



## Health Net Interpreter Services

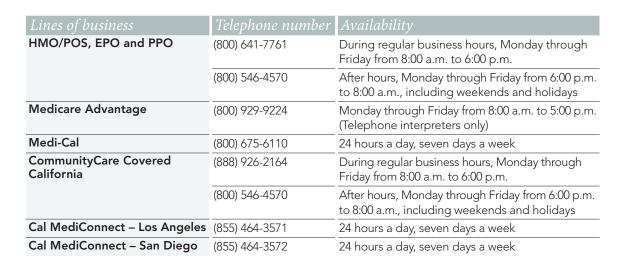
No-cost interpreter services available for providers

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

- Access to qualified interpreters trained on health care terminology and interpreting protocols and ethics
- Support to address common communication challenges across cultures

Providers may request an interpreter by calling the appropriate telephone numbers below, and choosing telephone or in-person interpreter services.

- Telephone interpreters To connect with an interpreter via telephone, have available the provider and member identification (ID) numbers and language needed. 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
- In-person interpreters To have an interpreter present at your site, schedule an appointment 3-5 business days prior to the member's appointment







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