

Health Plan Language Assistance Program (LAP) Services Number List

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 From Submittal
Aetna	English Spanish	1-877-287-0117	1-877-287-0117	Nicki Theodorou at 415-645-8264; Megan Rooney at 650-279-6091	N/A	PDSDallas@aetna.com
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 I Linguistic resources are available on the Provider Home Page under Provider Services	N/A
Blue Shield of California	Spanish Chinese (Traditional)	1-866-346-7198	Please fax Language Services Request form and document requiring translation to 209-371-5838	LanguageAssistance@blueshieldca.com or call your Provider Relations representative	Language assistance form & information: https://www.blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/patient_care_resources/language_assistance	N/A
Cigna	Spanish Chinese (Traditional)	1-866-494-2111	1-866-494-2111	Customer Service: 1-800-244-6224	https://www.cigna.com/language-assistance-ifp/	N/A
Essence HealthCare	English Spanish	1-866-509-5398	https://www.essencehealthcare.com/important-plan-documents/	Customer Service – CA Toll Free: 1-855-996-8422 (TTY: 711)* Fax: 1-833-407-0025	Telephone lines are open 8 a.m. to 8 p.m., seven days a week. You may reach a messaging service on weekends from April 1 to September 30 and holidays. Please leave a message, and your call will be returned the next business day. *	customerservice@essencehealthcare.com
Health Net of California, Inc.	Oral translations in all languages Print translations Spanish and Chinese	HMO, PPO, POS After hours and weekends: (800) 546-4570. Individual and Family Plan (IFP) members: (800) 839-2172. Healthy Families, Healthy Kids or AIM members: (888) 231-9473.	Translation access questions contact Diana M. Carr, Manager C&L services at 626-683-6307.	Customer Service: 1-800-522-0088	www.healthnet.com https://www.healthnet.com/portal/member/viewCustomSupportForm.ndo#	N/A
United Health Care	Spanish Chinese Tagalog Vietnamese Farsi French Hindi	Call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m.	https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice	https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice	www.myuhc.com https://www.uhc.com/contact-us https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice	N/A
Sutter Health Plan	Spanish Chinese	1-855-315-5800	1-855-315-5800	Member Services: 1-855-315-5800	N/A	N/A