

## 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); and  
National Committee for Quality Assurance (NCQA).

### Provider Responsibilities - Important Regulatory Reminders

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

#### ❖ Patients 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 patients 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 patients 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 Patient

- ✓ Offer interpreting services to a patient in a respectful manner when you notice:
  - ✓ Patient is quiet or does not respond to questions.
  - ✓ Patient simply says yes or no, or gives inappropriate or inconsistent answers to your questions.
  - ✓ Patient may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate.
  - ✓ Patient self identifies as LEP by requesting language assistance.

### How to Work Effectively with Interpreters

Speaking to patients using interpreters is slightly different from speaking to patients directly. Here are useful tips to make your interpreted encounters go smoothly:



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- ✓ **Expect and allow more time for interpreted medical appointments.**
- ✓ **Talk directly to a patient.**
- ✓ **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 a patient to hear.**

## C&L Trainings

The following trainings 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 about C&L services, please contact:

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

## Referrals to Culturally Appropriate Community Resources and Services

If a patient needs services from a community based organization or social service agency, please reference [findhelp.org](http://findhelp.org) for local resources. Please document the referral in the patient’s record.

## Availability of Member Materials in Threshold Languages and Alternative Formats

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



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### Additional Information/Resources:

#### HPN Language Assistance Sheet

The HPN Language Assistance Sheet can be accessed online under ***“Provider Resources”*** at  
[www.regalmed.com](http://www.regalmed.com)   [www.lakesidemed.com](http://www.lakesidemed.com)   [www.adoc.us](http://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

2024 Health Plan Language Assistance Sheet  
Protocols for Accessing Health Plan Interpreter  
and Translation Services



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## Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE <sup>1</sup>	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
<b>Aetna</b>	<p><b>Commercial</b> Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese, Arabic, Armenian, Cambodian, Farsi</p> <p><b>Medicare</b> Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese</p> <p><b>Non EAE DSNP</b> Spanish</p>	<p>Providers can call 1-800-525-3148 (TTY: 711). This number bypasses provider services center and connects directly to qualified interpreters.</p> <p>Members can request interpretation services by calling the number on their ID card.</p>	No translation information available	Interpreter Services 1-800-525-3148		2/2024
<b>Alignment</b>	<p><b>Medicare</b> Spanish</p>	<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"> <li>• Qualified interpreter</li> </ul> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as:</p> <ul style="list-style-type: none"> <li>• Qualified sign language interpreters</li> </ul>	<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"> <li>• Written information in other formats (large print, audio, accessible electronic formats, other formats).</li> </ul> <p>Provides free language services to people whose primary language is not English, such as:</p> <ul style="list-style-type: none"> <li>• Information Written in other languages</li> </ul>			2/2024

<sup>1</sup> May include threshold and plan designated languages



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<b>Anthem Blue Cross</b>	<p><b>Commercial</b> Spanish, Traditional Chinese, Korean, Tagalog, Vietnamese</p> <p><b>DSNP EAE</b> Arabic Armenian Chinese Farsi Khmer Korean Russian Spanish Tagalog Vietnamese</p> <p><b>Medicare</b> Spanish</p>	<p><b>Telephone Interpreters: Medi-Cal Members</b> Customer Service Center (Medi-Cal) 1-800-407-4627 (outside LA County) 1-888-285-7801 (inside LA County).</p> <p><b>Applicable Integrated Plan</b> 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><b>Multi-Language Interpreter Services: Medicare</b> 1-888-230-7338 (TTY:711)</p> <p><b>Face to Face Interpreter Requests: Medi-Cal Members</b> 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"> <li>○ 1-800-407-4627 / 888-757-6034 (TTY) Monday-Friday 7am-7pm</li> <li>○ Call 24/7 Nurse Line for after-hours services at 1 800-224-0336</li> <li>○ E-mail: <a href="mailto:ssp.interpret@anthem.com">ssp.interpret@anthem.com</a> California Relay Service (24 hours a day/ 7 days a week):</li> <li>○ Interpreters are available to members, providers and staff at key points of medical contact.</li> <li>○ 72 business hours or more advance notice is required to schedule services needed for scheduling face-to-face and sign language interpreters.</li> <li>○ 24 hours advance notice requested for cancellations</li> </ul> <p><b>Have the following available:</b></p> <ul style="list-style-type: none"> <li>● Members ID number</li> <li>● Need for an interpreter and state the language</li> </ul> <p><b>Providers Anthem Blue Cross Medicaid / Medi-Cal State Sponsored Business:</b> Providers may call 1-(800) 677-6669, &amp; request to speak to an interpreter. Providers may also schedule by e-mailing <a href="mailto:ssp.interpret@anthem.com">ssp.interpret@anthem.com</a> Registration with our secure e-mail is required. Please type “secure” in the subject line.</p>	<p><b>Translation Members</b> 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><b>Providers contacting plan on member’s behalf:</b> 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>1-800-677-6669 Provider Care</p>	<p><a href="https://mediproviders.anthem.com/ca/pages/free-interpreting-services.aspx">https://mediproviders.anthem.com/ca/pages/free-interpreting-services.aspx</a></p>	<p>2/2024</p>







