

Health Plan Name	Affiliated IPA	Plan LAP Threshold Languages (Other than English)	Plan Interpreter Access	Plan Translation Access (Vital Non-Standard Documents)	Plan Contact For Questions related to Interpreter/Translation	Additional Resources
Aetna	Centinela Valley	Over 200 languages - using Voiance Interpretation services company	Call 800-481-3293 Aetna interpreter services general number (or the number on the back of mem's card) - you will need an account number + 4 digit pin - Aetna Rep will connect the call with Voiance - interpretation services company. Sign language over a video chat (on a first come first service basis) - for video you'll need username and password - which will be provided by Aetna. For Onsite interpretation service you'll need to schedule "the sooner the better" at least 4 days in advance	Email to doctrans@voiance.com request for translation of documents make sure to include member's name, phone number, email address and any language translation is needed in  Document Translation services 1-866-745-9010 x 4481	1-866-353-9802 number on the back of mem card will connect interpreter language assistance line Voiance interpretation services 877-756-4839 Carlos	<a href="http://interpret.voiance.com/about/">http://interpret.voiance.com/about/</a>
Alignment Health Plan	Bella Vista Medical Gr.; Health Care LA	Spanish, Korean, Mandarin, and other languages. Provide a language valet to members	1-866-634-2247 Member Services will direct the call for an interpreter or assist with Face to Face Interpreter services. 1-877-399-2247 Spanish Members	1-866-634-2247	1-866-634-2247 representative will direct call to language valet services they provide	<a href="https://www.ahcusaweb.com/ProviderWeb/Default.aspx?PlanYear=2016&amp;lang=en-US">https://www.ahcusaweb.com/ProviderWeb/Default.aspx?PlanYear=2016&amp;lang=en-US</a>
Anthem Blue Cross	Bella Vista Medical Gr.; Centinela Valley; El Proyecto del Barrio, Inc.; Health Care LA; Premier Physician Network; Prudent Medical Gr.	Using Cyracom - All languages	1-800-481-3289 main number to client services - need to have a 9 digit language service account number AND 4 digit pin number - get this info from Anthem No Face to Face videos for Anthem  1-888-254-2721 Member Services will direct the call for an interpreter or assist with Face to Face Interpreter services.	email - translations@cyracom.com or 520-745-9447 x 1642 production managers desk x 1835 project manager	1-800-481-3289 Cyracom	<a href="http://interpret.cyracom.com/">http://interpret.cyracom.com/</a>
Blue Shield of California	Bella Vista Medical Gr.; Centinela Valley; Global Care Medical Gr.; Health Care LA; Premier Physician Network; Prudent Medical Gr.	All languages - over 200 languages	Ask member to call the number on the back of their card. If a member needs us to assist - ask the member for that number on the back of their card an call for language assistance.  BS of CA Rep will connect you to a 3rd party (Language Line) for assistance with interpreting, translations & face to face - onsite and offsite services.	Translation at BS exist in Chinese (traditional), Hindi, Spanish or Vietnamese for vital documents only  Please fax Language Services Request Form (available at Blueshieldca.com) and document 'requiring translation' to 209-371-5838  For all other languages - call the number on the back of member's card.		<a href="https://www.blueshieldca.com/provider/guidelines-resources/patient-care/language-assistance.sp">https://www.blueshieldca.com/provider/guidelines-resources/patient-care/language-assistance.sp</a>
