



Our Heritage
Your Health In Good Hands



HERITAGE PROVIDER NETWORK

2023 Health Plan Language Assistance Sheet
Protocols for Accessing Health Plan Interpreter
and Translation Services



2023 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	LAP THRESHOLD LANGUAGE	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Aetna	<p>Commercial Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese, Arabic, Armenian, Cambodian, Farsi</p> <p>Medicare Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese</p>	<p>Need help giving care to non-English speaking Aetna members? Providers can call 1-800-525-3148. This number bypasses provider services center and connects directly to qualified interpreters.</p> <p>Members can request interpretation services from our Language Assistance Program by calling the number on their ID card.</p>	<p><i>No contractual documentation was found on specifically whom (HP vs. PPG) is delegated for translation of documents or for alternate formats.</i></p> <p>Member Services: 1-855-772- 9076</p> <p><i>Please also log these request on your PPG LAP log</i></p>	<p>Interpreter Services 1-800-525-3148</p>		<p>2/8/23</p>
Alignment		<p>To access Alignment’s interpreter services for members, please contact Member Services at 1(866) 634-2247 at least seven (7) days prior to the service. TTY users should call 711.</p> <p>Hours are 8:00 a.m. to 8:00 p.m., seven (7) days a week (except Thanksgiving and Christmas) from October 1 through March 31.</p> <p>Hours are 8:00 a.m. to 8:00 p.m., - Monday to Friday (except holidays) from April 1 through September 30.</p> <p>Alignment provides free language services to people whose primary language is not English, such as:</p> <ul style="list-style-type: none"> • Qualified interpreter <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as:</p> <ul style="list-style-type: none"> • Qualified sign language interpreters 	<p><i>No contractual documentation was found on specifically whom (HP vs. PPG) is delegated for translation of documents or for alternate formats.</i></p> <p>Call Member Services at 1-866-634-2247 to get information on translation services.</p> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as:</p> <ul style="list-style-type: none"> • Written information in other formats (large print, audio, accessible electronic formats, other formats). <p>Provides free language services to people whose primary language is not English, such as:</p> <ul style="list-style-type: none"> • Information Written in other languages <p><i>Please also log these request on your PPG LAP log</i></p>			<p>7/20/22</p>



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<p>Anthem Blue Cross</p>	<p>Spanish Traditional Chinese Vietnamese Tagalog Korean</p>	<p>Telephone Interpreters: Medi-Cal Members Customer Service Center (Medi-Cal) 1-800-407-4627 (outside LA County) 1-888-285-7801 (inside LA County).</p> <p>Applicable Integrated Plan members may call Member Services at 1-855-817-5785 for interpreter assistance Monday through Friday, 8 am to 8 pm. (TTY:711)</p> <p>After hours, call the 24/7 Nurse line (Med Call) at 1-800-224-0336 1-877-687-0549: Medi-Cal Access Program (MCAP) 1-877-687-0549: Major Risk Medical Insurance Program (MRMIP)</p> <p>Multi-Language Interpreter Services: Medicare 1-888-230-7338 (TTY:711)</p> <p>Face to Face Interpreter Requests: Medi-Cal Members Call the Anthem Member Services number on the back of the Member’s ID card for help (TTY/TDD: 711).</p> <ul style="list-style-type: none"> o 1-800-407-4627 / 888-757-6034 (TTY) Monday-Friday 7am-7pm o Call 24/7 Nurse Line for after-hours services at 1 800-224-0336 o E-mail: ssp.interpret@anthem.com California Relay Service (24 hours a day/ 7 days a week): o Interpreters are available to members, providers and staff at key points of medical contact. o 72 business hours or more advance notice are required to schedule services needed for scheduling face-to-face and sign language interpreters. o 24 hours’ advance notice requested for cancellations <p>Have the following available:</p> <ul style="list-style-type: none"> • Members ID number • Need for an interpreter and state the language <p>Providers Anthem Blue Cross Medicaid / Medi-Cal State Sponsored Business: Providers may call 1-(800) 677-6669, & request to speak to an interpreter. Providers may also schedule by e-mailing ssp.interpret@anthem.com Registration with our secure e-mail is required. Please type “secure” in the subject line.</p>	<p><i>No contractual documentation was found on specifically whom (HP vs. PPG) is delegated for translation of documents or for alternate formats.</i></p> <p>Translation Members To ensure the timely translation of materials, encourage the Member to contact Anthem Blue Cross by calling 1-888-254-2721 or call the number on the back of the Members ID card.</p> <p>Providers contacting plan on member’s behalf: 1-800-677-6669 to request translation on the Member’s behalf. Urgent requests are handled within one business day and non-urgent requests are handled within two business days. A copy of the document is required in order to complete the translation request.</p> <p><i>These request need to be logged and tracked in your LAP Log</i></p>	<p>1 800-677-6669 Provider Care</p>	<p>https://mediproviders.anthem.com/ca/pages/face-interpreting-services.aspx</p>	<p>2/8/23</p>



