

Interpreter Services (IS) - Quick Guide

Every patient has the right to request **free interpreter services** to communicate with our providers and staff.

- If the patient **belongs to a Health Plan** you may call the number on the back of the patient's **insurance card** or call the **Health Plan Member Services (refer to the list below)**, except CalOptima.
- **For other patients**, use our vendors United Language Group (ULG) or Stratus VRI Video Remote Interpretation.
- **Document** the patient's preferred language or refusal of interpreting services in the patient's electronic medical record.

Refer to the list below to find the appropriate Interpreter Service

I. Health Plan information

Aetna	(800) 525-3148
Anthem Blue Cross	<p>Customer Care Center: (888) 285-7801 (LA County) (800) 407-4627 (Outside LA County)</p> <p>After hours, call the 24/7 Nurse Line (800) 224-0336</p> <p>In-person interpreters including American Sign Language - ASL (Call Customer Care Center number above)</p> <p>TTY and Relay Service (member with hearing or speech loss) TTY line (888) 757-6034 After hours, call the 24/7 <u>Nurse Line TTY (800) 368-4424</u> California Relay Service number 711</p>
Blue Shield	<p>Provider Customer Service and in-person interpretation: (800) 541-6652</p> <p>Provider will be guided by Voice Response Unit (VRU)</p>
Brand New Day	<p>(866) 255-4795</p> <p>TTY for hearing impaired (866) 321-5955</p>
CalOptima	Use our vendors - Stratus Video VRI and/or ULG (888)444-5102 OPI over the phone interpretation
Promise Health Plan (Blue Shield)	<p>Call Member Services (including for In-person and ASL): Medi-Cal: (800) 605-2556 Medicare & Commercial: (800) 544-0088 Dual: (855) 905-3825</p> <p>or</p> <p>Call Pacific Interpreters Los Angeles, Access Code: #840609 (877) 904-8195 After Hours, Access Code: #828201 (877) 904-8195</p> <p>Hard-of-hearing or deaf patients California Relay Service (TTY/Telecommunication device for Deaf TDD) English: (888) 877-5379 Spanish: (888) 877-5381</p>
Central Health Plan	<p>Member Services: (866) 314-2427</p> <p>TTY People with difficulties with hearing or speaking: (888) 205-7671</p>
Cigna	Interpreter Services: (800) 806-2059

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Health Net	HMO/POS, EPO and PPO (800) 641-7761 After hours (800) 546-4570 Medicare Advantage (800) 675-6110 Medi-Cal (800) 675-6110 Covered California (888) 926-2164 Cal MediConnect (855) 464-3571 After hours & weekends (800) 546-4570
LA Care	PPG Physician Provider Group (855) 322-4022 Nurse Practitioner (855) 322-4034
Molina	Member Services Medi-Cal (888) 665-4621 Covered California (888) 858-2150 Medicare (800) 665-0898 MediConnect (duals) (855) 665-4627 After hours Spanish Nurse Advice line (866) 648-3537 In-person and American Sign Language Interpretation Call Molina Member Services Department above numbers
Scan	Member Services: (800) 559-3500 TTY user: 711
United Healthcare	Spanish HMO (800) 730-7270 Spanish other plans (866) 414-1959 Other languages HMO (800) 624-8822 Other languages other plans (866) 414-1959
II. If patient does not belong to a Health Plan: Uninsured, FFS, Cash	
ULG (Vendor) United Language Group STRATUS VRI	Select the correct (888) number: Clinics (888) 444-5102 or PACE (888) 286-6988 MSO Customer Support Center (888) 444-5102 Video Remote Interpretation use Stratus VRI devices [Customer Service:(855) 663-1231]
III. Deaf, hearing impaired or speech impaired	
LINKS	(888) 742-0070 https://www.linksinterpreting.com
LifeSign	For American Sign Language Interpreters: (888) 930-7776 After hours and weekends: (800) 633-8883 https://lifesignsinc.org
CRS California Relay Service (Dial 711)	TTY/VCO/HCO to Voice English (800) 735-2929 Spanish (800) 855-3000 Voice to TTY/VCO/HCO English (800) 735-2922 Spanish (800) 855-3000 Speech to Speech English and Spanish (800) 854-7784
IV. Written Translation	
Communication Department	To request a document translation, please contact Marta Castro at the Communication Department, mcastro@altamed.org
For more information please contact Gonzalo Sanchez, C&L Project Coordinator gsanchez@altamed.org 323.720.5691 ext. 3204	
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