



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)
- ✓ Medi-Cal Managed Care Division (MMCD) Policy Letters
- ✓ Centers for Medicare and Medicaid Services (CMS)
- ✓ National Committee for Quality Assurance (NCQA)
- ✓ Department of Managed Health Care (DMHC)

Provider Responsibilities - Important Regulatory Reminders

Inform patients of the availability of free interpreter services, including American Sign Language (ASL), at all points of contact.

❖ 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 or family 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 function as interpreters must maintain appropriate qualifications per policy.
- Must demonstrate proficiency in speaking and understanding both spoken English and at least one other spoken language, including any necessary specialized vocabulary, terminology and phraseology.
- Must communicate effectively, accurately, and impartially with individuals with LEP in their primary language.



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- Must act ethically and practice client confidentiality.
- ❖ **Interpreter Qualifications**
 - Demonstrated proficiency in both English and the target language.
 - Knowledge in both English and the target language of necessary specialized vocabulary and concepts relevant to health care.
 - Adheres to generally accepted interpreter ethics principles, including patient confidentiality.
- ❖ **Cultural and Language Related Complaints and Grievances**
 - Patients have the right to file a complaint/grievance if they feel their cultural or language needs have not been met in your office.

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 about accessing interpreting services after hours.*

❖ Communication for Deaf and Hard-of-Hearing

- To communicate over the phone: You can place 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



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When You Identify a Limited English Proficient Patient

Offer interpreting services in a respectful manner when you notice:

- ✓ The patient is quiet or does not respond to questions.
- ✓ The patient simply says yes or no or gives inappropriate or inconsistent answers to your questions.
- ✓ The patient may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate.
- ✓ The patient identifies as LEP by requesting language assistance.

How to Work Effectively with Interpreters

Speaking to a patient while using an interpreter is slightly different from speaking to a patient directly. Here are useful tips to make your interpreter encounters go smoothly:

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

C&L Trainings

The following training courses 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 regarding C&L services, please contact

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| Cultural and Linguistic Contact: <i>(For more information or any questions about C&L service)</i> | <i>C&L Quality Improvement Department</i> Jessica Olivas Phone: (818) 221-4660 Email: Jessica.olivas@lakesidemed.com |
| Alternative Contact: | <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 for local resources. Please document the referral in the patient's record.



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Availability of Patient 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 training courses 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, HICE and other agencies.

Additional Information/Resources:

HPN Language Assistance Sheet

The HPN Language Assistance Sheet can be accessed online under "**Provider Resources**" at <https://www.gcmg.org/provider-resources/>

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

2026 Health Plan Language Assistance Sheet
Protocols for Accessing Health Plan Interpreter
and Translation Services



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Health Plan Language Assistance

| HEALTH PLAN | PLAN INTERPRETER ACCESS | PLAN TRANSLATION ACCESS | PLAN CONTACTS (Interpreter/ Translation) | Additional Resources | Last Updated/ Reviewed |
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| Aetna | <p>When an interpreter is needed, the member should first call Member Services at the number on the back of their member ID card.</p> <p>Providers can call 1-800-525-3148 (TTY: 711). This number connects directly to qualified interpreters.</p> <p>Providers can also call Provider Services at 1-800-624-0756 for all lines of business.</p> | <p>Providers can call 1-800-525-3148 (TTY: 711).</p> | <p>Interpreter Services: 1-800-525-3148</p> | | 05/2025 |
| Alignment | <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 qualified interpreters.</p> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as qualified sign language interpreters.</p> | <p>Call Member Services: at 1-866-634-2247 for information on translation services.</p> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as, written information in other formats (large print, audio, accessible electronic formats, other formats).</p> <p>Provides free language services to people whose primary language is not English, such as information written in other languages.</p> | <p>Member Services: 1-866-634-2247</p> <p>Concierge line: 833-242-2223</p> | <p>First Medicare Direct: Phone: 8am – 8pm, seven days a week (except for Thanksgiving and Christmas) from October 1 – March 31, and Mon-Fri (except for holidays) from April 1- sept. 30. 1-884-499-5630 (TTY: 711)</p> | 12/2025 |



