

No-Cost Interpreter Services Available 24/7 for Your Patients

YOU AND YOUR PATIENTS CAN ACCESS NO-COST INTERPRETER SERVICES IN OVER 150 LANGUAGES.

Access an interpreter

Physicians and other providers can call the appropriate number below for assistance.

In-person or video interpreter requests

- Request at least five business days in advance during regular business hours.
- Allow 10 business days for sign language interpreter requests.

When asking for an interpreter, tell us:



The member's Health Net* identification (ID) number



Appointment date, time and place (or video link and password)



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:

- **Medi-Cal:** 800-675-6110. Press 1 after the voice prompt to bypass a representative and connect directly with an interpreter. Monday through Friday, 8 a.m. to 6 p.m., Pacific time. For after hours, select member option.
- **Individual & Family Plans (Ambetter PPO):** 844-463-8188. Monday through Friday, 8 a.m. to 5 p.m., Pacific time (see page 2 for after hours).
- **Individual & Family Plans (Ambetter HMO):** 888-926-2164. Monday through Friday, 8 a.m. to 5 p.m., Pacific time (see page 2 for after hours).
- **Employer Group HMO, POS and PPO:** 800-641-7761. Monday through Friday, 8 a.m. to 5 p.m., Pacific time (see page 2 for after hours).

Phone interpreters in over 150 languages!

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

(continued)

- **After-hours language assistance line for Individual & Family Plans and Employer Group plans:** 800-546-4570. Monday through Friday, 5 p.m. to 8 a.m., Pacific time, weekends and holidays.
- **Behavioral health:** 800-647-7526. Monday through Friday, 8 a.m. to 5 p.m., Pacific time (not available after hours).

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.

*Health Net of California, Inc. and Health Net Community Solutions, Inc. are subsidiaries 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.