

How to Contact Health Plan Translators

California Language Assistance Program (CA LAP)

| Health Plan | Verbal Interpreter Services |
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| <p>These Health Plans listed offer telephonic interpreter services as part of the CA Language Assistance Program (LAP) under SB 853 for Limited English Proficiency (LEP) HMO and PPO patients at no charge to LEP members or providers.</p> | |
| <p>Aetna Commercial & PPO</p> | <p>Call (800) 525-3148</p> |
| <p>Anthem Blue Cross Commercial & PPO</p> | <p>Interpreters in all languages within 10 minutes. Providers: Call Provider Services at (888) 254-2721 and request to speak to an interpreter.</p> |
| <p>Blue Shield Commercial & PPO & Senior Plans</p> | <p>Call Provider Customer Service for Language Line Services at (800) 541-6652. Dial "0" and speak to Provider Services Agent to arrange for an interpreter</p> |
| <p>Blue Shield Behavioral Health (HMO/PPO)</p> | <p>For Behavioral Health translation call (877) 263-8827.</p> |
| <p>CIGNA Commercial & PPO</p> | <p>Call (800) 806-2059 Will need: CIGNA ID#, DOB, Facey's Tax ID # to confirm eligibility & access interpreter services</p> |
| <p>Health Net Commercial & PPO & Senior Plans (including Dual Medi-Medi patients)</p> | <p>HMO & PPO: (800) 522-008 Healthy Families: (888) 231-9473 Senior: (800) 275-4737 After Hours & weekends: (800) 546-4570 Interpreter Support: (800) 929-9224</p> |
| <p>Humana</p> | <p>All members: (800) 4HUMANA (1-800-448-6262) Dual: (800) 457-4708</p> |
| <p>United Commercial & PPO</p> | <p>United Call Center is a central resource for both physicians & members: Spanish: (800) 730-7270 Chinese: (800) 938-2300 English and All other languages (800) 624-8822</p> |
| <p>United Behavioral Health (UBH)</p> | <p>For Behavioral Health translation call (866) 374-6060</p> |
| <p>SCAN/ Senior Plans</p> | <p>For SCAN Medicare Advantage + Seniors: Call Customer Service at (800) 559-3500 Need: member name, DOB, Scan member #ID, language requesting</p> |
| <p>SecureHorizons</p> | <p>Call Provider Customer Service Language Line Services at (800) 577-5623</p> |
| <p>ADA - Hearing Impaired Patients For SCAN patients - please contact HP at number listed</p> | <p>For American Sign Language Interpreters: Call: Accommodating Ideas at (818) 386-6348 or The Sign Language Company at (818) 763-1215 For SCAN patients please call (818) 753-9181 to arrange for a face to face Sign Language Interpreter</p> |
| <p>Member requests for Written Translation of Vital Documents</p> | <p>Contact the UM department (818) 837-5661 or (818) 837-5733 the same business date as the member requests and provide information on the specific document to be translated by the Health Plan</p> |