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<b>Astiva</b>	<b>Medicare</b> Spanish, Vietnamese, Korean	Provides free aids and services to people with disabilities to communicate effectively with us such as: <ul style="list-style-type: none"> <li>• Qualified sign language interpreters</li> </ul> Provides free language services to people whose primary language is not English, such as: <ul style="list-style-type: none"> <li>• Qualified interpreters</li> </ul> <p>If you need these services, contact member services at 1-866-688-9021, TTY 711.</p>	Provides free aids and services to people with disabilities to communicate effectively with us such as: <ul style="list-style-type: none"> <li>• Written information in other formats (large print, audio, accessible electronic formats, other formats)</li> </ul> Provides free language services to people whose primary language is not English, such as: <ul style="list-style-type: none"> <li>• Information written in other languages</li> </ul> <p>Contact member services at 1-866-688-9021, TTY 711.</p>			2/2024
<b>Blue Shield of California</b>	<b>Commercial &amp; Medicare</b> Spanish, Traditional Chinese, Korean, Vietnamese  <b>EAE DSNP and Non EAE DSNP</b> Arabic Armenian Chinese Farsi Khmer Korean Russian Spanish Tagalog Vietnamese	<b>Over-the-Phone Interpretation:</b> 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.  <b>In-Person Interpretation</b> 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  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).  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.	<b>Request for Translation</b> Providers are not delegated to provide translation of <b>non-standard vital documents</b> 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.  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.  <b>Standard Vital Documents</b> 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.  Examples of Standard Vital documents: <ul style="list-style-type: none"> <li>• Applications, consent forms</li> <li>• Notices of the right to file a grievance/appeal</li> <li>• Notice of language assistance at no cost</li> </ul> <p><b>To forward the Vital Document to Blue Shield:</b></p>	Call your Provider Relations representative or Provider Customer Services at (800) 541-6652.	blueshieldca.com/provider  For a translation request use the following document: <a href="https://www.blueshieldca.com/bsca/bsc/public/common/PortalComponents/provider/StreamDocumentServlet?fileName=PRV_SB853_070819.pdf">https://www.blueshieldca.com/bsca/bsc/public/common/PortalComponents/provider/StreamDocumentServlet?fileName=PRV_SB853_070819.pdf</a>  Or for a printed copy, call the Blue Shield C&L Dept. at 1-800-468-9935	2/2024