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| <p>Anthem Blue Cross</p> | <p>Commercial: Providers may call 800-677-6669 to request to speak with an interpreter. Please instruct members to call the number on the back of their ID card.</p> <p>Medicare Multi-Language Interpreter Services: 1-888-230-7338 (TTY:711)</p> <p>Medi-Cal: Please refer to your provider manual or contact Provider Services at 800-407-4627 (outside L.A. County) or 888-285-7801 (inside L.A. County). For after-hours assistance, call the 24/7 Nurse Line at 800-224-0336.</p> <p>Please note- care providers need to request interpreters for face-to-face visits 3 business days ahead of time, with at least 24 hours for cancellations.</p> | <p>Members (Commercial): Members can 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 Anthem on (Commercial) member's behalf: Call 1-800-677-6669 to request translation. 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 to complete the translation request.</p> <p>Medi-Cal: Members can request translation of materials into non-English languages and alternative formats at no cost to them by contacting the designated Customer Call Center number: 800-407-4627 (outside L.A. County) or 888-285-7801 (inside L.A. County). For after-hours assistance, call the 24/7 Nurse Line at 800-224-0336.</p> | <p>Provider Care: 1-800-677-6669</p> <p>Physicians and other healthcare professionals can call Anthem's Provider Care Department at the Customer Service number on the back of the Member ID Card.</p> | <p>https://mediproviders.anthem.com/ca/pages/free- interpreting- services.aspx</p> <p>https://www.anthem.com/ca/provider</p> <p>Face-to-face interpreters for Medi-Cal members can be requested via email at: ssp.interpret@Anthem.com</p> | <p>8/2025</p> |
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| <p>Astiva</p> | <p>To access telephonic interpreter services, contact the Member Services dept. at 1-866-688-9021, TTY 711.</p> <p>If a practitioner needs to contact a hearing or speech impaired member using the California Relay Service, Dial 1-888-877-5379 (Sprint) or 1-800-735-2922(MCI) and then follow the prompted instructions.</p> | <p>Astiva provides LEP members with written member informing materials in the member's identified primary threshold language. Any material that is sent in English includes a notice that has been translated into the threshold language(s) informing the member of the availability of translation and interpreting services.</p> | <p>Member Services: 1-866-688-9021, TTY 711</p> | | <p>8/2025</p> |
| <p>Blue Shield of California</p> | <p>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.</p> <p>In-Person Interpretation: To arrange for in-person interpretation services, the provider must call Provider Customer Services at (800) 541-6652. At least five (5) business days advance notice is preferred. Or visit the Blue Shield Language Assistance Program Resources Webpage at: https://www.blueshieldca.com/en/provider/guidelines-resources/manuals/independent-physician.</p> <p>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).</p> <p>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.</p> | <p>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.</p> <p>Forwarding Vital Documents to Blue Shield:</p> <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 • Fax the request the translation liaison 248-733-6331 <p><i>Providers are not delegated to provide translations of non-standard vital documents and must forward such requests received from enrollees to Blue Shield.</i></p> | <p>Call your Provider Relations representative or Provider Customer Services: (800) 541-6652.</p> | <p>blueshieldca.com/provider</p> <p>For a translation request, use the following document: https://www.blueshieldca.com/bsca/bsc/public/common/PortalComponents/provider/StreamDocumentServlet?fileName=PRV_SB853_070819.pdf</p> <p>Or for a printed copy, call the Blue Shield C&L Dept. at 1-800-468-9935</p> | <p>9/2025</p> |
| <p>CalOptima</p> | <p>If member is in a health network, the health network will work with you and the member to coordinate all interpreter services.</p> <ul style="list-style-type: none"> • For Regal members, Providers may call 1-844-292-5173 to request telephonic or face-to-face interpreter service. • For face-to-face, and sign language interpreter service, interpreters must be scheduled at least 5 working days before | <p>CalOptima provides:</p> <ul style="list-style-type: none"> • Health education and enrollment materials printed in several languages. • Materials in alternate formats, such as braille, audio or large print. | <p>CalOptima C&L Department email: CulturalLinguistic@caloptima.org</p> | <p>Member Information: Members can call 1-877-412-2734 (TTY 711) to request materials in other languages & formats.</p> | <p>9/2025</p> |



