| **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 Form**  **Submittal** |
| --- | --- | --- | --- | --- | --- | --- |
| Aetna | * English * Spanish | 1-800 525-3148 | 1-877 287-0117 | Nicki Theodorou at 1-415-645-8264  Megan Rooney at 1-650 279-6091 | 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](http://www.anthem.com/ca)  Note: Cultural & Linguistic  Resources are available on the Provider Home Page, under Provider Services | N/A |
| Blue Shield  Of California | * Spanish * Chinese -Traditional * Vietnamese | Providers:  Over-the- phone interpretation  1-800 541- 6652, follow IVR menu.  All other interpretation requests: complete “Language Services Request” Form and Fax it 1-209 371-5838 | Please fax Language Services  Request Form & and document requiring translation to  1-209 371-5838 | Email:  [LanguageAssistance@blueshieldca.com](mailto:LanguageAssistance@blueshieldca.com)  Or call your Provider Relations  representative | Blueshieldca.com/providers |  |
| Care 1st | * Spanish * Chinese -Traditional * Korean * Vietnamese | Between 8am to 6pm  Please call Member Services at 1-800 544-0088 for Commercial members. Please call Member Services at 1-800 6052556 for Healthy Families members. After hours, please call Pacific Interpreters at 1-800 259-4521 | Contact C&L department:  1-800 605-2556 or 1-800544-0088, ext. 6397 | Contact Members Services:  1-800 544-0088 or 1-800 605-2556.  Contact C&L department:  1-800 605-2556 or 1-800 544-0088, ext. 6397  1-323 889-6638 ext, 6538  E-mail: thorthcare1st.com | Care1st | Spanish  Chinese – Traditional  Korean  Vietnamese |
| CIGNA | * Spanish * Chinese -Traditional | Call 1-800 806-2059. You will need the member’s CIGNA ID number, mbr date of birth and your TAX ID number(or NCPDP for pharmacies) to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance. | Send Word document to translate to  [Culturalandlinguisticsunit@cigna.com](mailto:Culturalandlinguisticsunit@cigna.com)  Protect PHI by encrypting e-mails. | [Culturalandlinguisticsunit@cigna.com](mailto:Culturalandlinguisticsunit@cigna.com) | Provider Reference Manual | N/A |
| Health Net of California, Inc | * Spanish * Chinese -Traditional | The number for the customer contact center on the member’s identification card. Between 7am and 6pm Monday through Friday-  Individual and Family Plan (IFP) members: 1- 888 839-2172.  Employer group members or Medicare Supplemental members:  1-800 522-0088  Healthy Families, Healthy Kids or AIM members: 1-888 231-9473.  After hours and weekends:  1-800 546-4570 | Translation access questions contact Diana M. Carr, Manger C&L services at 1-626 683-6307 | For questions about translation or interpreter services call 1800 522-0088 | Health Net of California, Inc | Spanish  Chinese |
| Molina  Healthcare  Of California | * Arabic * Chinese-Traditional * Hmong * Russian * Spanish * Vietnamese | 1-888 665-4621 | 1-888 665-4621 | Jill McGougan  1-562 499-6191 | [www.molinahealthcare.com](http://www.molinahealthcare.com) | Please contact your  Provider Services Rep. |
| PacifiCare | * Spanish * Chinese – Traditional | 1-800 730-7270 Spanish  1-800 938-2300 Chinese  1-800 624-8822 English (and all Other Languages) | 1-800 730-7270 Spanish  1-800 938-2300 Chinese  1-800 624-8822 English (and all Other Languages) | 1-800 730-7270 Spanish  1-800 938-2300 Chinese  1-800 624-8822 English (and all Other Languages) | [www.pacificare.com](http://www.pacificare.com)  [www.pacificarelatino.com](http://www.pacificarelatino.com)  [www.pacificareasia.com](http://www.pacificareasia.com) | N/A |