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Blue Shield of California			<ul style="list-style-type: none"> <li>Complete Blue Shield’s “Language Assistance Form” available at Provider Connection at <a href="https://blueshieldca.com/provider">blueshieldca.com/provider</a> under <b>Guidelines &amp; resources, Patient care resources, and then Language Assistance Program</b></li> <li>Attach a copy of the document to be translated</li> <li>Fax the request the translation liaison 248-733-6331</li> </ul> <p><b>Non-Standard Vital Documents</b> Non-standard vital documents contain enrollee-specific information. These documents are not translated into threshold languages.</p> <p>Examples of Non-Standard Vital documents:</p> <ul style="list-style-type: none"> <li>Letters containing important information regarding eligibility and participation criteria</li> <li>Notices pertaining to the denial, reduction, modification, or termination of services and benefits.</li> </ul> <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>			
CalOptima	<p>Medi-Cal Spanish Vietnamese Farsi Korean Arabic Chinese: *Written- Traditional *Spoken- Mandarin</p> <p>EAE DSNP</p>	<p><b>CalOptima provides:</b></p> <ul style="list-style-type: none"> <li>Interpreter services for CalOptima patients with Limited English Proficiency.</li> <li>Interpreter services &amp; ASL at no cost to members for all health care needs.</li> <li>Health education and enrollment materials printed in several languages.</li> <li>Materials in alternate formats, such as braille, audio or large print.</li> </ul> <p><b>Interpreter services are available 24 hours a day, 7 days a week for:</b></p> <ul style="list-style-type: none"> <li><b>Medical services</b> such as doctor visits, after- hours services, urgent care services, pharmacy services and health education classes.</li> <li><b>Non-Medical services</b> such as customer service, member complaints and</li> </ul>	<p>CalOptima and its Health Networks shall provide, upon a Member’s request, a written translation of a non-standardized Member-specific documents into Threshold language within twenty-one (21) calendar days.</p> <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><b>EAE DSNP (OneCare)</b> 1-877-412-2734 (TTY 711) for members to request materials in other languages &amp; formats</p>	<p>CalOptima C&amp;L Dept. <a href="mailto:CulturalLinguistic@caloptima.org">CulturalLinguistic@caloptima.org</a></p>		2/2024



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CalOptima	Spanish Vietnamese Farsi Korean Arabic Chinese	<p>member orientation meetings.</p> <p><b>Medi-Cal and EAE DSNP (OneCare)</b>                      The delegate is responsible for coordinating all interpreter services.</p> <p>Interpreters must be scheduled at least 5 working days before the member’s appointment.</p> <ul style="list-style-type: none"> <li>For ADOC/Regal members, Providers may call 1-844-292-5173 to request telephonic or face to face interpreter services.</li> <li>HPN has contracted with <a href="#">HANNA Interpreter Services</a> as the utilized company for <b>interpretation</b> services. HANNA provides ADOC &amp; Regal members with over the phone interpreting services free of charge. Interpretation services are available 7 days a week, 24 hours a day. Call HANNA Interpreter Services at 1-855-803-8250.</li> </ul> <p><b>Hanna Interpreting Services</b>                      When contacting HANNA, the member is placed on a brief hold while the agent completes an outbound conference call to HANNA Interpreter Services.</p> <p>Information needed:</p> <ul style="list-style-type: none"> <li>Your full name and call back number</li> <li>Department name</li> <li>The member’s full name</li> <li>The member’s ID number</li> </ul> <p>Based on the linguistic need of its subscribers, the Delegate shall provide Interpreter services, including American Sign Language (ASL) to ensure effective communication regarding treatment, diagnosis, medical history, or health education. Interpretation can take place in-person, through a telephonic Interpreter, or via internet or video remote interpreting (VRI) services. VRI services, must provide real-time motion video and audio over a dedicated high-speed, wire-bandwidth video connection that delivers high-quality video images that do not produce lags, choppy, blurry or grainy images, or irregular pauses in communication; a sharply delineated image that is large enough to display the interpreter’s face, arms, hand, and fingers, and the participating individual’s face, arms, hands, and fingers, regardless of body position; a clear, audible transmission of voices; and adequate training of users of the technology and other</p>				



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		<p>involved individuals so that they may quickly and efficiently set up and operate the VRI.</p> <p>Delegate shall submit the following report(s) pursuant to the CalOptima Health Reporting Policy:</p> <ol style="list-style-type: none"> <li>Health Network Dashboard</li> <li>Interpreter Services Utilization Report</li> </ol>				
<b>Cigna</b>	<p><b>Commercial</b> Spanish, Traditional Chinese</p>	<p>– Cigna does not delegate interpreter services to medical groups</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"> <li>Member Cigna ID number</li> <li>Member date of birth</li> </ul> <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.</p> <p>To engage a VRI interpreter for Cigna-eligible LEP customers using a computer or smart device:</p> <ul style="list-style-type: none"> <li>Go to <a href="https://LanguageAccessProgram-Cigna.CQFluencyVRI.com">https://LanguageAccessProgram-Cigna.CQFluencyVRI.com</a>.</li> <li>Enter access code <b>CignaProviderVRI</b> (case sensitive)</li> <li>Have the following information available: <ul style="list-style-type: none"> <li>Customer last name</li> <li>Customer (member) ID</li> <li>State where customer lives</li> <li>State where provider office is located</li> </ul> </li> </ul>	<p><b>Obtaining Cigna Translated Documents</b> 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><b>Translations are not delegated to Providers</b> Provider-specific documents that must be translated upon customer request:</p> <ul style="list-style-type: none"> <li>Notices pertaining to the denial, reduction, modification, or termination of services, benefits, and the right to file a grievance or Appeal.</li> <li>An EOB or similar claim processing document that is sent to the customer and requires a response.</li> </ul> <p><b>Vital documents</b> are those that affect your patients’ benefits and coverage. They may be produced by the plan, or delegated to a contracting provider or vendor.</p> <p><b>Vital standard documents</b> 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>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><a href="https://www.cigna.com/healthcare/providers/resources/California%20language%20assistance-program">https://www.cigna.com/healthcare/providers/resources/California language assistance-program</a></p>	2/2024



