

# No-cost Interpreter Services

## Use to help provide care for Health Net\* members

No-cost interpreter services are available 24 hours a day, seven days a week.

Phone interpreters are available in over 150 languages for immediate needs.

Request in-person or video interpreters a minimum of five business days before the appointment during regular business hours. Allow 10 business days for sign language interpreter requests.



Phone interpreters in over 150 languages!

### When asking for an interpreter, all you need are:



The member's Health Net identification (ID) number



The appointment date, time and place



Language needed

Please allow for a phone interpreter if that is the only interpreter available for the language, date and time of the appointment. To request interpreter services for members, contact the Provider Services Center at:

Ask for no-cost interpreter services to help you effectively communicate with your Health Net patients.

Line of business	Phone number	Hours of availability
Large Employer Group	<b>800-641-7761</b>	Monday through Friday, 8 a.m. to 5 p.m., Pacific time (see below for after hours)
Small Employer Group	<b>800-361-3366</b>	
Small Employer Group (through Covered California)	<b>888-926-5133</b>	Monday through Friday, 8 a.m. to 5 p.m., Pacific time (see below for after hours)
Individual & Family Plans (through Covered California)	<b>888-926-2164</b>	
Individual & Family Plans	<b>877-857-0701</b>	
After-hours language assistance line for Commercial (HMO, PPO, EPO, POS) line of business	<b>800-546-4570</b>	Monday through Friday, 5 p.m. to 8 a.m., Pacific time; weekends and holidays
Medi-Cal	<b>800-675-6110</b>	Monday through Friday, 8 a.m. to 6 p.m., Pacific time. For after-hours select member option

For office use only. Do NOT post in a patient area.

Phone numbers listed here are for provider use only. Members may contact the number listed on the back of their ID card for member services.

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