 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** | EnglishSpanish | 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** | SpanishChinese (Traditional)VietnameseTagalogKorean | 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** | SpanishChinese (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) **Providers** over-the-phone interpretation800-541-665 | N/A |
| **Health Net of California, Inc.** | Oral translations in all languagesPrint translations Spanish and Chinese | Customer Service: 1-800-522-0088After hours and weekends: (800) 546-4570.  | Customer Service: 1-800-522-00881-800-275-4737 (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–8:00pmMember Contact 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** | SpanishChinese | 1-855-315-5800 | 1-855-315-5800 | 1-855-315-5800 | N/A | N/A |
| **United Health Care** | SpanishChineseTagalogVietnameseFarsiFrenchHindi | 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 |

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