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<p>Blue Shield of California</p>	<p>Commercial & Medicare Spanish Korean Traditional Chinese Vietnamese</p>	<p><u>Over-the-Phone Interpretation:</u> Blue Shield provides access to telephonic interpretation services through Provider Customer Services at (800) 541-6652. The provider will be guided by Voice Response Unit (VRU) menu prompts to request access to spoken interpretation services for a member over the phone (in almost any language) or hear information on how to obtain vital document translation (available in Blue Shield’s threshold languages only) on behalf of a member.</p> <p><u>In-Person Interpretation</u> To arrange for in-person interpretation services, the provider must call the Provider Customer Service number at (800) 541-6652 and speak to a Provider Customer Services Agent. Five (5) business days advanced notice is preferred in order to make best efforts to accommodate the request for face-to-face interpreters</p> <p>For appointments made within 48 hours/Emergency (same or next day access for routine or urgent care), seek telephonic interpreter service (see Over-the-Phone Interpretation above).</p> <p>Members may get an interpreter or documents read and sent by calling the number on the back of the member’s ID card or 1-866-346-7198. Medicare members may call 1-800-776-4466.</p>	<p>No contractual documentation was found on specifically whom (HP vs. PPG) is delegated for translation of documents or for alternate formats.</p> <p><u>Request for Translation</u> Providers are not delegated to provide translation of non-standard vital documents such as letters containing important information regarding eligibility and participation criteria and notices pertaining to the denial, reduction, modification, or termination of services and benefits must forward such requests received from enrollees to BlueShield.</p> <p>Blue Shield provides access to telephonic translation services through Provider Customer Services at (800) 541-6652. The provider will be guided by Voice Response Unit (VRU) menu prompts to hear information on how to obtain vital document translation (available in Blue Shield’s threshold languages only) on behalf of a member.</p> <p><u>Standard Vital Documents</u> Standard vital documents are translated into Blue Shield’s threshold languages in writing and are available upon request by the enrollee. A provider who receives a request for a vital document translation should forward it to Blue Shield within 1 business day for Urgent and 2 business days for Routine.</p> <p>Examples of Standard Vital documents:</p> <ul style="list-style-type: none"> • Applications, consent forms • Notices of the right to file a grievance/appeal • Notice of language assistance at no cost <p><u>To forward the Vital Document to Blue Shield:</u></p> <ul style="list-style-type: none"> • Complete Blue Shield’s “Language Assistance Form” available at Provider Connection at blueshieldca.com/provider under Guidelines & resources, Patient care resources, and then Language Assistance Program • Attach a copy of the document to be translated • Fax the request the translation liaison 248-733-6331 <p><u>Non-Standard Vital Documents</u> Non-standard vital documents contain enrollee-specific information. These documents are not translated into threshold languages.</p>	<p>Call your Provider Relations representative or Provider Customer Services at (800) 541-6652.</p>	<p>blueshieldca.com/provider</p> <p>For a translation request use the following document: https://www.blueshieldca.com/bsca/bsc/public/common/PortalComponents/provider/StreamDocumentServlet?fileName=PRV_SB853_070819.pdf</p> <p>Or for a printed copy, call the Blue Shield C&L Dept. at 1-800-468-9935</p>	<p>7/18/22</p>



