

# No-cost Interpreter Services

Use to help provide care for Community Health Plan of Imperial Valley (CHPIV) members

No-cost interpreter services are available 24 hours a day, seven days a week: 833-236-4141 (TTY: 711)

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 CHPIV 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.

**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.**



Phone interpreters in over 150 languages!

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

Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV members. \*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.