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| | <p>the member's appointment.</p> <p>Interpreter services are available 24/7 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>Contact the member's health network listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 714-246-8500.</p> | | | |
| <p>Central Health Plan</p> | <p>Members whose primary language is other than English by calling the Plan's Member Contact Center at 866-314-2427. The Member Contact Center representatives will immediately connect you and the Member to a qualified language service Provider.</p> <p>If Members need an interpreter, limited hearing and/or limited reading services for health care services, the Provider should:</p> <ul style="list-style-type: none"> • Verify the Member's eligibility and medical benefits. • Inform the Member that an interpreter, limited hearing, and/or limited reading services are available. <p>Central Health Medicare Plan:</p> <ul style="list-style-type: none"> • 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 ○ 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"> ○ Qualified interpreters ○ Information written in other languages • VRI is available for more complicated appointments or when the Member needs access to a sign language interpreter. VRI appointments can be requested by calling the Member Contact Center. Requests should be made 48 hours before an appointment. • Offers qualified onsite interpreter services to Providers and Members at medical appointments based on complex medical cases. Providers and Members may call the Member Contact Center to submit a request. Requests should be made at least three (3) business days before an appointment. | <p>Members or Providers may request written Member materials in alternate languages and formats (i.e., Braille, audio, large print), leading to better communication, understanding, and Member satisfaction. Online materials found on CentralHealthPlan.com and information delivered in digital form meet Section 508 accessibility requirements to support Members with visual impairments.</p> | <p>Member Service: Members may call our Member Contact Center at 866-314-2427 or TTY/TDD: 711, for persons with hearing impairments.</p> <ul style="list-style-type: none"> • October 1 to March 31: 7 days a week, from 8 a.m. to 8 p.m., local time • April 1 to September 30: Monday through Friday, from 8 a.m. to 8 p.m., local time <p>Automated phone system may answer calls on weekends and holidays.</p> | <p>Phone: 1-866-314-2427, TTY/TDD 711 Fax: 1-626-388-2361 Email: mbrsvcs@centralhealthplan.com</p> | <p>9/2025</p> |



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| <p>Cigna</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"> • 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.</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"> • 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>Providers with Medicare Members can call Customer Service at 1-800-230-6138 for language assistance services.</p> | <p>Translations are not delegated to Providers:</p> <p>Cigna has posted translated standard vital documents on the Cigna website next to the English vital documents.</p> <p>Obtaining Cigna Translated Documents:</p> <p>Providers can call Cigna Customer Service at 1-800-882-4462 or email Cigna at CulturalandLinguisticsUnit-TranslationRequest@Cigna.com or fax to 1 866-931-3068 to request translation of documents.</p> <p>Providers Request: "How to Request a Translation"</p> <p>Providers can forward the English document to be translated to Cigna's Cultural and Linguistic Unit Translation Department-</p> <p>By email: CulturalandLinguisticsUnit-TranslationRequest@Cigna.com By fax: 1.866.931.3068</p> <p>Please remember to:</p> <ul style="list-style-type: none"> • Include provider contact information. • Protect personal health information (PHI) by using encryption and following standard operating procedures. | <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>https://www.cigna.com/healthcare/providers/resources/California-language-assistance-program</p> | <p>9/2025</p> |
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| <p>Health Net</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/Covered California: 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 Medicare Members contact: 1-800-275-4737 (TTY:711)</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 (TTY:711) for after-hours select member option.</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>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 minimum of five days prior to the appointment. Have ready:</p> <ul style="list-style-type: none"> • Member ID number • Language needed when calling | <p>Translation Services: Medi-Cal, Applicable Integrated Plan, Medicare Advantage, Commercial:</p> <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 medical group, 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 medical group. The medical group must submit the document within 48 hours. | | <p>Provider Services Medi-Cal: 1-800-675-6110 (TTY:711)</p> <p>Provider Services: Applicable Integrated Plan providerservices@healthnet.com</p> <p>Los Angeles County: 1-855-464-3571 San Diego County 1-855-464-3572</p> <p>Provider Services Medicare: 1-800-929-9224</p> | <p>9/2025</p> |
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| | <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> | | | | |
| <p>Humana</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>Humana Language Line for Interpreter Services:</p> <ul style="list-style-type: none"> • Call 855-680-1056 / 877-320-1235 (TTY:711) • 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 appointments 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>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,</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, provided at no cost to members and is accessible to providers as well. 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 the upper right corner of Humana’s website.</p> | <p>Providers with questions about Humana’s language assistance program can call: 1-877-320-2233</p> | <p>Humana Concierge Service for Accessibility: 877-320-2233, available 8am-8pm. ET, for arranging sign language interpreters (In-person or video) and alternate format communications</p> | <p>9/2025</p> |



