



Over-the-Phone* Interpreter Services Matrix

Health Plan	Telephone Interpreter	Access Instructions
Alignment Health Plan	1-866-634-2247	1 for English, 7 for agent, request an interpreter
Anthem Medi-Cal & Covered CA	1-888-285-7801	1 for English, say “provider,” enter <u>TAX ID</u> , member ID, DOB, say “medical,” press 0 to connect to a representative.
Anthem Medicare & DSNP	1-888-230-7338	Say “no” to provider, say “language assistance,” enter member ID, DOB, zip code, say “yes” to confirm member name, press 0 to reach representative.
Blue Shield Medicare & DSNP	1-800-541-6652	Enter <u>TAX ID</u> , say “it’s something else,” say “language assistance,” select 2, enter member’s ID, say DOB, request an interpreter.
Blue Shield Promise-<u>Pacific Interpreters</u> Language Line Vendor	1-844-765-5899	1 for Spanish, 2 for other, provide member’s name, ID, and health plan.
Brand New Day	1-866-255-4795	1 for English, 4 for provider, request an interpreter
Clever Care	1-833-388-8168	1 for English, 1 for member, Clever Care Member Serv Rep will connect to interpreter services
Health Net Medi-Cal	1-800-675-6110	0 English, 1 on behalf of a member, 6 “all other inquiries,” enter member’s ID, DOB, ZIP, say “agent” to request an interpreter.



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Health Plan	Telephone Interpreter	Access Instructions
Humana Medicare	1-877-320-2233	Automated system will answer and connect to operator
LA Care Medi-Cal, Covered CA & D-SNP- Language Line Vendor phone number	1-855-322-4034 (Dr.) 1-855-322-4022 (IPA)	1 for Spanish, 2 for other, provide member’s ID, name, and phone number.
Molina Medi-Cal, D-SNP, and Covered CA— GLOBO Language Solutions	1-855-912-6090	1 for Spanish, 2 Vietnamese, 3 Mandarin, 4 Cantonese, 5 Tagalog, 6 French. For all other language enter 0 # for an operator.
SCAN Health Plan	1-877-778-7226	Select 4 for Interpreter Services
Wellcare Medicare	1-800-275-4737	1 for English, say “provider,” ask representative to connect you with an interpreter.
Wellcare D-SNP	1-800-431-9007	1 for English, say “provider,” ask representative to connect you with an interpreter.

*Face-to-face interpreter services: Call the Member Services Department of the health plan. Requests must be made with advance notice (number of days varies depending on the interpreter vendor). **Please note: Alignment Health Plan only provides face-to-face interpreters for American Sign Language.**

Patients who are hard-of-hearing or deaf:

- ❖ Call California Relay Service (CRS) by dialing 711. CRS is free 24/7.
- ❖ American Sign Language (ASL) onsite interpreter services: Call the Member Services Department of the health plan. Requests must be made with advance notice (amount of days varies depending on the interpreter vendor).