



## **Interpreter Services for Health Plans in California**

**This is a tool to connect providers with interpreter services, provided by health plans.**

**This document is for provider offices – do not distribute to members.**

*Submit updated information or obtain the newest version by e-mailing:*

*Valencia Walker [ValenciaDenise.Walker@Cigna.com](mailto:ValenciaDenise.Walker@Cigna.com)*

*Valerie Ridge [Valerie.Ridge@anthem.com](mailto:Valerie.Ridge@anthem.com)*

*Developed by the Health Industry Collaboration Effort (HICE), Cultural & Linguistics Team, 2022 Version 10 – Updated June 2022*

*Click on a Health Plan below to view the plan information within the document.*

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## **Aetna**



### **Aetna Better Health of California**

Medi-Cal

Interpreter Services: 1-855-772-9076 (TTY: 711)

24 hours a day/7 days a week

### **Additional Resources**

<https://www.aetnabetterhealth.com/california>

## **Blue Shield of California**



### **Commercial & Medicare**

Interpreter Services: (800) 541-6652, Option #7 (TTY: 711)

24 hours a day/7 days a week

### **Additional Resources:**

<https://www.blueshieldca.com/provider>

## **California Health and Wellness**



### **Medi-Cal**

Interpreter Services:

(877) 658-0305

### **Additional Resources**

[www.cahealthwellness.com](http://www.cahealthwellness.com)

[www.cahealthwellness.com/Language-Assistance.html](http://www.cahealthwellness.com/Language-Assistance.html)



[www.cahealthwellness.com/non-discrimination-notice.html](http://www.cahealthwellness.com/non-discrimination-notice.html)

## **Cigna Healthcare**



### **Commercial/HMO/POS/EPO/PPO**

Interpreter Services:  
(800) 806-2059

### **Additional Resources**

[www.cigna.com](http://www.cigna.com)

[Cigna California Language Assistance Program](http://www.cigna.com/health-care-providers/resources/california-language-assistance-program)

<https://www.cigna.com/health-care-providers/resources/california-language-assistance-program>

## **Health Net of California**



**Health Net®**

### **Medi-Cal**

Interpreter Services:  
(800) 675-6110 (24 hours a day/7 days a week)

### **Cal Medi-Connect – Los Angeles**

Interpreter Services:  
(855) 464-3571 (24 hours a day/7 days a week)

### **Cal Medi-Connect – San Diego**

Interpreter Services:

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(855) 464-3572 (24 hours a day/7 days a week)

**Commercial**

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

**Medicare Advantage**

Interpreter Services:

(800) 929-9224 (M-F 8AM – 5PM, telephonic interpreters only)

**CommunityCare Covered California**

Interpreter Services:

(888) 926-2164 (M-F 8AM – 6PM)

(800) 546-4570 (After hours, weekends, and holidays)

**Additional Resources**

[www.Healthnet.com](http://www.Healthnet.com)

**Kern Health Systems – Kern Family Health Care**



**Medi-Cal**

## HEALTH INDUSTRY COLLABORATION EFFORT



*Simplifying Healthcare  
Administration*

Interpreter Services:

(661) 632-1590 (Bakersfield)

(800) 391-2000 (Outside of Bakersfield)

### **Additional Resources**

[www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com)

## **MHN**



### **Cal Medi-Connect/Commercial/EAP/Medi-Cal/Medicare**

Interpreter Services:

(888) 426-0023 (24 hours a day/7 days a week)

## **Molina Healthcare of California**



### **Medi-Cal**

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 Cal MediConnect (Duals) members call (855) 665-4627 Mon-Fri, 8am-8pm.

For after-hours and weekends, please call the **Nurse Advice Line:**

- English and all other languages (888) 275-8750
- Spanish (866) 648-3537

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Members who are deaf, hard of hearing, or have a speech difficulty may use the California Relay Service. Dial 711 and you will be connected to your preferred type of communication.

**Additional Resources**

[www.molinahealthcare.com](http://www.molinahealthcare.com)

**Scripps Health Plan**



**Commerical**

Interpreter Services:

(844) 337-3700 (Monday–Friday, 8AM–5PM PST)

TDD: (888) 515-4065

[CustomerService@ScrippsHealth.org](mailto:CustomerService@ScrippsHealth.org)

To schedule in-person interpretation, please contact Customer Service at least five (5) business days in advance of the appointment or visit.

**Additional Resources**

<https://www.scrippshealthplan.com/language-and-hearing-assistance>

<https://www.scrippshealthplan.com/provider-information>

*Scripps' Health Plan Provider Manual includes more resources for Providers. Select "Forms, Credentialing & Dispute Resolution" on the Provider page to access the Provider Manual.*



## **Western Health Advantage**



### **Commercial**

Interpreter Services:

(916) 563-2250

(888) 563-2250

Refer to your Provider Guide and Manual for more information

For relay assistance services, call California Relay Service:

(800) 877-8793 (Voice/TTY/ASCII)

(800) 855-4000 (Sprint TTY Operator Services)

### **Additional Resources**

[www.westernhealth.com](http://www.westernhealth.com)

Member Services: (916) 563-2250

Toll-free: (888) 563-2250

Cultural & Linguistics Point of Contact:

Abigail Luebbert

Senior Compliance Analyst

916-437-3236 Office

[a.luebbert@westernhealth.com](mailto:a.luebbert@westernhealth.com) or [languageassistance@westernhealth.com](mailto:languageassistance@westernhealth.com)