

TTY: 800-735-2929

CallCenterManagement@scfhp.com

Cal Medi-Connect

Interpreter Services:

(800) 723-4795

Additional Resources

www.scfhp.com

Point of Contact:

Andres Aguirre, Quality Improvement Manager, aaguirre@scfhp.com (408) 874-1910

SCAN Health Plan



Medi-Cal/Medi-Care

Interpreter Services:

(800) 559-3500

TTY: 711

8AM to 8PM, seven days a week from October 1 to February 14

8AM to 8PM Monday through Friday from February 15 to September 30

Additional Resources

<https://www.scanhealthplan.com/-/media/scan/documents/misc/multilanugageca.pdf>

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Scripps Health Plan



Commerical

Interpreter Services:

(844) 337-3700 (Monday – Friday, 9AM – 5PM PST)

TDD: (888) 515-4065

CustomerService@ScrippsHealth.org

To schedule in-person interpretation, please contact Customer Service at least five (5) business days in advance of the appointment or visit.

During after hours, you may leave a message and a representative will contact you on the next business day.

Additional Resources

<https://www.scrippshealthplan.com/language-and-hearing-assistance>

<https://www.scrippshealthplan.com/provider-information>

Scripps' Provider Manual includes more resources for Providers. Select "Forms & Disputes" on the Provider page to access the Provider Manual.

Sharp Health Plan



make life better.®

HMO/POS

Interpreter Services:

(800) 359-2002 (M-F 8AM – 6PM)

Medicare Advantage

Individual (Sharp Advantage Select and Select Plus)

Interpreter Services:

(855) 562-8853

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October 1 – February 14, 7 days a week 8AM-8PM
February 15 – September 30, M-F 8AM-8PM

Calling after hours will direct you to the voicemail system and a Customer Care representative will return your call the next business day.

Employer-sponsored

Interpreter Services:
(855) 820-2112
M-F 8 AM-6PM

Additional Resources

HMO/POS: www.sharphealthplan.com

Medicare Advantage: www.sharpmedicareadvantage.com

United Healthcare



Medi-Cal

Interpreter Services:
Member Services (866) 270-8785
TTY: 711
Monday – Friday 7:00am – 7:00pm
If calling after hours, the call will be answered by voicemail. A representative will call back in one business day.

Provider Services (866) 270-5785
TTY: 711
Monday – Friday 7:00am – 7:00pm
After hours, you may contact (877) 261-6608 and enter your assigned Client ID, as provided by United Healthcare.

Western Health Advantage



Commercial

Interpreter Services:

(916) 563-2250

(888) 563-2250

Refer to your Provider Guide and Manual for more information

For relay assistance services, call California Relay Service:

(800) 877-8793 (Voice/TTY/ASCII)

(800) 855-4000 (Sprint TTY Operator Services)

Additional Resources

www.westernhealth.com

Member Services: (916) 563-2250

Toll-free: (888) 563-2250

Cultural & Linguistics Point of Contact:

Carla Williams

c.williams@westernhealth.com or languageassistance@westernhealth.com

(916) 900-7159