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Blue Shield of California			<p>Examples of Non-Standard Vital documents:</p> <ul style="list-style-type: none"> Letters containing important information regarding eligibility and participation criteria Notices pertaining to the denial, reduction, modification, or termination of services and benefits. <p>Blue Shield will include with any non-standard vital documents distributed to enrollees the appropriate DMHC/CDI-approved written notice of the availability of interpretation and translation services.</p> <p>If translation or interpretation of any non-standard vital document is requested by the enrollee, Blue Shield will provide the requested translation within 21 calendar days of that request, with the exception of expedited grievances.</p> <p><i>These request need to be logged and tracked in your LAP Log</i></p>			
Cigna	<p>Commercial Spanish Traditional Chinese</p>	<p>– Cigna does not delegate interpreter services to medical groups – Cigna offers free telephonic interpretation for Cigna LEP participants through our language service vendor. – To engage an interpreter, once the Cigna participant is ready to receive services, please call the number listed on the back of the members’ ID card or 1.800.806.2059.</p> <p>You will need the:</p> <ul style="list-style-type: none"> Member Cigna ID number Member date of birth <p>Your TAX ID number (or NCPDP for pharmacist) to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance.</p>	<p>No contractual documentation was found on specifically whom (HP vs. PPG) is delegated for translation of documents or for alternate formats.</p> <p>Obtaining Cigna Translated Documents Cigna will proactively send standard translated vital documents to those who have registered with Cigna indicating that their written language preference is Spanish or Traditional Chinese.</p> <p>Cigna will also translate vital non-standard documents into Spanish and Traditional Chinese upon request and send documents w/in 21 days.</p> <p>Documents that are not considered vital will not be translated.</p> <p>Translations are not delegated to Providers Provider-specific documents that must be translated upon customer request:</p> <ul style="list-style-type: none"> Notices pertaining to the denial, reduction, modification, or termination of services, benefits, and the right to file a grievance or Appeal. An EOB or similar claim processing document that is sent to the customer and requires a response. 	<p>California Language Assistance Program, please call Cigna Customer Service at 1.800.882.4462</p> <p>If you are calling about a patient with a GWH-Cigna ID card, please call 1-866-494-2111.</p> <p>If the customer requires help, the notice instructs them to call Cigna at 1.800.244.6224.</p>	<p>Cigna California Language Assistance Program:</p> <p>https://www.cigna.com/healthcare/providers/resources/California language assistance-program</p>	7/19/22



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Cigna			<p>Vital documents are those that affect your patients’ benefits and coverage. Vital standard documents are generic and contain no specific health plan participant information, such as applications and consent forms.</p> <p>Cigna has posted translated standard vital documents on the Cigna website next to the English vital documents.</p> <p>Vital non-standard documents are customer-specific and may contain personal health information, such as denial letters and explanations of benefits.</p> <p>Providers Request- “How to Request a Translation” Providers can forward the English document to be translated to Cigna’s Cultural and Linguistic Unit Translation Department By email: CulturalandLinguisticsUnit- TranslationRequest@Cigna.com or By fax: 1.866.931.3068 Please remember to:</p> <ul style="list-style-type: none"> • Include provider contact information • Protect personal health information (PHI) by using encryption and following standard operating procedures. 			
Health Net	<p><u>MEDI-CAL/</u> Applicable Integrated Plan Kern, San Joaquin, Stanislaus, and Tulare: Spanish Los Angeles: Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese San Diego: Arabic, Chinese, Farsi, Spanish, Tagalog, and Vietnamese</p>	<p>INTERPRETER SERVICES HMO, HSP, PPO, EPO, POS, Medicare Supplemental members- 1(800) 641-7761 M-F 8 AM - 6PM After hours and weekends- 1(800) 546-4570 M-F 5 PM - 8AM including Weekends and Holidays.</p> <p>Commercial Contact Health Net Member Services at the telephone number on the members’ ID Card</p> <p>Medicare Advantage Call number on members’ card or Provider Services: 1-800-929-9224 M-F 8AM – 5PM</p> <p>Medi-Cal Contact Health Net Member Services at the telephone number on the members ID Card or by calling the Health Net Provider Services Center 1(800) 675-6110 for after-hours select member option</p>	<p>TRANSLATION SERVICES: Medi-Cal, Applicable Integrated Plan, Medicare Advantage, Commercial</p> <p>Provider groups delegated for CM or UM, may send any member information that needs translation into the member’s threshold language or alternate formats to Health Net at Provider_services@healthnet.com</p> <ul style="list-style-type: none"> ○ Send the material in a Word or unlocked PDF format (Health Net cannot accept scanned or faxed documents). ○ Care plans must send document at 6th grade reading level or below. (Medi-Cal) ○ Care plans must send document at 8th grade reading level or below. (Medicare) ○ Send the member’s name, member ID, address and the document requested. <ul style="list-style-type: none"> • Health Net must provide translations and alternate formats of utilization management and case management materials for members 		<p>PROVIDER SERVICES Medi-Cal 1-800-675-6110 provider.healthnet.com</p> <p>PROVIDER SERVICES Applicable Integrated Plan providerservices@healthnet.com</p> <p>Los Angeles County 1-855-464-3571 San Diego County 1-855-464-3572</p> <p>PROVIDER SERVICES Medicare 1-800-929-9224</p>	2/8/23



