

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 or Translation	Additional Resources
Anthem Blue Cross	Spanish, Arabic, Armenian, Chinese, Farsi, Hindi, Hmong, Japanese, Khmer, Korean, Punjabi, Russian, Tagalog, Thai, Vietnamese	Customer Care Center 1-888-285-7801 (LA County) 1-800-407-4627 (all others) <u>During Business Hours:</u> TTY line (800) 735-2922 <u>After Hours:</u> 24/7 NurseLine (800) 224-0336 TTY (800) 368-4424	Customer Care Center 1-888-285-7801	Customer Care Center 1-888-285-7801	Language Assistance Program Quick Reference Guide
Blue Shield of California	Chinese (traditional), Hindi, Spanish, Vietnamese	Call the number on member ID card or (866) 346-7198	Language Assistance Request Form	Provider Services (800) 541-6652 LanguageAssistance@blueshieldca.com	Fax Language Services Request Form & document(s) requiring translation to Blue Shield Translation Liaison (209) 371-5838
Health Net of California	Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese	24/7 Telephone access Call number on member's card or (888) 445-8913 (TTY 711)	Member Services (800) 675-6110 TDD (800) 431-0964	provider_services@healthnet.com	Provider Services (800) 929-9224
L.A Care	Arabic, Armenian, Chinese, Farsi, Khmer, Korean, Russian, Spanish, Tagalog, Vietnamese	24/7 Member Services (888) 839-9909 (TTY 711)	24/7 Member Services (888) 839-9909 (TTY 711)	24/7 Member Services (888) 839-9909 (TTY 711) Provider Solution Center (866) 522-2736	Interpretation & Translation
MmeorialCare Select Health Plan	Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Russian, Farsi, Khmer	24/7 Language Line (800) 752-6096 option 2 (TTY 711)	24/7 Language Line (800) 752-6096 option 2 (TTY 711)	Member Services 8am-5pm M-F (844) 805-8700	www.memorialcaresselecthealthplan.org www.languageline.com