

Language Assistance: Provider & Staff Responsibility

The following guide summarizes all regulatory agency requirements including:

- ✓ Section 1557 Final Rules of Affordable Care Act
- ✓ Title VI of the Civil Rights Acts of 1964
- ✓ Department of Health Care Services (DHCS) contractual requirements
- ✓ Medi-Cal Managed Care Division (MMCD) Policy Letters
- ✓ Centers for Medicare and Medicaid Services (CMS)
- ✓ National Committee for Quality Assurance (NCQA)

Provider Responsibilities - Important Regulatory Reminders

- ❖ **Inform and offer no-cost interpreting services to medical group members**
- ❖ **Interpreter Services Poster**
 - Post the “Free Interpretation Services including American Sign Language” sign at key points of contact. This sign informs members who are Limited English Proficient (LEP), hard-of-hearing or deaf that free interpreter services are available to them.
- ❖ **Language Preference**
 - Document the member’s preferred language preference in his/her medical record.
- ❖ **Request or Refusal of interpreter Services**
 - Discourage medical group members from using friends or family as interpreters.
 - Do not use minors to interpret unless there is an emergency.
 - If a member requests or refuses interpreter services after being informed of his or her right to free interpreter services – document the refusal in the member’s medical record.
- ❖ **Bilingual Providers and Staff**
 - Providers and staff who communicate with members in a language other than English or who function as interpreters must maintain appropriate qualifications on file, i.e. certification of language proficiency or interpretation training.
- ❖ **Cultural and Language Related Complaints and Grievances**
 - Medical group members have the right to file a complaint/grievance if they feel their cultural or language needs have not been met in your office.

Language Assistance: Provider & Staff Responsibility

Free Telephonic and Face-to-Face Interpreter Services

We provide over-the-phone, face-to-face and American Sign Language interpreter services for members who are LEP, hard-of-hearing, or deaf. These services are free to you and your medical group members.

❖ Medical Group Members who are LEP

Applicable workflow for each Health Plan - *HPN Language Assistance Sheet*

- **Over-the-phone interpreter services:** These services are available 24 hours a day, 7 days a week. Please see the *HPN Language Assistance Sheet*
- **Face-to-Face interpreter services:** Please see the *HPN Language Assistance Sheet*

**After-Hours Access: Answering machines should inform members who are LEP about accessing interpreting services after hours*

❖ Communication for Deaf and Hard-of-Hearing

- To communicate over the phone: You can place calls and receive calls from members using the California Relay Service (CRS). It is a no-cost relay service provided by the Federal Communications Commission.
 - English: 1(800) 735-2922 or 1(800) 855-7100 or 711
 - Spanish: 1(800) 855-3000 or 1(800) 855-7200 or 711
- The CSR is free and available 24 hours a day, 7 days a week.

When You Identify a Limited English Proficient Medical Group Member

Offer interpreting services to a member in a respectful manner when you notice:

- ✓ The member is quiet or does not respond to questions.
- ✓ The member simply says yes or no or gives inappropriate or inconsistent answers to your questions.
- ✓ The member may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate.
- ✓ The member identifies as LEP by requesting language assistance.

Language Assistance: Provider & Staff Responsibility

How to Work Effectively with Interpreters

Speaking to members while using an interpreter is slightly different from speaking to members directly. Here are useful tips to make your interpreter encounters go smoothly:

- ✓ Expect and allow more time for interpreted medical appointments.
- ✓ Talk directly to the member.
- ✓ Speak in a normal voice, not too fast or too loud.
- ✓ Be brief and use plain language.
- ✓ Avoid acronyms, medical jargon, and technical terms.
- ✓ Pause after a short sentence for an interpreter to interpret.
- ✓ Do not say anything you do not want the member to hear.

C&L Trainings

The following training courses are offered to our network providers and staff at no cost.

