



HERITAGE PROVIDER NETWORK

2025 Health Plan Language Assistance Sheet
Protocols for Accessing Health Plan Interpreter
and Translation Services



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| Aetna | <p>Providers can call 1-800-525-3148 (TTY: 711). This number connects directly to qualified interpreters.</p> <p>Aetna offers interpretation services for the top 15 languages spoken in California as determined by DHCS.</p> <p>Members can request interpreter services by calling the number on their ID card.</p> | <p>Providers can call 1-800-525-3148 (TTY: 711).</p> <p>Aetna offers translation services for the top 15 languages spoken in California as determined by DHCS.</p> | <p>Interpreter Services 1-800-525-3148</p> | | 10/2024 |
| 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 qualified interpreters.</p> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as qualified sign language interpreters.</p> | <p>Call Member Services at 1-866-634-2247 for information on translation services.</p> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as, written information in other formats (large print, audio, accessible electronic formats, other formats).</p> <p>Provides free language services to people whose primary language is not English, such as information written in other languages.</p> | <p>Member Services 1-866-634-2247</p> | | 10/2024 |



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| Anthem Blue Cross | <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><u>Multi-Language Interpreter Services: Medicare</u> 1-888-230-7338 (TTY:711)</p> | <p>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>For Providers contacting Anthem on member’s behalf: Call 1-800-677-6669 to request translation. 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>Physicians and other healthcare professionals can call Anthem’s Provider Care Department at the Customer Service number on the back of the Member ID Card.</p> | Provider Care: 1-800-677-6669 | https://mediproviders.anthem.com/ca/pages/free- interpreting- services.aspx | 10/2024 |



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| Blue Shield of California | <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 Provider Customer Services at (800) 541-6652. At least five (5) business days advance notice is preferred. Or visit the Blue Shield Language Assistance Program Resources Webpage at: blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/patient_care_resources/language_assistance</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><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><u>Forwarding Vital Documents 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><i>Providers are not delegated to provide translations of non-standard vital documents and must forward such requests received from enrollees to Blue Shield.</i></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> | 10/2024 |
| Cigna | <p>Cigna offers free telephonic interpretation for Cigna LEP participants through our language service vendor.</p> <p>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 | <p><u>Translations are not delegated to Providers</u> Cigna has posted translated standard vital documents on the Cigna website next to the English vital documents.</p> <p><u>Obtaining Cigna Translated Documents</u> Providers can call Cigna Customer Service at 1-800-882-4462 or email Cigna at CulturalandLinguisticsUnit-TranslationRequest@Cigna.com or fax to 1 866-931-3068 to request translation of documents.</p> | <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>Cigna California Language Assistance Program:</p> <p>https://www.cigna.com/healthcare providers/resources/California language assistance-program</p> | 2/2025 |



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| | <ul style="list-style-type: none">Member date of birth 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. Cigna now offers video remote interpreting (VRI) services for Cigna-eligible LEP customers through their language service vendor, CQ fluency. To engage a VRI interpreter for Cigna-eligible LEP customers using a computer or smart device: <ul style="list-style-type: none">Go to https://LanguageAccessProgram-Cigna.CQFluencyVRI.com.Enter access code CignaProviderVRI (case sensitive)Have the following information available:<ul style="list-style-type: none">Customer last nameCustomer (member) IDState where customer livesState where provider office is located Providers with Medicare Members can call Customer Service at 1-800-230-6138 for language assistance services. | 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 By fax: 1.866.931.3068 Please remember to: <ul style="list-style-type: none">Include provider contact informationProtect personal health information (PHI) by using encryption and following standard operating procedures. | If the customer requires help, the notice instructs them to call Cigna at 1.800.244.6224. | | |
| Health Net | 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. Commercial/Covered California Contact Health Net Member Services at the telephone number on the members’ ID Card IFP On Exchange Interpreter Services: (888) 926-2164 (M-F 8AM-6PM) 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 | TRANSLATION SERVICES: Medi-Cal, Applicable Integrated Plan, Medicare Advantage, Commercial <ul style="list-style-type: none">Health Net must provide translations and alternate formats of utilization management and case management materials for members that have a preferred language or format listed in the Health Net eligibility file.<ul style="list-style-type: none">If a member requests translation or an alternative format of an English document produced by a delegated medical group, 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 medical group. The medical group must submit the document within 48 hours | | PROVIDER SERVICES Medi-Cal 1-800-675-6110  PROVIDER SERVICES Applicable Integrated Plan providerservices@healthnet.com Los Angeles County 1-855-464-3571 San Diego County 1-855-464-3572 PROVIDER SERVICES Medicare | 2/2025 |



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| | <p>Medicare Advantage Call number on members’ card or Provider Services: 1-800-929-9224 M-F 8AM – 5PM Medicare Members contact: 1-800-275-4737</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>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 minimum of five days prior to the appointment. 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> | | | 1-800-929-9224 | |
| Humana | <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:</p> <ul style="list-style-type: none">• Call 855-680-1056• Enter PIN 4310 when prompted• Select language | <p>Humana Language Line for Translation Services:</p> <ul style="list-style-type: none">• Call 855-680-1056• Enter PIN 4310 when prompted• Select language<ul style="list-style-type: none">○ Press 2 for Spanish○ Press 3 to select language using 3 digit code○ Press 0 for operator assistance | Providers with questions about Humana’s language assistance program can call: 1-877-320-2233 | | 10/2024 |



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| | <ul style="list-style-type: none">○ Press 2 for Spanish○ Press 3 to select language using 3 digit code○ Press 0 for operator assistance <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.• Notification of availability of video or in-person sign language interpretation for hearing impaired members. <p><u>Oral Interpretation Vendor Voiance</u> 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>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>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> | | | |
| Imperial Health Plan | <p><u>Interpreters</u> Providers may access telephone interpreters by calling Imperial at the Provider Services phone number: (800) 830-3901 or Imperials main phone number: (626) 838-5100.</p> <p>Face to face interpreter services are also available for members who are deaf or hearing or speech impaired. Face to face services must be requested 7 business days in advance.</p> | <p><u>Translations and Materials in Alternate Format</u> Member informing and health education materials in members’ preferred language or in alternative formats can be requested. Alternative formats include audio, Braille and large print. Providers should forward these requests to Imperial.</p> | <p>Provider Services: (800) 830-3901</p> <p>Imperial Main Line: (626) 838-5100</p> | | 10/2024 |
| United Healthcare | <p>Members have the right to a certified medical interpreter or sign language interpreter to accurately translate health information.</p> <p><u>Commercial Plans:</u> 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><u>Materials for limited English-speaking Members:</u> UHC provides 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>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</p> | <p>Language Assistance for Providers, Monday-Friday, 8am to 8pm EST: 1-877-842-3210</p> | 10/2024 |



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| | <p><u>Verbal Interpreter / Written Translation Services</u></p> <p>The United Healthcare West Call Center is a central resource for both care providers and members. Please call 1-800-624-8822 DIAL 711 TDHI.</p> <p>The following information and services are accessible through the call center:</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>The member’s preferences for spoken language, written language and eligibility for written language service is displayed when checking eligibility and benefits in the UnitedHealthcare Provider Portal.</p> | | <p>UHC at: uhchealthed@uhc.com</p> | | |