

Health Plan Name	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	Language Capability Verification Form Submittal	Last Review/Update
Aetna	Spanish	1-800-525-3148	1-877-287-0117	Nicki Theodorou at 415-645-8264 Megan Rooney at 650-279-6091	N/A	PDSDallas@aetna.com	3/12/13
Anthem Blue Cross	Spanish, Chinese (traditional), Vietnamese, Tagalog, Korean	1-888 254-2721	1-888 254-2721	1 800 677-6669	www.anthem.com/ca Note: Cultural & Linguistic resources are available on the Provider Home Page, under Provider Services Health & Wellness	N/A	7/8/15
Blue Shield of California	Spanish, Chinese (Traditional), Vietnamese	Providers: Over-the-phone interpretation 800-541-6652, follow IVR menu: On-site interpretation services call 800-541-6652, dial "0" and speak to a Provider Services Agent to arrange for an interpreter.	Please fax Language Services Request Form & and document requiring translation to 209-371-5838	Call your Provider Relations representative	blueshieldca.com/providers		3/12/13
Brand New Day	Spanish	1-866-255-4795 Brand New Day Member Services for assistance	1-562-310-6868 Compliance Dept.	1-562-310-6868 Compliance Dept.	Compliance@universalcare.com	Compliance@universalcare.com	7/8/15
CalOptima	Spanish, Vietnamese, Farsi	Contact the member's health network. The health network's telephone number is listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 1-888-587-8088.	Contact the member's health network. The health network's telephone number is listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 1-888-587-8088.	Contact the member's health network. The health network's telephone number is listed on the CalOptima ID card. For members enrolled in CalOptima Direct, call 1-888-587-8088.	www.caloptima.org, CulturalLinguistic@caloptima.org	N/A	3/12/13
Care1st	Oral translations in all languages print translations Spanish & Traditional Chinese	For Commercial members, between 8am to 6pm, please call Member Services at 1-800-544-0088. For Healthy Families members please call Member Services at 1-800-605-2556. After hours, please call Pacific Interpreters at 1-877-904-8195.	Contact C&L department: 800-605-2556 or 800-544-0088, ext. 6397	Contact Member Services Dept.: 1-800-544-0088 or 1-800-605-2556. Contact C&L Dept.: 800-605-2556 or 1-800-544-0088, ext. 6397. Therese Chung (323) 889-6638 ext. 6538 or E-mail: THorth@care1st.com	www.care1st.com		3/12/13
Central Coast Alliance for Health	Spanish	Zonia Gonzalez, Transportation & Linguistic Coordinator: 800-700-3874, ext. 5625 or 831-430-5625	Member Services Dept: 800-700-3874, ext. 5508 or 831-430-5508	Lynn Meier, Senior Health Educator: 800-700-3874 ext. 5570 or 831-430-5570	www.ccah-alliance.org	Mary Bahni, Provider Services Dept: mbahni@ccah-alliance.org	2/11/13
Chinese Community Health Plan	English, Cantonese, Mandarin	Member Services: 1-415-834-2118	Member Services 1-415-834-2118	Quality Assessment Manager, 1-415-955-8800 Ext 3248	Provider Manual and www.cchphmo.com	N/A	2/11/13
CIGNA	Spanish, Traditional Chinese	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 necessary to arrange for these services in advance.	Send Word document to translate to Culturalandlinguisticsunit@cigna.com. Protect PHI by encrypting e-mails.	Culturalandlinguisticsunit3@cigna.com	Provider Reference Manual	N/A	3/12/13
Great West Healthcare		(800) 663-8081	(800) 663-8081	(800) 663-8081 Member Services Department			2/11/13
Health Net of California, Inc	Oral translations in all languages print translations Spanish and Chinese	Call the number on the member's ID card or HMO, PPO, POS, Medicare Supplemental members - (800)-522-0088, After hours and weekends- (800)-546-4570. The following are 24/7 access numbers: Individual and Family Plan (IFP) members- (800)-839-2172. Healthy Families, Healthy Kids or AIM members please call (888)-231-9473. Medi-Cal members- (800) 675-6110	Translation access questions contact Diana M. Carr, Manager C&L services at 626-683-6307	(800)-522-0088 Customer Contact Center, after hours and weekends 800-546-4570			3/12/13
Health Plan of San Mateo	Spanish, English			Liliana Ramirez 650-616-2170	www.hpsm.org		2/11/13
Molina Healthcare of California	Spanish, Armenian, Chinese, Vietnamese, Korean, Cambodian, Farsi, Tagalog, Russian Arabic, Hmong	Member Services Department	Translation access, please contact Victoria Luong, 562 901-1032	Victoria Luong 562-901-1032	www.molinahealthcare.com	Please contact your Provider Services Rep. or Matilde Gonzalez-Flores 888-562-5442 x112408	7/8/15
Santa Clara Family Health Plan	English, Spanish, Vietnamese, Mandarin, Tagalog	Telephonic: Pacific Interpreters (800) 324-8033 In-person: Interpreters Unlimited. But contact the health plan's Member Services Dept. to schedule (800) 260-2055	No delegation of LAP: Provider is encouraged to use the plan's free LAP. Providers do not send plan produced documents to plan members. If provider uses own LAP, it must meet the plan's proficiency standards	Plan Contact number 800-260-2055 for in-person interpreter requests. For C&L policy & procedure, please ask for Victoria Phan	www.scfhp.com	Please contact your Provider Services Rep.	2/11/13
Sharp Health Plan	Spanish, English	1 800 359 2002	1 800 359 2002	Manager, Customer Care 1-800-359-2002	Provider Operations Manual under "Covered Benefits and Services" www.sharphealthplan.com	N/A	3/12/13
UnitedHealthcare of California	Spanish, Chinese (Traditional Chinese Characters)	1-800-730-7270 Spanish ; 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	www.uhwest.com www.uhclatino.com www.uhcasian.com	Please contact your Customer Care number on back of ID card.	7/20/15
Westen Health Advantage	Spanish	1-888-563-2250	1-888-563-2250	1-888-563-2250	www.westernhealth.com	N/A	7/7/15