- ❖ **Cultural Competency and Disability & Sensitivity Training**

Cultural and Linguistic Contact

For more information or any questions regarding C&L services, please contact:

Cultural and Linguistic Contact: <i>(For more information or any questions about C&L service)</i>	<i>C&L Quality Improvement Department</i> Jessica Olivas Phone: (818) 221-4660 Email: Jessica.olivas@lakesidemed.com
Alternative Contact:	<i>Please reach out to your Network Manager.</i>

Referrals to Culturally Appropriate Community Resources and Services

If a member needs services from a community-based organization or social service agency, please reference findhelp.org for local resources. Please document the referral in the member's record.

Availability of Member Materials in Threshold Languages and Alternative Formats

Medical group members may request materials in their preferred language and in alternative formats. Alternative formats include Audio, Braille, and Large Print.

Cultural Competency Training

We encourage you and your staff to attend disability sensitivity and cultural awareness competency training programs. These training courses can enhance your interpersonal and



Language Assistance: Provider & Staff Responsibility

intra-cultural skills, which can improve communication with your culturally diverse members including seniors and People with Disabilities. Programs are available through the Office of Minority Health and other agencies.

Additional Information/Resources:

HPN Language Assistance Sheet

The HPN Language Assistance Sheet can be accessed online under ***“Provider Resources”*** at

www.regalmed.com www.lakesidemed.com www.adoc.us

For Provider questions/concerns:

Please contact: (866) 654-3471 and ask for Network Management.

For Compliance, HIPAA related concerns, or to report suspected Fraud/Waste/Abuse/Non-Compliance:

Please call the toll free 24/7 Compliance & FWA Hotline at: (844) 752-3921



Our Heritage
Your Health In Good Hands



HERITAGE PROVIDER NETWORK

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



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
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



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
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>Multi-Language Interpreter Services: Medicare 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>	<p>Provider Care: 1-800-677-6669</p>	<p>https://mediproviders.anthem.com/ca/pages/free-interpreting-services.aspx</p>	<p>10/2024</p>





2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
<p>Astiva</p>	<p>If you need these services, contact Member Services at 1-866-688-9021, TTY 711.</p> <p>Provides free aids and services to people with disabilities to communicate effectively with us such as, qualified sign language interpreters.</p> <p>Provides free language services to people whose primary language is not English, such as, qualified interpreters.</p>	<p>Provides free aids and services to people with disabilities to communicate effectively with us 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: 1-866-688-9021 TTY 711</p>		<p>10/2024</p>
<p>Blue Shield of California</p>	<p>Over-the-Phone Interpretation: 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>In-Person Interpretation 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>Standard Vital Documents 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>Forwarding Vital Documents to Blue Shield:</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>	<p>10/2024</p>



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
CalOptima	<p>If member is in a health network, the health network will work with you and the member to coordinate all interpreter services.</p> <ul style="list-style-type: none"> ➤ For Regal members, Providers may call 1-844-292-5173 to request telephonic or face-to-face interpreter service. ➤ For face-to-face, and sign language interpreter service, interpreters must be scheduled at least 5 working days before the member's appointment. <p>Interpreter services are available 24/7 for:</p> <ul style="list-style-type: none"> • Medical services such as doctor visits, after-hours services, urgent care services, pharmacy services and health education classes. • Non-Medical services such as customer service, member complaints and member orientation meetings. 	<p>CalOptima provides:</p> <ul style="list-style-type: none"> • Health education and enrollment materials printed in several languages. • Materials in alternate formats, such as braille, audio or large print. <p>Contact the member's health network listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 714-246-8500.</p>	<p>CalOptima C&L Department email: CulturalLinguistic@caloptima.org</p>	<p><u>Member Information:</u> Members can call 1-877-412-2734 (TTY 711) to request materials in other languages & formats.</p>	2/2025
Central Health Plan	<p>If you need these services, contact our Member Services Department at 1-866-314-2427, 7 days a week, 8:00 A.M. to 8:00 P.M. (PT). TTY/TDD users should call 711.</p> <p>Central Health Medicare Plan:</p> <ul style="list-style-type: none"> • Provides free aids and services to people with disabilities to communicate effectively with us, such as: <ul style="list-style-type: none"> ○ Qualified sign language interpreters ○ Written information in other formats (large print, audio, accessible electronic formats, other formats) • Provides free language services to people whose primary language is not English, such as: <ul style="list-style-type: none"> ○ Qualified interpreters ○ Information written in other languages • VRI is available for more complicated appointments or when the Member needs access to a sign language interpreter. VRI appointments can be requested by calling the Member Contact Center. Requests should be made 48 hours before an appointment. • Offers qualified onsite interpreter services to Providers and Members at 	<p>Central Health Plan ensures Member access to language services such as written translation.</p> <p>Central Health Plan is available to assist Providers with finding translation services.</p>		<p>Phone: 1-866-314-2427, TTY/TDD 711 Fax: 1-626-388-2361 Email: mbrsvcs@centralhealthplan.com</p>	11/2024



