

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



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Aetna	<p>Commercial Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese, Arabic, Armenian, Cambodian, Farsi</p> <p>Medicare Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese</p> <p>Non EAE DSNP 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
Alignment	Medicare Spanish	<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"> • Qualified interpreter <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as:</p> <ul style="list-style-type: none"> • Qualified sign language interpreters 	<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"> • Written information in other formats (large print, audio, accessible electronic formats, other formats). <p>Provides free language services to people whose primary language is not English, such as:</p> <ul style="list-style-type: none"> • Information Written in other languages 			2/2024

¹ May include threshold and plan designated languages



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

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



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Astiva	Medicare 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"> • Qualified sign language interpreters Provides free language services to people whose primary language is not English, such as: <ul style="list-style-type: none"> • Qualified interpreters <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"> • 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"> • Information written in other languages <p>Contact member services at 1-866-688-9021, TTY 711.</p>			2/2024
Blue Shield of California	Commercial & Medicare Spanish, Traditional Chinese, Korean, Vietnamese EAE DSNP and Non EAE DSNP Arabic Armenian Chinese Farsi Khmer Korean Russian Spanish Tagalog Vietnamese	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. In-Person Interpretation 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.	Request for Translation Providers are not delegated to provide translation of non-standard vital documents 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. 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. Examples of Standard Vital documents: <ul style="list-style-type: none"> • Applications, consent forms • Notices of the right to file a grievance/appeal • Notice of language assistance at no cost To forward the Vital Document to Blue Shield: <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 	Call your Provider Relations representative or Provider Customer Services at (800) 541-6652.	blueshieldca.com/provider For a translation request use the following document: https://www.blueshieldca.com/bsca/bsc/public/common/PortalComponents/provider/StreamDocumentServlet?fileName=PRV_SB853_070819.pdf Or for a printed copy, call the Blue Shield C&L Dept. at 1-800-468-9935	2/2024



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Blue Shield of California			<ul style="list-style-type: none"> • Fax the request the translation liaison 248-733-6331 <p>Non-Standard Vital Documents 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"> • Letters containing important information regarding eligibility and participation criteria • Notices pertaining to the denial, reduction, modification, or termination of services and benefits. <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 Spanish Vietnamese Farsi Korean Arabic Chinese</p>	<p>CalOptima provides:</p> <ul style="list-style-type: none"> • Interpreter services for CalOptima patients with Limited English Proficiency. • Interpreter services & ASL at no cost to members for all health care needs. • Health education and enrollment materials printed in several languages. • Materials in alternate formats, such as braille, audio or large print. <p>Interpreter services are available 24 hours a day, 7 days a week 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>Medi-Cal and EAE DSNP (OneCare) 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"> • For ADOC/Regal members, Providers may call 1-844-292-5173 to request 	<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>EAE DSNP (OneCare) 1-877-412-2734 (TTY 711) for members to request materials in other languages & formats</p>	<p>CalOptima C&L Dept. CulturalLinguistic@caloptima.org</p>		2/2024



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
CalOptima		<p>telephonic or face to face interpreter services.</p> <ul style="list-style-type: none"> HPN has contracted with <u>HANNA Interpreter Services</u> as the utilized company for interpretation services. HANNA provides ADOC & 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. <p>Hanna Interpreting Services 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"> Your full name and call back number Department name The member's full name The member's ID number <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 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"> Health Network Dashboard Interpreter Services Utilization Report 				



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Cigna	<p>Commercial Spanish, Traditional Chinese</p>	<p>– Cigna does not delegate interpreter services to medical groups – Cigna offers free telephonic interpretation for Cigna LEP participants through our language service vendor. – 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><u>Obtaining Cigna Translated Documents</u> 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><u>Translations are not delegated to Providers</u> Provider-specific documents that must be translated upon customer request:</p> <ul style="list-style-type: none"> • Notices pertaining to the denial, reduction, modification, or termination of services, benefits, and the right to file a grievance or Appeal. • An EOB or similar claim processing document that is sent to the customer and requires a response. <p>Vital documents 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>Vital standard documents 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>Vital non-standard documents 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>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 By email: CulturalandLinguisticsUnit- TranslationRequest@Cigna.com or By fax: 1.866.931.3068</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: https://www.cigna.com/healthcare/providers/resources/California-language-assistance-program</p>	2/2024



