



Bakersfield Family Medical Group & Coastal Communities Physician Network

2026 Health Plan Language Assistance Sheet
Protocols for Accessing Health Plan Interpreter
and Translation Services





2026 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS	PLAN CONTACTS (Interpreter/ Translation)	Additional Resources	Last Updated/ Reviewed
Aetna	<p>When an interpreter is needed, the member should first call Member Services at the number on the back of their member ID card.</p> <p>Providers can call 1-800-525-3148 (TTY: 711). This number connects directly to qualified interpreters.</p> <p>Providers can also call Provider Services at 1-800-624-0756 for all lines of business.</p>	<p>Providers can call 1-800-525-3148 (TTY: 711).</p>	<p>Interpreter Services: 1-800-525-3148</p>		05/2025
Alignment	<p>To access Alignment’s interpreter services for members, please contact Member Services at 1(866) 634-2247 at least seven (7) days prior to the service. TTY users should call 711.</p> <p>Hours are 8:00 a.m. to 8:00 p.m., seven (7) days a week (except Thanksgiving and Christmas) from October 1 through March 31.</p> <p>Hours are 8:00 a.m. to 8:00 p.m., - Monday to Friday (except holidays) from April 1 through September 30.</p> <p>Alignment provides free language services to people whose primary language is not English, such as qualified interpreters.</p> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as qualified sign language interpreters.</p>	<p>Call Member Services: at 1-866-634-2247 for information on translation services.</p> <p>Alignment provides free aids and services to people with disabilities to communicate effectively such as, written information in other formats (large print, audio, accessible electronic formats, other formats).</p> <p>Provides free language services to people whose primary language is not English, such as information written in other languages.</p>	<p>Member Services: 1-866-634-2247</p> <p>Concierge line: 833-242-2223</p>	<p>First Medicare Direct: Phone: 8am – 8pm, seven days a week (except for Thanksgiving and Christmas) from October 1 – March 31, and Mon-Fri (except for holidays) from April 1- sept. 30. 1-884-499-5630 (TTY: 711)</p>	12/2025



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Anthem Blue Cross	<p>Commercial: Providers may call 800-677-6669 to request to speak with an interpreter. Please instruct members to call the number on the back of their ID card.</p> <p>Medicare Multi-Language Interpreter Services: 1-888-230-7338 (TTY:711)</p> <p>Medi-Cal: Please refer to your provider manual or contact Provider Services at 800-407-4627 (outside L.A. County) or 888-285-7801 (inside L.A. County). For after-hours assistance, call the 24/7 Nurse Line at 800-224-0336.</p> <p>Please note- care providers need to request interpreters for face-to-face visits 3 business days ahead of time, with at least 24 hours for cancellations.</p>	<p>Members (Commercial): Members can contact Anthem Blue Cross by calling 1-888-254-2721 or call the number on the back of the Members ID card.</p> <p>Providers contacting Anthem on (Commercial) member's behalf: Call 1-800-677-6669 to request translation. Urgent requests are handled within one business day, and non-urgent requests are handled within two business days. A copy of the document is required to complete the translation request.</p> <p>Medi-Cal: Members can request translation of materials into non-English languages and alternative formats at no cost to them by contacting the designated Customer Call Center number: 800-407-4627 (outside L.A. County) or 888-285-7801 (inside L.A. County). For after-hours assistance, call the 24/7 Nurse Line at 800-224-0336.</p>	<p>Provider Care: 1-800-677-6669</p> <p>Physicians and other healthcare professionals can call Anthem's Provider Care Department at the Customer Service number on the back of the Member ID Card.</p>	<p>https://mediproviders.anthem.com/ca/pages/free- interpreting- services.aspx</p> <p>https://www.anthem.com/ca/provider</p> <p>Face-to-face interpreters for Medi-Cal members can be requested via email at: ssp.interpret@Anthem.com</p>	<p>8/2025</p>