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Cigna			<p><b>Vital non-standard documents</b> are customer-specific and may contain personal health information, such as denial letters and explanations of benefits. The document is originally send in English, and translated into Spanish or traditional Chinese upon request.</p> <p><b>Providers Request-</b> “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: <a href="mailto:CulturalandLinguisticsUnit-TranslationRequest@Cigna.com">CulturalandLinguisticsUnit- TranslationRequest@Cigna.com</a> or By fax: 1.866.931.3068</p> <p>Please remember to:</p> <ul style="list-style-type: none"> <li>• Include provider contact information</li> <li>• Protect personal health information (PHI) by using encryption and following standard operating procedures.</li> </ul>			
Health Net	<p><b>Medi-Cal/Applicable Integrated Plan Kern, Stanislaus, and Tulare:</b> Spanish <b>Los Angeles:</b> Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese <b>San Joaquin:</b> Chinese and Spanish <b>Sacramento County:</b> Arabic, Chinese, Farsi, Hmong, Russian, Spanish and</p>	<p><b>INTERPRETER SERVICES</b> <b>HMO, HSP, PPO, EPO, POS, Medicare</b> 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><b>Commercial</b> 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 <b>Medicare Advantage</b> Call number on members’ card or Provider Services: 1-800-929-9224 M-F 8AM – 5PM</p>	<p><b>TRANSLATION SERVICES: Medi-Cal, Applicable Integrated Plan, Medicare Advantage, Commercial</b></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 <a href="mailto:Provider_services@healthnet.com">Provider_services@healthnet.com</a></p> <ul style="list-style-type: none"> <li>○ Send the material in a Word or unlocked PDF format (Health Net cannot accept scanned or faxed documents).</li> <li>○ Care plans must send document at 6th grade reading level or below. (Medi-Cal)</li> <li>○ Care plans must send document at 8th grade reading level or below. (Medicare)</li> <li>○ Send the member’s name, member ID, address and the document requested.</li> </ul> <ul style="list-style-type: none"> <li>• 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.</li> </ul>		<p><b>PROVIDER SERVICES</b> <b>Medi-Cal</b> 1-800-675-6110 <a href="mailto:provider.healthnet.com">provider.healthnet.com</a></p> <p><b>PROVIDER SERVICES</b> <b>Applicable Integrated Plan</b> <a href="mailto:providerservices@healthnet.com">providerservices@healthnet.com</a></p> <p>Los Angeles County 1-855-464-3571 San Diego County 1-855-464-3572</p> <p><b>PROVIDER SERVICES</b> <b>Medicare</b> 1-800-929-9224 <a href="mailto:provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a></p>	2/2024