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| | <p>please click the link below to sign up: https://www.voiance.com/services/AccountSignUp/ServiceAgreement.aspx?g=d0db2690-d029-41978eee-27e292848969</p> | | | | |
| IEHP | <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. Request free Interpreter for medical visits, including ASL, at least 5 days before appointment; cancel 2 days before if needed.</p> <p>After Hours & 24/7 Access to Telephonic Interpreters: For 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's 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 or (866)223-4347</p> <p>General IEHP (Admin) Line: (909) 890-2000, (TTY: (909) 890- 0731) General inquires they can route to language services</p> | <p>Member Services email: Memberservices@IEHP.org</p> | 9/2025 |
| Imperial Health Plan | <p>Interpreters: If a patient has LEP and requires language assistance, contact (855) 886-2901. Providers may access telephone interpreters by calling Imperial at the Provider Services phone number: (800) 830-3901 or Imperials main phone number: (626) 838-5100.</p> <p>Face to face interpreter services are also available for members who are deaf or have impaired hearing or speech. Face to face services must be requested 7 business days in advance.</p> | <p>Translations and Materials in Alternate Format: Members with LEP or with disabilities may request member informing and health education materials in their preferred language or in alternative formats. Alternative formats include audio, Braille and large print. Providers should forward these requests to Imperial. Imperial will use qualified translation service vendors to translate these documents to ensure accuracy and cultural and linguistic appropriateness.</p> | <p>Language Line: 855-886-2901</p> <p>Provider Services: (800) 830-3901</p> <p>Imperial Main Line: (626) 838-5100</p> | | 8/2025 |



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| <p>Molina</p> | <p>24 Hour Access to Interpreters for LEP members: Medi-Cal, Medicare, Applicable Integrated Plan, Covered CA/Marketplace- Providers may call the Provider Contact Center at: (855) 322-4075</p> <p>For After-Hours and Weekends interpreter assistance, call Molina’s Nurse Advice Line:</p> <ul style="list-style-type: none"> English (888) 275-8750 Spanish (866) 648-3537 <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 are available to deaf and hard of hearing members.</p> <ul style="list-style-type: none"> Onsite interpretation is used for the most complex appointments, or when VRI is not possible. Call the Contact Center at least 5 business days before the appointment to schedule. Be prepared with the following: <ul style="list-style-type: none"> Member name, Molina ID number, and language needed Provider name and appointment information A detailed address including suite and floor number to ensure the interpreter arrives at the correct location <p>Request VRI appointments by calling the Contact Center:</p> <ul style="list-style-type: none"> VRI is best for more complicated appointments or when the member needs access to a sign language interpreter. VRI is HIPAA compliant. It can be accessed from any standard smartphone, tablet, or laptop equipped with a webcam and requires no special software. Call the Contact Center at least 2 business days before the appointment to schedule. Be prepared with the following: <ul style="list-style-type: none"> Member name, Molina ID number, and language needed Provider name and appointment information An email address or text-able phone number where we | <p>Translation of Written Documents:</p> <ul style="list-style-type: none"> Molina 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. Network physicians may download and print health education materials from the provider website to meet the needs of Molina members. 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: <ul style="list-style-type: none"> Medi-Cal and Applicable Integrated Plan: https://www.molinahealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx 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>Please call the Member and Provider Contact Center for language services.</p> <p>For Medi-Cal members call 1-888 665-4621 Mon-Fri, 7am-7pm.</p> <p>For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm.</p> <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, call the Nurse Advice Line: English and all other languages (888) 275-8750 Spanish (866) 648-3537</p> <p>Molina offers “Ask the Cultural and Linguistics Specialist,” an interactive web based Question and Answer forum on culturally appropriate care. All inquiries receive a response within 72 hours. To access, go to the provider website: https://www.molinahealthcare.com/providers/ca/medicaid/resource/ask_cultural.aspx</p> | <p>For cultural and linguistic consultations, questions regarding cultural beliefs and practices that may affect patient care, or to request cultural competency training, contact Molina at (888) 562-5442 ext.121306.</p> <p>Medicare Provider Trainings: https://www.molinahealthcare.com/providers/common/medicare/Culturally-Linguistically-Appropriate-Resources.aspx</p> <p>Additional information on cultural competency and linguistic services is available at MolinaHealthcare.com/Providers/ca/medicaid/resource/cme.aspx. You may also contact your local Provider Relations representative or call the Molina Provider Contact Center at (855) 3224075.</p> <p>Cultural and Linguistic Training and Resources Molina offers the following Cultural Competency training videos on our website: https://www.molinahealthcare.com/providers/ca/medicaid/resource/cme.aspx Module 1: Introduction to Cultural Competency Module 2: Health Disparities Module 3: Specific Population Focus – Seniors and Persons with Disabilities Module 4: Specific Population Focus – LGBTQ and Immigrants/ Refugees Module 5: Becoming Culturally</p> | <p>8/2025</p> |
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Health Plan Language Assistance