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<p>Blue Shield of California</p>	<p>Over-the-Phone Interpretation: Blue Shield provides access to telephonic interpretation services through Provider Customer Services at (800) 541-6652. The provider will be guided by Voice Response Unit (VRU) menu prompts to request access to spoken interpretation services for a member over the phone (in almost any language) or hear information on how to obtain vital document translation (available in Blue Shield’s threshold languages only) on behalf of a member.</p> <p>In-Person Interpretation: To arrange for in-person interpretation services, the provider must call Provider Customer Services at (800) 541-6652. At least five (5) business days advance notice is preferred. Or visit the Blue Shield Language Assistance Program Resources Webpage at: https://www.blueshieldca.com/en/provider/guidelines-resources/manuals/independent-physician.</p> <p>For appointments made within 48 hours/Emergency (same or next day access for routine or urgent care), seek telephonic interpreter service (see Over-the-Phone Interpretation above).</p> <p>Members may get an interpreter or documents read and sent by calling the number on the back of the member’s ID card or 1-866-346-7198. Medicare members may call 1-800-776-4466.</p>	<p>Standard Vital Documents: Standard vital documents are translated into Blue Shield’s threshold languages in writing and are available upon request by the enrollee. A provider who receives a request for a vital document translation should forward it to Blue Shield within 1 business day for Urgent and 2 business days for Routine.</p> <p>Forwarding Vital Documents to Blue Shield:</p> <ul style="list-style-type: none"> Complete Blue Shield’s “Language Assistance Form” available at Provider Connection at blueshieldca.com/provider under Guidelines & resources, Patient care resources, and then Language Assistance Program Attach a copy of the document to be translated Fax the request the translation liaison 248-733-6331 <p><i>Providers are not delegated to provide translations of non-standard vital documents and must forward such requests received from enrollees to Blue Shield.</i></p>	<p>Call your Provider Relations representative or Provider Customer Services: (800) 541-6652.</p>	<p>blueshieldca.com/provider</p> <p>For a translation request, use the following document: https://www.blueshieldca.com/bsca/bsc/public/common/PortalComponents/provider/StreamDocumentServlet?fileName=PRV_SB853_070819.pdf</p> <p>Or for a printed copy, call the Blue Shield C&L Dept. at 1-800-468-9935</p>	<p>9/2025</p>
<p>Cigna</p>	<p>Cigna offers free telephonic interpretation for Cigna LEP participants through our language service vendor.</p> <p>To engage an interpreter, once the Cigna participant is ready to receive services, please call the number listed on the back of the members’ ID card or 1.800.806.2059.</p> <p>You will need the:</p> <ul style="list-style-type: none"> Member Cigna ID number 	<p>Translations are not delegated to Providers: Cigna has posted translated standard vital documents on the Cigna website next to the English vital documents.</p> <p>Obtaining Cigna Translated Documents: Providers can call Cigna Customer Service at 1-800-882-4462 or email Cigna at CulturalandLinguisticsUnit-TranslationRequest@Cigna.com or fax to 1 866-931-3068 to request translation of documents.</p>	<p>California Language Assistance Program, please call Cigna Customer Service at 1.800.882.4462</p> <p>If you are calling about a patient with a GWH-Cigna ID card, please call 1-866-494-2111.</p>	<p>Cigna California Language Assistance Program:</p> <p>https://www.cigna.com/healthcare/providers/resources/California-language-assistance-program</p>	<p>9/2025</p>



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	<ul style="list-style-type: none"> Member date of birth <p>Your TAX ID number (or NCPDP for pharmacist) to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance.</p> <p>Cigna now offers video remote interpreting (VRI) services for Cigna-eligible LEP customers through their language service vendor, CQ fluency. To engage a VRI interpreter for Cigna-eligible LEP customers using a computer or smart device:</p> <ul style="list-style-type: none"> Go to https://LanguageAccessProgram-Cigna.CQFluencyVRI.com. Enter access code CignaProviderVRI (case sensitive) Have the following information available: <ul style="list-style-type: none"> Customer last name Customer (member) ID State where customer lives State where provider office is located <p>Providers with Medicare Members can call Customer Service at 1-800-230-6138 for language assistance services.</p>	<p>Providers Request: “How to Request a Translation”</p> <p>Providers can forward the English document to be translated to Cigna’s Cultural and Linguistic Unit Translation Department-</p> <p>By email: CulturalandLinguisticsUnit-TranslationRequest@Cigna.com By fax: 1.866.931.3068</p> <p>Please remember to:</p> <ul style="list-style-type: none"> Include provider contact information. Protect personal health information (PHI) by using encryption and following standard operating procedures. 	<p>If the customer requires help, the notice instructs them to call Cigna at 1.800.244.6224.</p>		



