

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!

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

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:

Line of business	Phone number	Hours of availability
Large Employer Group	800-641-7761	Monday through Friday, 8 a.m. to 5 p.m., Pacific time
Small Employer Group (off exchange)	800-361-3366	(see below for after hours)
Small Employer Group (on exchange)	888-926-5133	
Individual & Family Plans (off exchange)	877-857-0701	Monday through Friday, 8 a.m. to 5 p.m., Pacific time
Individual & Family Plans (on exchange)	888-926-2164	(see below for after hours)
After-hours language assistance line for Commercial (HMO, PPO, EPO, POS) line of business	800-546-4570	Monday through Friday, 5 p.m. to 8 a.m., Pacific time; weekends and holidays
Medi-Cal	800-675-6110	Monday through Friday, 8 a.m. to 6 p.m., Pacific time. For after-hours select member option.
Cal MediConnect	Los Angeles County: 855-464-3571	Monday through Friday from 8 a.m. to 5 p.m., Pacific time (see below for after hours)
	San Diego County: 855-464-3572	
After-hours language assistance line for Cal MediConnect	800-546-4570	Monday through Friday from 5 p.m. to 8 a.m., weekends and holidays

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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