

No-cost Interpreter Services

USE TO HELP PROVIDE CARE FOR CALVIVA HEALTH MEMBERS

No-cost interpreter services are available 24 hours a day, seven days a week: **888-893-1569**

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.

When asking for an interpreter, all you need are:



The member's CalViva Health identification (ID) number



The appointment date, time and place



Language needed



Phone interpreters in over 150 languages!

Please allow for a phone interpreter if that is the only interpreter available for the language, date and time of the appointment.

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

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

Members may contact the number listed on the back of their ID card for member services, or 888-893-1569.

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

22-605/FLY729510EH01w (9/22)