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<p>Health Net</p>	<p>MEDICARE Spanish, Based on Health Net Members Benefits'</p> <p>COMMERCIAL Traditional Chinese, Korean, Spanish</p>	<p>Covered California 1(888)926-2164 M – F 8AM -6PM 1(800)546-4570 After Hours M-F 6PM to 8AM including Weekends and Holidays</p> <p>Applicable Integrated Plan - Los Angeles Interpreter Services: 1 (855) 464-3571 24 hours/ day</p> <p>Applicable Integrated Plan - San Diego Interpreter Services: 1 (855) 464-3572 24 hours/day</p> <p>Face to Face Appointments Call: 800-675-6110 (TTY: 711) You may request an interpreter by calling the appropriate telephone numbers below or the number on the member’s identification (ID) card a <i>minimum of five days prior to the appointment</i>. Have ready:</p> <ul style="list-style-type: none"> Member ID number Language needed when calling <p>Sign Language Sign Language Interpretation is available. Please request a sign language interpreter as soon as the appointment is made, but not less than 5 business days before the appointment.</p>	<p>that have a preferred language or format listed in the Health Net eligibility file.</p> <ul style="list-style-type: none"> If a member requests translation or an alternative format of an English document produced by a delegated PPG, the provider must refer the member to the Health Net Member Services telephone number on the member’s identification (ID) card. When Member Services receives the request, Health Net will request the document from the PPG. The PPG must submit the document within 48 hours <ul style="list-style-type: none"> Delegated provider groups can send in member information requiring translation to: provider_services@healthnet.com Request must include: <ul style="list-style-type: none"> Member ID Member name The document requested The members address <p>Materials must be in a Word or unlocked PDF format. Scanned or faxed documents are not accepted.</p> <p>Care plans must include proof the document is at or below 8th grade reading level for Commercial & Medicare or 6th grade reading level for Medi-Cal & Applicable Integrated Plan.</p> <p>Providers will use the same process for requesting an alternate format of any UM or CM materials.</p> <p><i>Please also log these request on your PPG LAP log</i></p>		<p>provider.healthnetcalifornia.com</p>	
<p>Humana</p>		<p>Humana provides language assistance services for members with limited proficiency in English. Providers may call Humana at the phone number on the member’s Humana ID card to access interpretation services while the member is in the office.</p> <p>Humana Language Line for Interpreter Services: 1-877-228-9235, Client Code: 248207 24/7</p> <p>When creating appointment for members, please provide:</p> <ul style="list-style-type: none"> Notification of availability of oral interpretation (over the phone, video or in-person) for Non English/Limited English appointments. 	<p>No contractual documentation was found on specifically whom (HP vs. PPG) is delegated for translation of documents or for alternate formats.</p> <p>Humana Language Line for Translation Services: 1-877-228-9235, Client Code: 248207 24/7</p> <p>For alternative formats, members can visit the HUMANA customer support page or call Member Services on the back of the Member ID Card or 1-877-320-2233. Hours of operation: 8AM – 8PM EST</p>	<p>Providers with questions about Humana’s language assistance program can call: 1-877-320-2233</p>		<p>7/27/22</p>



