



Ramon Munoz  
Health Net

# 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.

<i>Lines of business</i>	<i>Telephone number</i>	<i>Availability</i>
<b>HMO/POS, EPO and PPO</b>	(800) 641-7761	During regular business hours, Monday through Friday from 8:00 a.m. to 6:00 p.m.
	(800) 546-4570	After hours, Monday through Friday from 6:00 p.m. to 8:00 a.m., including weekends and holidays
<b>Medicare Advantage</b>	(800) 929-9224	Monday through Friday from 8:00 a.m. to 5:00 p.m. (Telephone interpreters only)
<b>Medi-Cal</b>	(800) 675-6110	24 hours a day, seven days a week
<b>CommunityCare Covered California</b>	(888) 926-2164	During regular business hours, Monday through Friday from 8:00 a.m. to 6:00 p.m.
	(800) 546-4570	After hours, Monday through Friday from 6:00 p.m. to 8:00 a.m., including weekends and holidays
<b>Cal MediConnect – Los Angeles</b>	(855) 464-3571	24 hours a day, seven days a week
<b>Cal MediConnect – San Diego</b>	(855) 464-3572	24 hours a day, seven days a week