

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 for 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 Providers over-the-phone interpretation 800-541-665	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	Customer Service: 1-800-522-0088 After hours and weekends: (800) 546-4570.	Customer Service: 1-800-522-0088 1-800-275-4737 (TTY: 711)	Hours of operation: February 15th to September 30th, Monday–Friday, 8:00am–8:00pm. October 1st to February 14th, 7 days a week, 8:00am–8:00pm Member Contact 1-800-275-4737 (TTY: 711)	HN Language Assistance Information HN Member Customer Support	N/A
Sutter Health Plan	Spanish Chinese	1-855-315-5800	1-855-315-5800	1-855-315-5800	N/A	N/A
United HealthCare	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