

## MATRIX INTERPRETER SERVICES

Health Plan Name	Plan LAP Threshold Languages (Other than English)	Plan Interpreter Access	Plan Translation Access (Vital Non-Standard Documents)	Plan Contact For Questions related to Interpreter/Translation	Additional Resources	Language Capability Verification Form Submittal
Aetna	<ul style="list-style-type: none"> <li>▪ English</li> <li>▪ Spanish</li> </ul>	1-800-525-3148	1-877-287-0117	Nicki Theodorou at 1-415-645-8264 Megan Rooney at 1-650-279-6091	N/A	PDSDallas@aetna.com
Anthem Blue Cross	<ul style="list-style-type: none"> <li>▪ Spanish</li> <li>▪ Chinese - traditional</li> <li>▪ Vietnamese</li> <li>▪ Tagalog</li> <li>▪ Korean</li> </ul>	1-888 254-2721	1-888-254-2721	1-800-677-6669	<a href="http://www.anthem.com/ca">www.anthem.com/ca</a> Note: Cultural & Linguistic resources are available on the Provider Home Page, under Provider Services	N/A
Blue Shield of California	<ul style="list-style-type: none"> <li>▪ Spanish</li> <li>▪ Chinese - Traditional</li> <li>▪ Vietnamese</li> </ul>	Providers: Over-the-phone interpretation 800-541-6652, follow IVR menu. On-site interpretation services call 1-800-541-6652, dial "0" and speak to a Provider Services Agent to arrange for an interpreter.	Please fax Language Services Request Form & and document requiring translation to 1-209-371-5838	email: LanguageAssistance@blueshieldca.com  or call your Provider Relations representative	blueshieldca.com/providers	
Care1st	<ul style="list-style-type: none"> <li>▪ Spanish</li> <li>▪ Chinese - Traditional</li> <li>▪ Korean</li> <li>▪ Vietnamese</li> </ul>	Between 8am to 6pm, please call Member Services at 1-800-544-0088 for Commercial members. Please call Member Services at 1-800-605-2556 for Healthy Families members. After hours, please call Pacific Interpreters at 1-800-259-4521	Contact C&L department: 1-800-605-2556 or 1-800-544-0088, ext. 6397	Contact Member Services: 1-800-544-0088 or 1-800-605-2556. Contact C&L department: 1-800-605-2556 or 1-800-544-0088, ext. 6397 Therese Horth 1-323-889-6638 ext. 6538 E-mail: thorthcare1st.com		
CIGNA	<ul style="list-style-type: none"> <li>▪ Spanish</li> <li>▪ Chinese - Traditional</li> </ul>	Call 1-800-806-2059. You will need the member's CIGNA ID number, mbr date of birth and your TAX ID number (or NCPDP for pharmacies) to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance.	Send Word document to translate to Culturalandlinguisticsunit@cigna.com. Protect PHI by encrypting e-mails.	Culturalandlinguisticsunit3@cigna.com	Provider Reference Manual	N/A
LA Care	<ul style="list-style-type: none"> <li>▪ English</li> <li>▪ Spanish</li> <li>▪ Chinese - traditional</li> </ul>	1-888-839-9909				

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	<ul style="list-style-type: none"> <li>▪ Vietnamese</li> <li>▪ Tagalog</li> <li>▪ Korean</li> <li>▪ Russian</li> <li>▪ Armenian</li> <li>▪ Cambodia</li> <li>▪ Farsi</li> </ul>					
Health Net of California, Inc	Oral translations in all languages, print translations Spanish and Chinese	Call the number on the member's ID card or HMO, PPO, POS, Medicare Supplemental members – 1-800-522-0088, After hours and weekends – 1-800-546-4570. The following are 24/7 access numbers: Individual and Family Plan (IFP) members – 1-800-839-2172. Health Families, Healthy Kids or AIM members please call 1-888-231-9473. Medi-Cal members – 1-800-675-6110.	Translation access questions contact Diana M. Carr, Manager C&L services at 1-626-683-6307	1-800-522-0088 Customer Contact Center, after hours and weekends 1-800-546-4570		
Pacificare	<ul style="list-style-type: none"> <li>▪ Spanish</li> <li>▪ Chinese</li> </ul>	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	1-800-730-7270 Spanish 1-800-938-2300 Chinese 1-800-624-8822 English (and All Other Languages)	<a href="http://www.pacificare.com">www.pacificare.com</a> <a href="http://www.pacificarelatino.com">www.pacificarelatino.com</a> <a href="http://www.pacificareasia.com">www.pacificareasia.com</a>	N/A
Easy Choice	<ul style="list-style-type: none"> <li>▪ English</li> <li>▪ Spanish</li> <li>▪ Korean</li> <li>▪ Vietnamese</li> <li>▪ Mandarin</li> </ul>	1-866-999-3945			If a member speaks a language that Easy Choice cannot accommodate, will conference in their vendor (Language Select) to assist with translation.	
MD Care/ Humana	<ul style="list-style-type: none"> <li>▪</li> </ul>					
Central Health Plan	<ul style="list-style-type: none"> <li>▪ Spanish</li> </ul>	1-866-314-2427				