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
	<p>medical appointments based on complex medical cases. Providers and Members may call the Member Contact Center to submit a request. Requests should be made at least three (3) business days before an appointment.</p>				
<p>Cigna</p>	<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 • 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>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:</p> <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 name - Customer (member) ID - State where customer lives - State where provider office is located <p>Providers with Medicare Members can call Customer Service at 1-800-230-6138 for language assistance services.</p>	<p>Translations are not delegated to Providers Cigna has posted translated standard vital documents on the Cigna website next to the English vital documents.</p> <p>Obtaining Cigna Translated Documents 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>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-</p> <p>By email: CulturalandLinguisticsUnit-TranslationRequest@Cigna.com By fax: 1.866.931.3068</p> <p>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. 	<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>	<p>2/2025</p>



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
Health Net	<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/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</p> <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</p>	<p>TRANSLATION SERVICES: Medi-Cal, Applicable Integrated Plan, Medicare Advantage, Commercial</p> <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 		<p>PROVIDER SERVICES Medi-Cal 1-800-675-6110</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>	2/2025



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
	<p>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>				
<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:</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 <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>Oral Interpretation Vendor Voiance 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>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 <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>	<p>Providers with questions about Humana’s language assistance program can call: 1-877-320-2233</p>	<p>10/2024</p>	



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
<p>IEHP</p>	<p>IEHP offers free interpreter services for member appointments. IEHP arranges and covers the cost of the interpreter services for member visits to PCP and Specialist outpatient visits.</p> <p>Applicable Integrated Plan Providers & members can call IEHP member services at (877) 273-4347 or (800) 718-4347 for TTY users, during business hours to arrange interpreter services.</p> <p>After Hours & 24/7 Access to Telephonic Interpreters: For after hours, call the IEHP 24-hour Nurse Advice Line at 1-888-244-4347 or 1-866- 577-8355 for TTY</p> <p>Face to Face Interpreter Call IEHP Member Services at least 5 working days before the scheduled appointment to make arrangements for a foreign language or sign language interpreter. To cancel your request, call at least 2 days before your doctor visit. TTY users, please call 1-800-718-4347 seven days a week 8am – 5pm</p> <p>Video Remote Interpretation VRI services are also available for IEHP members who are deaf or hard of hearing while accessing health plan services at contracted Urgent Care Facilities and SNFs. Providers may call the Provider Relations Team for VRI set-up at (909) 890-2054.</p>	<p>Alternative Formats- Applicable Integrated Plan Members can get the Member Handbook for free in other formats, such as large print, braille, and/or audio. Call IEHP Applicable Integrated Plan Member Services at 1-877-273-IEHP (4347), 8am-8pm (PST), 7 days a week, including holidays. TTY users should call 1-800-718-4347.</p> <p>To make a standing request to receive materials in Spanish or alternate format, please call IEHP Applicable Integrated Plan Member Services at 1-877-273-IEHP (4347), 8am-8pm (PST), 7 days a week, including holidays. TTY users should call 1-800-718-4347.</p> <p>IEHP Applicable Integrated Plan will keep your information as a standing request for future mailings and communications.</p>	<p>Member Services Scheduling- Gabriel Uribe uribe-g@iehp.org</p> <p>IEHP Provider Relations Team (909) 890-2054</p>	<p>Member Services email: Memberservices@IEHP.org</p>	<p>10/2024</p>
<p>Imperial Health Plan</p>	<p>Interpreters 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>Translations and Materials in Alternate Format 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>		<p>10/2024</p>