# 2024 HERITAGE PROVIDER NETWORK

## Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE <sup>1</sup>	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Health Net	<p>Vietnamese</p> <p><b>San Diego:</b> Arabic, Chinese, Farsi, Spanish, Tagalog, and Vietnamese</p> <p><b>Medicare</b> Spanish, Chinese</p> <p><b>Commercial</b> Traditional Chinese, Korean, Spanish</p>	<p><b>Medi-Cal</b> 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><b>Covered California</b> 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><b>Applicable Integrated Plan - Los Angeles Interpreter Services:</b> 1 (855) 464-3571 24 hours/ day</p> <p><b>Applicable Integrated Plan - San Diego Interpreter Services:</b> 1 (855) 464-3572 24 hours/day</p> <p><b>Face to Face Appointments</b> <b>Call: 800-675-6110 (TTY: 711)</b> 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"> <li>• Member ID number</li> <li>• Language needed when calling</li> </ul> <p><b>Sign Language</b> 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>	<ul style="list-style-type: none"> <li>○ 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.</li> <li>○ When Member Services receives the request, Health Net will request the document from the PPG. <b>The PPG must submit the document within 48 hours</b></li> </ul> <ul style="list-style-type: none"> <li>• Delegated provider groups can send in member information requiring translation to: <a href="mailto:provider_services@healthnet.com">provider_services@healthnet.com</a> <b>Request must include:</b> <ul style="list-style-type: none"> <li>○ Member ID</li> <li>○ Member name</li> <li>○ The document requested</li> <li>○ The members address</li> </ul> </li> </ul> <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 8<sup>th</sup> grade reading level for Commercial &amp; Medicare or 6<sup>th</sup> grade reading level for Medi-Cal &amp; <b>Applicable Integrated Plan.</b></p> <p>Providers will use the same process for requesting an alternate format of any UM or CM materials.</p>			
Humana	<p><b>Medicare</b> Spanish</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><b>Humana Language Line for Interpreter Services:</b></p> <ul style="list-style-type: none"> <li>• Call 855-680-1056</li> <li>• Enter PIN 4310 when prompted</li> <li>• Select language</li> </ul>	<p><b>Humana Language Line for Translation Services:</b></p> <ul style="list-style-type: none"> <li>• Call 855-680-1056</li> <li>• Enter PIN 4310 when prompted</li> <li>• Select language <ul style="list-style-type: none"> <li>○ Press 2 for Spanish</li> <li>○ Press 3 to select language using 3 digit code</li> <li>○ Press 0 for operator assistance</li> </ul> </li> </ul>	<p>Providers with questions about Humana’s language assistance program can call: 1-877-320-2233</p>		2/2024



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		<ul style="list-style-type: none"> <li>○ Press 2 for Spanish</li> <li>○ Press 3 to select language using 3 digit code</li> <li>○ Press 0 for operator assistance</li> </ul> <p>When creating appointment for members, please provide:</p> <ul style="list-style-type: none"> <li>● Notification of availability of oral interpretation (over the phone, video or in-person) for Non English/Limited English appointments.</li> <li>● Notification of availability of video or in-person sign language interpretation for hearing impaired members.</li> </ul> <p><b>Oral Interpretation Vendor Voidance</b> 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: <a href="https://www.voiance.com/services/AccountSignUp/ServiceAgreement.aspx?g=d0db2690-d029-41978eee-27e292848969">https://www.voiance.com/services/AccountSignUp/ServiceAgreement.aspx?g=d0db2690-d029-41978eee-27e292848969</a></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>			
IEHP	Medicare EAE DSNP Spanish, Chinese, Vietnamese	<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> <ul style="list-style-type: none"> <li>➤ <b>Applicable Integrated Plan</b> Providers &amp; members can call IEHP member services at (877) 273-4347 or (800) 718-4347 for TTY users, during business hours to arrange interpreter services.</li> </ul> <p><b>Applicable Integrated Plan After Hours &amp; 24/7 Access to Telephonic Interpreters:</b> After hours, call the IEHP 24-hour Nurse Advice Line at 1-888-244-4347 or 1-866 577-8355 for TTY</p> <p><b>Face to Face Interpreter:</b> 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.</p>	<p><b>Alternative Formats- Applicable Integrated Plan</b> Members can get the Member Handbook for free in other formats, such as large print, braille, and/or audio. Call IEHP <b>Applicable Integrated Plan</b> 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. To make a standing request to receive materials in Spanish or alternate format, please call IEHP <b>Applicable Integrated Plan</b> 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. IEHP <b>Applicable Integrated Plan</b> will keep your information as a standing request for future mailings and communications.</p>	<p>Member Services Scheduling- Gabriel Uribe <a href="mailto:uribe-g@iehp.or">uribe-g@iehp.or</a></p> <p>IEHP Provider Relations Team (909) 890-2054</p>	<p>Member Services email: <a href="mailto:Memberservices@IEHP.org">Memberservices@IEHP.org</a></p>	2/2024