Blue Shield of California, Promise Health Plan (formally Care1st)	Bella Vista Medical Gr.; El Proyecto Del Barrio, Inc.; Global Care Medical Gr.; Health Care LA; Watts Healthcare Corporation	Oral translations in all languages, print translations Spanish & Traditional Chinese	Face to Face and Over the phone interpreting - need to schedule interpretation 4 days in advance. Onsite not a video. Medi-Cal 1-800-605-2556 Medicare & Commercial 1-800-544-0088 Dual Demo 1-855-905-3825 After Business Hours 1-877-904-8195 Also refer to Care 1st's Protocol for How to Access Interpreting Services.	No Translation available thru Blue Shield Promise Health Plan	Contact Cultural and Linguistics Department: 1-800-605-2556 Jennifer Health Education Department	<a href="https://www.blueshieldca.com/provider/providers/index.asp?secProviders=cultural-and-linguistics">https://www.blueshieldca.com/provider/providers/index.asp?secProviders=cultural-and-linguistics</a>
Brand New Day	Bella Vista Medical Gr.; Centinela Valley, Global Care Medical Gr. IPA; Health Care LA; Pioneer Provider Network	Spanish, Vietnamese, Mandarin Chinese, Cantonese Chinese, Cambodian, Tagalog (Pacific Interpreter for help with any other language)	1-866-255-4795 Member Services request an interpreter or assist with Face to Face Interpreter Unlimited for help with in person interpreter) Need to schedule an apt in advance	1-866-255-4795	1-866-255-4795 To update information speak to Providers relations 657-400-1900 Provider_Services@universalcare.com Provider Relations Representatives: Lizbeth Gudino, Ext. 4042 Melissa Belcher, Ext 4064 Steve Baek, Ext. 4031 Valerie Chaney, Ext. 4058	None
Central Health Plan	Alpha Care Medical Group; Bella Vista Medical Gr; Centinela Valley; El Proyecto del Barrio, Inc.; Family Care Specialist; Global Care Medical Group; Health Care LA; Premier Physician Network; Prudent Medical Gr;	All languages (using Pacific Interpreter)	1-866-314-2427 member services will connect the call to pacific interpreter face to face available in Mandarin Chinese, Cantonese Chinese, Spanish Korean, Vietnamese only at the address appears on the back of member's card during business hours: 8am-8pm - 7 days a week	No Translation available thru Central Health Plan  Health Plan can send information to member in 4 languages: Mandarin Chinese, Cantonese Chinese, Spanish Korean, Vietnamese and they have material available in Spanish online for Annual renewal etc.	1-866-314-2427 member services - choose 'English' than get to a live representative	<a href="https://www.centralhealthplan.com/Materials/MultiLanguage">https://www.centralhealthplan.com/Materials/MultiLanguage</a>

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CIGNA	Centinela Valley IPA; Global Care Medical Gr IPA; Health Care LA, IPA; Premier Physician Network; Prudent Medical Group	Interpretation - any language Translation of documents - Spanish, Traditional Chinese	Interpretation is available in Any language Call 1-800-806-2059 or to the number on the back of mem's Cigna ID card. You will need the member's CIGNA ID number, date of birth and your TAX ID number (or NCPDP for pharmacies) to confirm eligibility and access	Send Word document to translate to Culturalandlinguisticsunit@cigna.com Protect PHI by encrypting e-mails. Translation of vital standard and non-standard documents available in Spanish and Traditional Chinese only.	For information about CALAP (California Language Assistance Program) 1-800-882-4462 you will need member ID and Tax ID to go thru Customer Services 866-494-2111 Cigna General Number 1-800-244-	<a href="https://www.cigna.com/health-care-providers/resources/topic-cultural-competency-health-equity">https://www.cigna.com/health-care-providers/resources/topic-cultural-competency-health-equity</a>
Health Net of California, Inc.	Bella Vista Medical Gr.; Centinela Valley; Global Care Medical Gr.; Health Care LA; Pioneer Provider Network; Premier Physician Network; Prudent Medical Gr.	Interpretation available in all languages	For over the phone EPO, HMO, POS & PPO 1-800-522-0088 After hours language line 1-800-546-4570 Medi-Cal 1-800-675-6110 Medicare supplemental 1-800-926-4178 Medicare advantage 1-800-275-4737 Special Needs 800-431-9007  For Face to Face call 1-888-926-2164 Commercial Department. Need to schedule an apt at least 4 days in advance  Let member services rep at Health Net know you have a member on the line and they will assist with interpretation	1-800-522-0088 member services Translation in all languages - depends on the member's needs	1-800-522-0088 x 0 Customer Contact Center, after hours and weekends 1-800-546-4570	<a href="http://www.healthnet.com">www.healthnet.com</a>  Click 'Language' tab on the top part of the website