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
<p>Molina</p>	<p>24 Hour Access to Interpreters for LEP members Medi-Cal, Medicare, Applicable Integrated Plan, Covered CA/Marketplace- Providers may call the Provider Contact Center at: (855) 322-4075</p> <p>For After-Hours and Weekends interpreter assistance, call Molina’s Nurse Advice Line:</p> <ul style="list-style-type: none"> ✓ English (888) 275-8750 ✓ Spanish (866) 648-3537 <p>Sign Language Interpretation To speak to members who are deaf, hard of hearing, or have a speech difficulty, Providers may use the California Relay Service. Dial 711 and give the Relay Operator (RO)/Communication Assistant (CA) the member’s area code and telephone number. The RO/CA will connect and communicate via the member’s preferred type of communication (TTY, VCO, Internet, ASCII, etc.).</p> <p>Qualified sign language interpreter services at medical appointments are available to deaf and hard of hearing members.</p> <ul style="list-style-type: none"> • Molina needs 3-5 working days’ notice to identify a qualified sign language or face-to-face preferred language interpreter. • Molina cannot guarantee the availability of an interpreter at all times, however we will try our best to have an interpreter at the member’s appointment. <p>Request VRI appointments by calling the Contact Center Molina offers Video Remote Interpretation (VRI) if a telephonic interpreter will not provide meaningful access for an appointment. VRI can be accessed through any standard smartphone, tablet, or laptop equipped with a webcam. No specific software is needed, and the platform is HIPAA compliant and can be used for telehealth visits as well as in-person appointments. Appointments can be requested by calling the Contact Center. Requests should be made 48 hours in advance of an appointment.</p>	<p>Translation of Written Documents</p> <ul style="list-style-type: none"> • Molina offers vital documents in large print, Braille and in audio format. For more information, see websites below or call the Member and Provider Contact Center. • Network physicians may download and print health education materials from the provider website to meet the needs of Molina members. • Low literacy health education materials are available in member’s preferred languages such as English, Spanish, and other languages as requested. • Network physicians may download and print health education materials from the provider website to meet the needs of Molina members. • Online materials can be found at: Medi-Cal and Applicable Integrated Plan: https://www.molinahealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx • Members may also download and print health education materials in the topic area of interest. Molina will translate materials into other languages and alternative formats, at no cost to the provider or Member, as requested. • Upon request, Molina will translate existing health education materials into members’ preferred language. Please call the Member and Provider Contact Center. 	<p>Please call the Member and Provider Contact Center for language services.</p> <p>For Medi-Cal members call 1-888 665-4621 Mon-Fri, 7am-7pm.</p> <p>For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm.</p> <p>For Medicare members call (800) 665-0898 Mon-Fri, 8am-8pm.</p> <p>For Applicable Integrated Plan members call (855) 665-4627 Mon-Fri, 8am-8pm.</p> <p>For after-hours and weekends, call the Nurse Advice Line: English and all other languages (888) 275-8750 • Spanish (866) 648-3537</p> <p>Molina offers “Ask the Cultural and Linguistics Specialist,” an interactive web based Question and Answer forum on culturally appropriate care. All inquiries receive a response within 72 hours. To access, go to the provider website: https://www.molinahealthcare.com/providers/ca/medicaid/resource/ask_cultural.aspx</p>	<p>For cultural and linguistic consultations, questions regarding cultural beliefs and practices that may affect patient care, or to request cultural competency training, contact Molina at (888) 562-5442 ext.121306.</p> <p>Medicare Provider Trainings: https://www.molinahealthcare.com/providers/common/medicare/Culturally-Linguistically-Appropriate-Resources.aspx</p>	<p>10/2024</p>