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		<p>TTY users, please call 1-800-718-4347 seven days a week 8am – 5pm</p> <p><b>Video Remote Interpretation (VRI)</b> 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>				
<b>Molina</b>	<p><b>Covered CA</b> Spanish</p> <p><b>Non EAE DSNP</b> Spanish</p> <p><b>EAE DSNP</b> Arabic, Armenian, Farsi, Korean, Khmer, Hmong, Lao, Russian, Spanish, Tagalog, Vietnamese, Taiwanese</p>	<p>Qualified face-to-face interpreter services are available at medical appointments for complex care including: some medical or surgical procedures or tests, end of-life care, cancer care, organ transplants, behavioral health appointments, initial physical therapy, hearing loss appointments, and other appointments as directed by a medical director.</p> <p><b>VRI appointments can be requested by calling the Contact Center</b> 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><b>Translation of Written Documents</b></p> <ul style="list-style-type: none"> <li>Written member-informing documents that provide information regarding access to and usage of plan services are translated into appropriate threshold languages in Molina’s counties of operation.</li> <li>Molina also 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.</li> <li>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:</li> </ul>	<p>Molina Healthcare Member Services: 1-888-665-4621</p> <p>Molina Provider Contact Center: (855) 322-4075</p> <p>Please call the Member and Provider Contact Center for all language services. For Medi-Cal members call (888) 665-4621 Mon-Fri, 7am-7pm. For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm. For Medicare members call (800) 665-0898 Mon-Fri, 8am-8pm. For Applicable Integrated Plan members call (855) 665-4627 Mon-Fri, 8am-8pm. For after-hours and weekends, please call the <b>Nurse Advice Line</b>:</p>	<p>Cultural and Linguistic Consultation and Training</p> <ul style="list-style-type: none"> <li>For cultural and linguistic consultations, questions regarding cultural beliefs and practices that may affect patient care, or to request cultural competency trainings, contact Molina at (888) 562-5442 ext.121306.</li> <li>Molina also offers “Ask the Cultural and Linguistics Specialist,” an interactive web-based Question and Answer forum on providing culturally appropriate care.</li> </ul> <p><b>All inquiries receive a response within 72 hours</b></p>	2/2024
<b>Molina</b>	<p><b>Medi-Cal</b> Arabic Chinese Hmong Russian Spanish Vietnamese Tagalog Farsi</p> <p><b>Medicare</b> Spanish</p>	<p><b>24 Hour Access to Interpreters for LEP members</b> <b>Medi-Cal, Medicare, Applicable Integrated Plan, Covered CA/Marketplace-</b> Providers may call Molina contact center at: (855) 322-4075</p> <p><b>For After-Hours and Weekends interpreter assistance,</b> call Molina’s Nurse Advice Line:  <ul style="list-style-type: none"> <li>✓ English (888) 275-8750</li> <li>✓ Spanish (866) 648-3537</li> </ul> </p> <p><b>Sign Language Interpretation</b> 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.</p>	<p><b>Medi-Cal and Applicable Integrated Plan:</b> <a href="https://www.molinahealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx">https://www.molinahealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx</a></p> <ul style="list-style-type: none"> <li>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.</li> <li>Upon request, Molina will translate existing health education materials into members’ preferred language. Please call the Member and Provider</li> </ul>			





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		<p>The RO/CA will connect and communicate via the member’s preferred type of communication (TTY, VCO, Internet, ASCII, etc.).</p> <p><b>Qualified sign language interpreter services at medical appointments</b> to all deaf and hard of hearing members. 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>	Contact Center.	<ul style="list-style-type: none"> <li>English and all other languages (888) 275-8750</li> <li>Spanish (866) 648-3537</li> </ul>	<p><b>from Molina’s Cultural Anthropologist.</b></p> <p>To access, go to the provider website: <a href="https://www.molinahealthcare.com/providers/ca/medicaid/resource/ask_cultural.aspx">https://www.molinahealthcare.com/providers/ca/medicaid/resource/ask_cultural.aspx</a></p> <p><b>Medicare Provider Trainings:</b> <a href="https://www.molinahealthcare.com/providers/comm/m/medicare/Culturally-Linguistically-Appropriate-Resources.aspx">https://www.molinahealthcare.com/providers/comm/m/medicare/Culturally-Linguistically-Appropriate-Resources.aspx</a></p>	
<b>SCAN</b>	<p><b>Medicare</b> Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese</p> <p><b>EAE DSNP</b> Spanish, Chinese, Korean</p>	<p><b>Interpreter Services</b></p> <ul style="list-style-type: none"> <li>SCAN provides free interpreter services to Members, 24/7. To access services, call the <b>Provider Information Line</b> at: (877) 778-7226 (TTY User: 711) and select the Interpreter Services option when prompted.</li> <li>You can also access SCAN Virtual Remote Interpretation (VRI) at <a href="https://scan.cqfluencyvri.com">https://scan.cqfluencyvri.com</a>, enter access code: <b>scan</b> 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.</li> <li>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).</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>	Member Services: 1-800-559-3500	<p><a href="http://www.scanhealthplan.com">www.scanhealthplan.com</a></p> <p>Provider Information Line 1 (877)-778-7226</p>	2/2024
<b>SCAN</b>						