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Humana		<ul style="list-style-type: none"> Notification of availability of video or in-person sign language interpretation for hearing impaired members. <p>Oral Interpretation Vendor Voidance This is an “Over the Phone” and “Video Interpreter” vendor setup a no-contract, pay as you go model for providers to offer interpretation services in 200 languages and video interpretation in 24 languages (including American Sign Language) to meet providers contractual and federal requirements, please click the link below to sign up: https://www.voiance.com/services/AccountSignUp/ServiceAgreement.aspx?g=d0db2690-d029-41978eee-27e292848969</p>	<p>Spanish versions of Humana’s website and member materials can be accessed by selecting the “Espanol” link in <u>the upper right corner of Humana’s website.</u></p> <p><i>Please also log these request on your PPG LAP log</i></p>			
United Healthcare	Spanish Chinese (Traditional Chinese Characters)	<p>Medi-Cal: If a UHC Community Plan member needs interpreter services, they can call the number on their ID card. Interpreter services are available over the phone, video interpreting or face-to-face. If you need a professional interpreter during regular business hours between 8 a.m.- 5 p.m. Monday to Friday, call Provider Services at 866-270-5785.</p> <p>After-Hours call 877-261-6608 and enter the Client ID 209677 (do not hit #). Press 1 for Spanish and 2 for all other languages.</p> <p>Commercial Plans: UHC members with limited English proficiency have access to translated written materials and oral interpretation services, free of charge, to help them get covered services. For information, call 1-800-752-6096.</p> <p>Verbal Interpreter/Written Translation Services The United Healthcare West Call Center is a central resource for both care providers and members. Please call 800-624-8822 DIAL 711 TDHI</p> <ul style="list-style-type: none"> Access to and facilitate oral interpretation services for members needing language assistance in any language Request an in-person interpreter for a member by selecting the appropriate phone number (based on language preference) to speak with a customer service representative and/or to conference in an interpreter <p>Virtual Onsite Interpreting Our vendor Language Line® can assist you with interpreter services through your virtual patient office visits. It requires you to:</p>	<p>No contractual documentation was found on specifically whom (HP vs. PPG) is delegated for translation of documents or for alternate formats.</p> <p>Materials for limited English speaking (Medi-Cal) Members: UHC provides simplified materials written at or below a 6th grade reading level to members with limited English proficiency and who speak languages other than English or Spanish. We also provide materials to visually impaired members, and in alternative formats. For more support for translated materials or materials format, call Provider Services. Or go to: https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice</p> <p><i>Please also log these request on your PPG LAP log</i></p>	<p>Medi-Cal Member Services: 866-270-5785</p> <p>Commercial & Medicare Member Services contact information can be found on the back of members’ ID card.</p> <p>For questions about language assistance services, contact UHC at: uhchealthed@uhc.com</p>	<p>www.myuhc.com www.uhclatino.com www.uhcasian.com</p> <p>More program information: 1-800-752-6096</p> <p>(Medi-Cal) Multilingual/ Telecommunication Device for the Deaf (TDD) Services: 866-270-5785. After hours, you may contact 877-261-6608 and enter the Client ID 209677 (do not hit #) Press 1 for Spanish and 2 for all other language TDD 711</p>	7/26/2022



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<p>United Healthcare</p>		<p>1. Have a web-based meeting platform, such as Zoom, GoToMeeting, Google Hangouts, WebEx, etc. 2. Fill out the Language Line form and email it to onsiterequests@languageline.com to schedule.</p> <p>If you need technical assistance or would like to confirm your digital platform is compatible, please contact Language Line at 888-225-6056, option 1. Language Line also provides telephonic interpreter services which can be accessed by calling 866-270-5785. The client ID number is 209677 (do not hit #).</p>				

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