

## Language Assistance

Effective January 1, 2009 CA law (SB 853) and its accompanying regulations require that health plans establish and support a Language Assistance Program (LAP) for enrollees that are limited English proficient (LEP). All insurance carriers now provide free translation services in multiple languages for you or your covered family members. Call your health plan's customer service number listed below or on your insurance card for information about translation assistance available for medical visits and for health care materials.

Health Plan Name	Plan Interpreter Access	Plan Translation Access (Vital Non-Standard Documents)	Plan Contact For Questions related to Interpreter/Translation
Aetna	1-888 254-2721	1-877-287-0117	Nicki Theodorou at 415-645-8264; Megan Rooney at 650-279-6091
Anthem Blue Cross	1-888 254-2721	1-888 254-2721	1 800 677-6669
Blue Shield of California	Providers: Over-the-phone interpretation 800-541-6652, follow IVR menu; All other interpretation requests: complete "Language Services Request" Form and Fax it to 209-371-5838	Please fax Language Services Request Form & and document requiring translation to 209-371-5838	email: <a href="mailto:LanguageAssistance@blueshieldca.com">LanguageAssistance@blueshieldca.com</a> or call your Provider Relations representative
CIGNA	Call 1-800-806-2059. You will need the member's CIGNA ID number, mbr date of birth and your TAX ID number (or NCPDP for pharmacies) to confirm eligibility and access interpretation services. It is not	Send Word document to translate to <a href="mailto:Culturalandlinguisticsunit@cigna.com">Culturalandlinguisticsunit@cigna.com</a> .	<a href="mailto:Culturalandlinguisticsunit3@cigna.com">Culturalandlinguisticsunit3@cigna.com</a>

necessary to arrange for these services in advance.

Great West  
Healthcare

(800) 663-8081

1-888-665-4621

(800) 663-8081 Member Services  
Department

Health Net  
of  
California,  
Inc

The number for the customer contact center on the member's identification card. Between 7am and 6pm Monday through Friday- Individual and Family Plan (IFP) members please call 800-839-2172

translation access questions contact Diana M. Carr, Manager C&L services at 626 683 6307,

for questions about translation or interpreter services call 800-522-0088

Inland  
Empire  
Health Plan  
(IEHP)

If you need a language interpreter for your next Doctor visit, call IEHP Member Services 5 days before your Doctor visit at 1-800-440-IEHP (4347) or 1-800-718-IEHP (4347) for TTY users.

1-800-440-IEHP (4347) or 1-800-718-IEHP (4347) for TTY users.

United  
Healthcare  
PacifiCare

To get an interpreter or to ask about written information in your language, please call:  
United Healthcare  
1-800-624-8822  
TDHI: Dial 711

United Healthcare 1-800-624-8822  
TDHI: Dial 711

United Healthcare 1-800-624-8822  
TDHI: Dial 711