



Geoffrey Gomez
Health Net

Health Net Interpreter Services

No-cost interpreter services available for providers

Interpreter services are offered to participating providers and Health Net members at no cost to ensure that they have the following:

- Interpreters in over 150 languages.
- Access to qualified interpreters, including sign language interpreters, trained in health care terminology and interpreting protocols and ethics.
- Support to address common communication challenges across cultures.

You may request an interpreter for a medical appointment by calling the appropriate telephone numbers below or the number on the member's identification (ID) card a minimum of five days prior to the appointment. Have available the member ID number and language needed when calling. Please make accommodations to use telephone interpreters, as this may be the only interpreter option available.

When using a telephone interpreter, at the time of the member's appointment, call the applicable number below and a representative will connect you to an appropriate interpreter within a few minutes. To ensure confidentiality, the Health Net representative drops off the call once the member, interpreter and provider are connected.



Request no-cost interpreter services to help you effectively communicate with your Health Net members.

<i>Line of business</i>	<i>Telephone number</i>	<i>Availability</i>
HMO/POS, HSP, EPO, PPO, and Medicare Supplemental	1-800-641-7761	During regular business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m.
	1-800-546-4570	After hours, Monday through Friday from 5:00 p.m. to 8:00 a.m., including weekends and holidays
Medicare Advantage	1-800-929-9224	Monday through Friday from 8:00 a.m. to 5:00 p.m.
Medi-Cal	1-800-675-6110	24 hours a day, seven days a week
Covered California™	1-888-926-2164	During regular business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m.
	1-800-546-4570	After hours, Monday through Friday from 5:00 p.m. to 8:00 a.m., including weekends and holidays