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| | <p>can send a link for the scheduled VRI session.</p> <ul style="list-style-type: none"> On-demand VRI is also available as a backup. | | | <p>Competent Molina also offers tailored training on cultural competency and sensitivity to seniors and persons with disabilities. For cultural and linguistic consultations, questions regarding cultural beliefs and practices that may affect patient care, or to request trainings, contact Molina HealthEducation.MHC@Molinahealthcare.com. Molina’s “Ask the Cultural and Linguistics Specialist” page is an interactive web-based question and answer forum on providing culturally appropriate care. All inquiries receive a response within 72 hours from Molina’s Cultural Anthropologist. To access, go to our provider website: http://molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx</p> | |
| <p>SCAN</p> | <p>Interpreter Services: 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.</p> | <p>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.</p> <p>For in-person appointments, SCAN offers free translation services for</p> | <p>Member Services: 1-800-559-3500</p> | <p>www.scanhealthplan.com Provider Information Line 1 (877)-778-7226</p> | <p>8/2025</p> |



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| | <p>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.</p> <p>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).</p> <p>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.</p> | <p>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> | | | |
| <p>United Healthcare</p> | <p>Language Assistance Services: Members have the right to receive health information in their preferred language, including access to certified medical interpreters and sign language interpreters at no cost.</p> <p>Scheduling Interpreter Services: If you need to schedule interpreter support in advance, you may submit a request 24/7 through the UnitedHealthcare Provider Portal: https://identity.onehealthcareid.com/oneapp/index.html#/login</p> <p>Please note: On-site interpreter service requests require a minimum of 72 hours' advance notice.</p> <p>Commercial Plans: UnitedHealthcare members with limited English proficiency may receive translated written materials and oral interpretation services free of charge. For assistance, call 1-800-752-6096.</p> <p>Verbal Interpreter / Written Translation Services: The UnitedHealthcare West Call Center serves as a centralized resource for both providers and members. To access services, please call:1-800-752-6096. The following information and services are accessible through the call center:</p> <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 | <p>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</p> | <p>Commercial & Medicare Member Services contact information can be found on the back of members' ID card.</p> <p>For questions about language assistance services, contact UHC at: uhchealthed@uhc.com</p> | <p>Language Assistance for Providers, Monday-Friday, 8am to 8pm EST: 1-877-842-3210 <i>This line is for provider use only. Member information, including Member ID, will be required to proceed.</i></p> | <p>8/2025</p> |



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| | <p>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.</p> | | | | |
| <p>Wellcare of California</p> | <p>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.</p> <p>Language services are available at no cost to Wellcare members and Providers without unreasonable delay at all medical points of contact.</p> <p>Language Services include:</p> <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>Hearing-Impaired, Interpreter and Sign Language Services: To obtain language services for a member, contact Wellcare Provider Services. Face-to-face and American Sign Language services should be requested as soon as possible, or at least seven days before the appointment and 10 days for medical interpretation. All Providers (Medical, Behavioral, Pharmacy, etc.) can request language services by calling our Provider Services Contact Center at: 1-855-538-0454 (TDD/TTY 711).</p> | <p>Wellcare Health Plans, Inc.:</p> <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. • 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>1-866-999-3945</p> | | <p>8/2025</p> |