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Cigna			Please remember to: <ul style="list-style-type: none"> • Include provider contact information • Protect personal health information (PHI) by using encryption and following standard operating procedures. 			
Health Net	<p>Medi-Cal/Applicable Integrated Plan Kern, Stanislaus, and Tulare: Spanish Los Angeles: Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese San Joaquin: Chinese and Spanish Sacramento County: Arabic, Chinese, Farsi, Hmong, Russian, Spanish and Vietnamese San Diego: Arabic, Chinese, Farsi, Spanish, Tagalog, and Vietnamese</p> <p>Medicare Spanish, Chinese</p> <p>Commercial Traditional Chinese, Korean, Spanish</p>	<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 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</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>Covered California 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>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>TRANSLATION SERVICES: Medi-Cal, Applicable Integrated Plan, Medicare Advantage, Commercial</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 Provider_services@healthnet.com</p> <ul style="list-style-type: none"> ○ Send the material in a Word or unlocked PDF format (Health Net cannot accept scanned or faxed documents). ○ Care plans must send document at 6th grade reading level or below. (Medi-Cal) ○ Care plans must send document at 8th grade reading level or below. (Medicare) ○ Send the member's name, member ID, address and the document requested. <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 PPG, 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 PPG. The PPG must submit the document within 48 hours • Delegated provider groups can send in member information requiring translation to: provider_services@healthnet.com Request must include: <ul style="list-style-type: none"> ○ Member ID ○ Member name ○ The document requested 		<p>PROVIDER SERVICES Medi-Cal 1-800-675-6110 provider.healthnet.com</p> <p>PROVIDER SERVICES Applicable Integrated Plan providerservices@healthnet.com Los Angeles County 1-855-464-3571 San Diego County 1-855-464-3572</p> <p>PROVIDER SERVICES Medicare 1-800-929-9224 provider.healthnetcalifornia.com</p>	2/2024



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Health Net		<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 <i>minimum of five days prior to the appointment</i>. 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>	<ul style="list-style-type: none"> ○ The members address <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 8th grade reading level for Commercial & Medicare or 6th grade reading level for Medi-Cal & Applicable Integrated Plan.</p> <p>Providers will use the same process for requesting an alternate format of any UM or CM materials.</p>			
Humana	Medicare Spanish	<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 Voidance 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>		2/2024



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
IEHP	<p>Medicare EAE DSNP Spanish, Chinese, Vietnamese</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>Applicable Integrated Plan After Hours & 24/7 Access to Telephonic Interpreters: 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>2/2024</p>
Molina	<p>Covered CA Spanish</p> <p>Non EAE DSNP Spanish</p> <p>EAE DSNP 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>VRI appointments can be requested 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"> 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. 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. 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: 	<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.</p>	<p>Cultural and Linguistic Consultation and Training</p> <ul style="list-style-type: none"> 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. 	<p>2/2024</p>



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Molina	<p>Medi-Cal Arabic Chinese Hmong Russian Spanish Vietnamese Tagalog Farsi</p> <p>Medicare Spanish</p>	<p>24 Hour Access to Interpreters for LEP members Medi-Cal, Medicare, Applicable Integrated Plan, Covered CA/Marketplace- Providers may call Molina contact center at: (855) 322-4075</p> <p>For After-Hours and Weekends interpreter assistance, call Molina’s Nurse Advice Line: <ul style="list-style-type: none"> ✓ English (888) 275-8750 ✓ Spanish (866) 648-3537 </p> <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 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>	<p>Medi-Cal and Applicable Integrated Plan: https://www.molinahealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx</p> <ul style="list-style-type: none"> • 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>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, please call the Nurse Advice Line:</p> <ul style="list-style-type: none"> • English and all other languages (888) 275-8750 • Spanish (866) 648-3537 	<ul style="list-style-type: none"> • Molina also offers “Ask the Cultural and Linguistics Specialist,” an interactive web-based Question and Answer forum on providing culturally appropriate care. <p>All inquiries receive a response within 72 hours from Molina’s Cultural Anthropologist.</p> <p>To access, go to the provider website: https://www.molinahealthcare.com/providers/ca/medicaid/resource/ask_cultural.aspx</p> <p>Medicare Provider Trainings: https://www.molinahealthcare.com/providers/common/medicare/Culturally-Linguistically-Appropriate-Resources.aspx</p>	
SCAN	<p>Medicare Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese</p> <p>EAE DSNP Spanish, Chinese, Korean</p>	<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 when prompted. • 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. 	<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 m Provider Information Line 1 (877)-778-7226</p>	2/2024



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
SCAN		<ul style="list-style-type: none"> 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. 				
United Healthcare	Medicare Spanish Chinese (including Mandarin & Cantonese)	Members have the right to a certified medical interpreter or sign language interpreter to accurately translate health information. 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 . 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: <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 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.	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-notices	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: uhchealthed@uhc.com	Language Assistance for Providers, Monday thru Friday, 8am to 8pm EST: 1-877-842-3210	2/2024
Wellcare of California	Medicare 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 Provider Services at 866-999-3945, TTY: 711 . Language services are available at no cost to Wellcare members and Providers without unreasonable delay at all medical points of contact. Language Services include:	Wellcare Health Plans, Inc.: <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. 	1-866-999-3945		2/2024



2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	THRESHOLD LANGUAGE ¹	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	ADDITIONAL RESOURCES	LAST UPDATE
Wellcare of California		<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>				

2024 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

Our Heritage
Your Health In Good Hands



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
KERN (2)	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N
LOS ANGELES (11)	Y	Y	Y	Y	Y	Y	N	N	N	Y	N	N	N	Y	Y	Y	N	Y
ORANGE (7)	Y	N	N	Y	Y	Y	N	N	N	Y	N	N	N	N	Y	N	N	Y
RIVERSIDE (3)	N	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N
SAN BERNARDINO (4)	N	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	N	Y
SAN DIEGO (7)	Y	N	N	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y	N	Y
SAN LUIS OBISPO (2)	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N
VENTURA (2)	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	Y	N	N	N