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
SCAN	<p>Interpreter Services</p> <ul style="list-style-type: none"> SCAN provides free interpreter services to Members, 24/7. To access services, call the Provider Information Line at: (877) 778-7226 (TTY User: 711) and select the Interpreter Services option. You can also access SCAN Virtual Remote Interpretation (VRI) at https://scan.cqfluencyvri.com, enter access code: scan and then select language. VRI requires no prior scheduling, offers professional interpreters in ASL and 170 languages, reduces wait times and provides high quality care in minutes. Phone or in-person interpreter services, translation services, and Virtual Remote Interpretation (VRI) can be requested by calling Member Services at (800) 559-3500 (TTY User: 711). For over-the-phone translation, SCAN has Spanish-speaking Member Services Advocates on-staff. To connect the member to an interpreter for other languages, press 2 for a list of available languages. 	<ul style="list-style-type: none"> SCAN Providers shall have a process to ensure all appropriate departments contact the SCAN Provider Information Line at 1-877-778-7226, Option 5 upon member request for alternative format communication. For in-person appointments, SCAN offers free translation services for members in several languages, including American Sign Language. Members should call to request this service at least 72 hours before the scheduled appointment at 1-800-559-3500. 	<p>Member Services: 1-800-559-3500</p>	<p>www.scanhealthplan.com Provider Information Line 1 (877)-778-7226</p>	<p>10/2024</p>
United Healthcare	<p>Members have the right to a certified medical interpreter or sign language interpreter to accurately translate health information.</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 1-800-624-8822 DIAL 711 TDHI. 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>Materials for limited English-speaking Members: 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 UHC at: uhchealthed@uhc.com</p>	<p>Language Assistance for Providers, Monday-Friday, 8am to 8pm EST: 1-877-842-3210</p>	<p>10/2024</p>



2025 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Update
	<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>Wellcare of California</p>	<p>Hearing impaired, interpreter, and sign language services are available to Members through Wellcare Customer Service. PCPs should coordinate these services by contacting Provider Services at 866-999-3945, TTY: 711.</p> <p>Language services are available at no cost to Wellcare members and Providers without unreasonable delay at all medical points of contact.</p> <p>Language Services include:</p> <ul style="list-style-type: none"> • Telephonic interpretation • Oral translation (reading of English material in a members preferred language) • Face-to-face non-English interpretation • American Sign language • Auxiliary aids, including alternate formats such as large print and Braille • Written translations for materials that are critical for obtaining health insurance coverage and access to healthcare services in non-English prevalent languages <p><u>Hearing-Impaired, Interpreter and Sign Language Services</u> To obtain language services for a member, contact Wellcare Provider Services. Face-to-face and ASL services should be requested as soon as possible, or at least five business days before the appointment. All Providers (Medical, Behavioral, Pharmacy, etc.) can request language services by calling our Provider Customer Contact Center at: 1-855-538-0454 (TDD/TTY 711).</p>	<p>Wellcare Health Plans, Inc.:</p> <ul style="list-style-type: none"> • Provides free written information in other languages and other formats (Braille, large print, audio, accessible electronic formats) • Provides free language services to people whose primary language is not English. • All Providers (Medical, Behavioral, Pharmacy, etc.) can request language services by calling our Provider Customer Contact Center at: 1-855-538-0454 (TDD/TTY 711). 	<p>1-866-999-3945</p>		<p>10/2024</p>