AMG-hz2.PNG Health Plan Language Assistance Program (LAP) Services Number List

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| **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](mailto: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](http://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](mailto: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)  **Providers** over-the-phone interpretation 800-541-665 | N/A | |
| **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](tel: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](tel:1-800-275-4737) (TTY: 711) | [HN Language Assistance Information](https://www.healthnet.com/content/healthnet/en_us/members/support/language-assistance.html)  [HN Member Customer Support](https://www.healthnet.com/content/healthnet/en_us/disclaimers/contact-us.html) | N/A |
| **Sutter Health Plan** | Spanish  Chinese | 1-855-315-5800 | 1-855-315-5800 | 1-855-315-5800 | N/A | 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-notices> | <https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notices> | [www.myuhc.com](http://www.myuhc.com)  <https://www.uhc.com/contact-us>  <https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notices> | N/A |

06.25.2024