

Contacting Health Plan Translators

Language Assistance Program/Hearing Impaired Services

These Health Plans listed office telephonic interpreter services as part of the California Language Assistance Program (LAP) under SB 853 for Limited English Proficiency (LEP) HMO patients at no charge to LEP members or providers. If you have any additional questions, you may contact our Regal or Lakeside Medical Group customer service Department at (818) 357-5000, (866) 654-3471 or for Hearing Impaired TDD/TTY: (818) 654-3485.

Health Plan	Verbal Interpreter Services
AETNA	(800) 525-3148
Anthem Blue Cross	(888) 254-2721 and request to speak to interpreter
Blue Shield of California	Over – the - phone interpretation: (800) 541-6652 <i>Follow IVR menu.</i> On-site interpretation services: (800) 541-6652 <i>Dial “0” and speak to provider services agent to arrange for an interpreter.</i>
Cal Optima	Contact the member’s health network listed on the CalOptima ID card. CalOptima Direct: (714) 246-8500
Care 1 st	Between 8AM to 6PM: (800) 544-0088 Healthy Families member: (800) 605-2556 After Hours call Pacific Interpreters: (877) 904-8195
CIGNA	(800) 806-2059 <i>You will need the member’s CIGNA ID number, member date of birth and your TAX ID number.</i>
Health Net of California, Inc.	HMO, POS, EOP, Medicare Supplemental members: (800) 522-0088 After hours and weekends: (800) 546-4570 Medi-Cal members: (800) 675-6110
Inland Empire Health Plan	(800) 440-4347 or 24 hour Nurse Advice Line: (888) 244-4347
Inter Valley Health Plan	Business Hours – Monday thru Friday from 8AM to 5PM: (818) 357-5000 or (866) 654-3471 After Business Hours: Los Angeles County – Riverside (323) 550-4210. San Bernardino County – (800) 633-8883 <i>When requesting an interpreter, generally the request should be made 3 to 5 working days in advance and the following information is required :</i> Name, address, contact person, phone number, situation and billing information.

Health Plan	Verbal Interpreter Services
LA Care	<p>Face to Face Interpreting: <i>Request for an interpreter at least 10 business days prior to the medical appointment</i></p> <p>Medi-Cal Healthy Kids – (888) 839-9903 Cal Mediconnect (888) 522-1298 LA Care Covered – (855) 270-2327</p> <p>Telephonic Interpreting Services: (888) 718-4366</p> <p><i>Provide the following Patient Information:</i></p> <ul style="list-style-type: none"> - Patients Name - LA Care member ID number - Language requested - Preferred gender of interpreter - Appointment information - Date, time and duration of appointment - Doctor’s name - Address and phone number - Purpose of appointment <p><i>If the appointment date/time is changed or canceled, call LA Care as soon as possible.</i></p>
Molina Healthcare of California	(888) 665-4621
SCAN Health Plan	(800) 559-3500
United Healthcare of California	<p>Spanish: (800) 730-7270 Chinese: (800) 624-8822 English & other languages: (800) 624-8822</p>