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<b>United Healthcare</b>	<b>Medicare</b> Spanish Chinese (including Mandarin & Cantonese)	Members have the right to a certified medical interpreter or sign language interpreter to accurately translate health information.  <b>Commercial Plans:</b> 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 <b>1-800-752-6096</b> .  <b>Verbal Interpreter / Written Translation Services</b> The United Healthcare West Call Center is a central resource for both care providers and members. <b>Please call 1-800-624-8822</b> DIAL 711 TDHI. The following information and services are accessible through the call center: <ul style="list-style-type: none"> <li>• Access to and facilitate oral interpretation services for members needing language assistance in any language</li> <li>• 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</li> </ul> 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.	<b>Materials for limited English speaking Members:</b> 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: <a href="https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice">https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice</a>	Commercial & Medicare Member Services contact information can be found on the back of members' ID card.  For questions about language assistance services, contact UHC at: <a href="mailto:uhchealthed@uhc.com">uhchealthed@uhc.com</a>	Language Assistance for Providers, Monday thru Friday, 8am to 8pm EST: 1-877-842-3210	2/2024
<b>Wellcare of California</b>	<b>Medicare</b> Chinese Spanish Vietnamese Korean	Hearing impaired, interpreter, and sign language services are available to Members through Wellcare Customer Service. PCPs should coordinate these services by contacting <b>Provider Services at 866-999-3945, TTY: 711</b> .  Language services are available at no cost to Wellcare members and Providers without unreasonable delay at all medical points of contact.  Language Services include: <ul style="list-style-type: none"> <li>• Telephonic interpretation</li> <li>• Oral translation (reading of English material in a members preferred language)</li> <li>• Face-to-face non-English interpretation</li> <li>• American Sign language</li> </ul>	<b>Wellcare Health Plans, Inc.:</b> <ul style="list-style-type: none"> <li>• Provides free written information in other languages and other formats (Braille, large print, audio, accessible electronic formats)</li> <li>• Provides free language services to people whose primary language is not English.</li> </ul>	1-866-999-3945		2/2024
<b>Wellcare of California</b>						



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		<ul style="list-style-type: none"> <li>Auxiliary aids, including alternate formats such as large print and Braille</li> <li>Written translations for materials that are critical for obtaining health insurance coverage and access to healthcare services in non-English prevalent languages</li> </ul> <p><b><u>Hearing-Impaired, Interpreter and Sign Language Services</u></b> 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 <b>Provider Customer Contact Center at: 1-855-538-0454 (TDD/TTY 711).</b></p>				



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### HPN Counties and Threshold Languages for Medi-Cal

County / # of Languages that meet T/CS	Arabic	Armenian	Cambodian	Chinese	English	Farsi	Hindi	Hmong	Japanese	Korean	Laotian	Mien	Punjabi	Russian	Spanish	Tagalog	Thai	Vietnamese
<b>KERN (2)</b>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N
<b>LOS ANGELES (11)</b>	Y	Y	Y	Y	Y	Y	N	N	N	Y	N	N	N	Y	Y	Y	N	Y
<b>ORANGE (7)</b>	Y	N	N	Y	Y	Y	N	N	N	Y	N	N	N	N	Y	N	N	Y
<b>RIVERSIDE (3)</b>	N	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N
<b>SAN BERNARDINO (4)</b>	N	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	N	Y
<b>SAN DIEGO (7)</b>	Y	N	N	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y	N	Y
<b>SAN LUIS OBISPO (2)</b>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N
<b>VENTURA (2)</b>	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N