IEHP	Alpha Care Medical Group; Integrated Health Partners;	All languages	Call 1-800-440-IEHP (4347) Member Services or 1-800-718-IEHP (4347) for TTY users, at least 5 days before your Doctor visit. To cancel your request, call at least 2 days before your Doctor visit. Using multiple companies for interpretations services *HP try to accommodate same day requests	IEHP do not provide translation of documents, they have a set forms/documents in English and Spanish, but they do not translate any documents. When a member has an interpreter at the Dr.'s office, they can translate any documents to the	Provider Services 1-866-223-4347	<a href="https://ww3.iehp.org/en/members/helpful-services-and-forms/interpreter-service/">https://ww3.iehp.org/en/members/helpful-services-and-forms/interpreter-service/</a>
LA Care Health Plan	Bella Vista Medical Gr.; El Proyecto Del Barrio, Inc.; Global Care Medical Gr.; Health Care LA; Pioneer Provider Network; Prospect Medical Gr.	All languages - depends on member's need	Provider: 1.855.322.4034, provide the member's LA Care Member ID and the Physician's NPI  Face to Face and Over the phone: 1-888-839-9909	All languages - call 1-888-839-9909 to request translation according to member's needs	1-888-839-9909	<a href="http://www.lacare.org/providers/provider-training/classes-seminars">http://www.lacare.org/providers/provider-training/classes-seminars</a>
Molina Healthcare of California	Bella Vista Medical Gr.; El Proyecto Del Barrio, Inc.; Global Care Medical Gr.; Health Care LA; IHP	All languages - depends on member's need	Globo third party - all languages 1-844-311-9777 or call 1-888-665-4621 Member Services and rep will direct you to language assistance Face to Face for sign language only - schedule at least 5 business days in advance	Molina doesn't offer translation of documents Molina has the general forms (such as renewal) in several languages but they do not offer a service of translating documents received from clinic/lab.	Asya Anderson 1-562-499-6191 x 121306 Victoria 1-562-499-6191 ext. 111032 1-888-665-4621 Member Services 1-855-322-4075 Provider services	<a href="http://www.molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx">http://www.molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx</a>
United Healthcare of California	Centinela Valley; Premier Provider Network; Prudent	Spanish, Chinese (Traditional Chinese Characters), Vietnamese, Tagalog, Armenian, Russian, Japanese	United Healthcare Signature Value (HMO/MCO) 1-800-624-8822 dial 711 TDHI Spanish 1-800-730-7270 or 1-800-855-3000 TDHI Chinese 1-800-938-2300		Network Management 866-574-6088 Language line 866-487-4565 Provider Services 1-800-542-8789 Network Contracting Dep - physician advocate Krystine Markoe - 714-226-6772	<a href="http://www.uhc.com/health-and-wellness/family-health/multicultural-resources">http://www.uhc.com/health-and-wellness/family-health/multicultural-resources</a>
Wellcare/Easy Choice HP	Family Care Specialist	Vietnamese, Cantonese Chinese, Mandarin Chinese, Spanish and Korean. All other languages: 3rd party interpretation company (red couldn't disclose this info)	Over the phone interpretation only Call 866-999-3945 for 5 major languages listed aside  For other languages representative will connect the call with a 3rd party interpretation company  Sign Language - Mem has to request interpretation services 2 WEEKS in advance - onsite service (not a video chat)  No Face to Face interpretation offered by HP - the IPAs delegate provide that service	Most of documents in Spanish and English, request via c. service for other languages for generic forms or and HP send out.	Customer Service line 866-999-3945 Member Services 866-999-3945 x 1 x 1 FCS 562-602-1563	no info online/email communication