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Health Net	<p>Interpreter Services: HMO, HSP, PPO, EPO, POS, Medicare Supplemental members- 1(800) 641-7761 M-F 8 AM - 6PM After hours and weekends- 1(800) 546-4570 M-F 5 PM - 8AM including Weekends and Holidays.</p> <p>Commercial/Covered California: Contact Health Net Member Services at the telephone number on the members' ID Card. IFP On Exchange Interpreter Services: (888) 926-2164 (M-F 8AM-6PM) IFP Off Exchange Interpreter Services: (877) 857-0701 (M-F 8AM-6PM) Small Group Off Exchange Interpreter Services: (800) 361-3366 (M-F 8AM-6PM) Large Group Off Exchange Interpreter Services: (800) 641-7761 (M-F 8AM-6PM) SHOP (Small Group on Exchange) Interpreter Services: (888) 926-5133 (M-F 8AM-6PM) All CA Commercial After Hours, weekends and holidays: (800) 546-4570</p> <p>Medicare Advantage: Call number on members' card or Provider Services: 1-800-929-9224 M-F 8AM – 5PM Medicare Members contact: 1-800-275-4737 (TTY:711)</p> <p>Medi-Cal: Contact Health Net Member Services at the telephone number on the members ID Card or by calling the Health Net Provider Services Center 1(800) 675-6110 (TTY:711) for after-hours select member option.</p> <p>Applicable Integrated Plan - Los Angeles Interpreter Services: 1 (855) 464-3571 24 hours/ day</p> <p>Applicable Integrated Plan - San Diego Interpreter Services: 1 (855) 464-3572 24 hours/day</p> <p>Face to Face Appointments: Call: 800-675-6110 (TTY: 711)</p>	<p>Translation Services: Medi-Cal, Applicable Integrated Plan, Medicare Advantage, Commercial:</p> <ul style="list-style-type: none"> • Health Net must provide translations and alternate formats of utilization management and case management materials for members that have a preferred language or format listed in the Health Net eligibility file. <ul style="list-style-type: none"> ○ If a member requests translation or an alternative format of an English document produced by a delegated medical group, the provider must refer the member to the Health Net Member Services telephone number on the member's identification (ID) card. ○ When Member Services receives the request, Health Net will request the document from the medical group. The medical group must submit the document within 48 hours. 		<p>Provider Services Medi-Cal: 1-800-675-6110 (TTY:711)</p> <p>Provider Services: Applicable Integrated Plan providerservices@healthnet.com</p> <p>Los Angeles County: 1-855-464-3571 San Diego County 1-855-464-3572</p> <p>Provider Services Medicare: 1-800-929-9224</p>	9/2025



2026 HERITAGE PROVIDER NETWORK

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	<p>You may request an interpreter 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 ready:</p> <ul style="list-style-type: none"> • Member ID number • Language needed when calling <p>Sign Language: Sign Language Interpretation is available. Please request a sign language interpreter as soon as the appointment is made, but not less than 5 business days before the appointment.</p>				
<p>Humana</p>	<p>Humana provides language assistance services for members with limited proficiency in English. Providers may call Humana at the phone number on the member's Humana ID card to access interpretation services while the member is in the office.</p> <p>Humana Language Line for Interpreter Services:</p> <ul style="list-style-type: none"> • Call 855-680-1056 / 877-320-1235 (TTY:711) • Enter PIN 4310 when prompted • Select language <ul style="list-style-type: none"> ○ Press 2 for Spanish ○ Press 3 to select language using 3 digit code ○ Press 0 for operator assistance <p>When creating appointments for members, please provide:</p> <ul style="list-style-type: none"> • Notification of availability of oral interpretation (over the phone, video or in-person) for Non-English/Limited English appointments. • Notification of availability of video or in-person sign language interpretation for hearing impaired members. 	<p>Humana Language Line for Translation Services:</p> <ul style="list-style-type: none"> • Call 855-680-1056 • Enter PIN 4310 when prompted • Select language <ul style="list-style-type: none"> ○ Press 2 for Spanish ○ Press 3 to select language using 3 digit code ○ Press 0 for operator assistance <p>For alternative formats, provided at no cost to members and is accessible to providers as well. members can visit the HUMANA customer support page or call Member Services on the back of the Member ID Card or 1-877-320-2233. Hours of operation: 8AM – 8PM EST</p> <p>Spanish versions of Humana's website and member materials can be accessed by selecting the "Español" link in the upper right corner of Humana's website.</p>	<p>Providers with questions about Humana's language assistance program can call: 1-877-320-2233</p>	<p>Humana Concierge Service for Accessibility: 877-320-2233, available 8am-8pm. ET, for arranging sign language interpreters (In-person or video) and alternate format communications</p>	<p>9/2025</p>



