

Language Assistance Contact Information

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 From Submittal
Aetna	<ul style="list-style-type: none"> <li>• English</li> <li>• Spanish</li> </ul>	1 (877) 287-0117	1-877-287-0117	Nicki Theodorou at 415-645-8264; Megan Rooney at 650-279-6091	N/A	<a href="mailto:PDSDallas@aetna.com">PDSDallas@aetna.com</a>
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 I Linguistic resources are available on the Provider Home Page under Provider Services	N/A
BlueShield of California	<ul style="list-style-type: none"> <li>• Spanish</li> <li>• Chinese (Traditional)</li> </ul>	1 (866) 346-7198	Please fax Language Services Request form and document requiring translation to 209-371-5838	<a href="mailto:LanguageAssistance@blueshieldca.com">LanguageAssistance@blueshieldca.com</a>  Or call your Provider Relations Representative	<a href="http://Blueshieldca.com/providers">Blueshieldca.com/providers</a>	N/A
Cigna	<ul style="list-style-type: none"> <li>• Spanish</li> <li>• Chinese (Traditional)</li> </ul>	1 (800) 244-6224	Send word document to translate to <a href="mailto:Culturalandlinguisticsunit@cigna.com">Culturalandlinguisticsunit@cigna.com</a> . Protect PHI by encrypting e-mails.	<a href="mailto:Culturalandlinguisticsunit3@cigna.com">Culturalandlinguisticsunit3@cigna.com</a>	Provider Reference Manual	N/A
Health Net of California, Inc	<ul style="list-style-type: none"> <li>• Oral translations in all languages</li> <li>• Print translations Spanish and Chinese</li> </ul>	HMO, PPO, POS, Medicare Supplemental (800) 522-0088 After hours and weekends (800) 546-4570 Individual and Family Plan (IFP) members (800) 839-2172 Healthy Families, Healthy Kids or AIM members please call (888) 231-9473	Translation access questions, contact Diana M. Carr, Manager C&L services at 626-683-6307.	(800) 522-0088 Customer Contact Center, after hours and weekends 800-646-4570		
Humana	<ul style="list-style-type: none"> <li>• Spanish</li> </ul>	1 (877) 228-9235	1-877-228-9235	1-877-228-9235	UHA Client ID 248207	N/A
United HealthCare	<ul style="list-style-type: none"> <li>• Spanish</li> <li>• Chinese</li> </ul>	Spanish: 1 (800) 730-7270 Chinese: 1 (800) 938-2300 English and all other Languages 1 (800) 624-8822	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
University Health Care Advantage (UHCA)	<ul style="list-style-type: none"> <li>• Spanish</li> </ul>	1-855-996-8422	1-855-996-8422	Customer Service 1-855-996-8422	<a href="http://www.uhcamedicare.org">www.uhcamedicare.org</a>	N/A
SCAN	<ul style="list-style-type: none"> <li>• Spanish</li> <li>• Chinese</li> </ul>	1 (877) 652-6482	In Person 1-888-338-5514	Customer Service 1-877-452-5898	N/A	N/A