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	<p>Interpretation Vendor Voidance: This is an “Over the Phone” and “Video Interpreter” vendor setup a no-contract, pay as you go model for providers to offer interpretation services in 200 languages and video interpretation in 24 languages (including American Sign Language) to meet providers contractual and federal requirements, please click the link below to sign up: https://www.voiance.com/services/AccountSignUp/ServiceAgreement.aspx?g=d0db2690-d029-41978eee-27e292848969</p>				
<p>Imperial Health Plan</p>	<p>Interpreters: If a patient has LEP and requires language assistance, contact (855) 886-2901. Providers may access telephone interpreters by calling Imperial at the Provider Services phone number: (800) 830-3901 or Imperials main phone number: (626) 838-5100. Face to face interpreter services are also available for members who are deaf or have impaired hearing or speech. Face to face services must be requested 7 business days in advance.</p>	<p>Translations and Materials in Alternate Format: Members with LEP or with disabilities may request member informing and health education materials in their preferred language or in alternative formats. Alternative formats include audio, Braille and large print. Providers should forward these requests to Imperial. Imperial will use qualified translation service vendors to translate these documents to ensure accuracy and cultural and linguistic appropriateness.</p>	<p>Language Line: 855-886-2901 Provider Services: (800) 830-3901 Imperial Main Line: (626) 838-5100</p>		<p>8/2025</p>
<p>United Healthcare</p>	<p>Language Assistance Services: Members have the right to receive health information in their preferred language, including access to certified medical interpreters and sign language interpreters at no cost. Scheduling Interpreter Services: If you need to schedule interpreter support in advance, you may submit a request 24/7 through the UnitedHealthcare Provider Portal: https://identity.onehealthcareid.com/oneapp/index.html#/login Please note: On-site interpreter service requests require a minimum of 72 hours’ advance notice. Commercial Plans: UnitedHealthcare members with limited English proficiency may receive</p>	<p>Materials for limited English-speaking Members: UHC provides materials to visually impaired members, and in alternative formats. For more support for translated materials or materials format, call Provider Services. Or go to: https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notices</p>	<p>Commercial & Medicare Member Services contact information can be found on the back of members’ ID card. For questions about language assistance services, contact UHC at: uhchealthed@uhc.com</p>	<p>Language Assistance for Providers, Monday-Friday, 8am to 8pm EST: 1-877-842-3210 <i>This line is for provider use only. Member information, including Member ID, will be required to proceed.</i></p>	<p>8/2025</p>



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Health Plan Language Assistance

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	<p>translated written materials and oral interpretation services free of charge. For assistance, call 1-800-752-6096.</p> <p>Verbal Interpreter / Written Translation Services: The UnitedHealthcare West Call Center serves as a centralized resource for both providers and members. To access services, please call:1-800-752-6096. The following information and services are accessible through the call center:</p> <ul style="list-style-type: none"> • Access to and facilitate oral interpretation services for members needing language assistance in any language • Request an in-person interpreter for a member by selecting the appropriate phone number (based on language preference) to speak with a customer service representative and/or to conference in an interpreter <p>The member’s preferences for spoken language, written language and eligibility for written language service is displayed when checking eligibility and benefits in the UnitedHealthcare Provider Portal.</p>				