




# No-Cost Interpreter Services Available 24/7 for Your Patients

Your patients can access no-cost interpreter services.

Phone interpreters are available in over 150 languages for immediate needs.

Request in-person or video interpreters a minimum of five business days before the appointment during regular business hours. Allow 10 business days for in-person sign language interpreter requests.

## When asking for an interpreter, tell us:

		
<p>The member's Health Net identification (ID) number</p>	<p>The appointment date, time and place</p>	<p>Language needed</p>



Phone interpreters in over 150 languages!

Ask for no-cost interpreter services to help you effectively communicate with your patients.

Please allow for a phone interpreter if that is the only interpreter available for the language, date and time of the appointment.

Line of business	Phone number	Hours of availability
Individual & Family Plans (Ambetter PPO)	844-463-8188	Monday through Friday, 8 a.m. to 5 p.m., Pacific time (see below for after hours)
Individual & Family Plans (Ambetter HMO)	888-926-2164	
Employer Group HMO, POS and PPO	800-641-7761	
After-hours language assistance line	800-546-4570	Monday through Friday, 5 p.m. to 8 a.m., Pacific time; weekends and holidays
Medi-Cal	800-675-6110	Monday through Friday, 8 a.m. to 6 p.m., Pacific time. For after hours select member option
Behavioral Health	800-647-7526	Monday through Friday, 8 a.m. to 5 p.m., Pacific time (not available for after hours)

**For office use only. Do NOT post in a patient area.**

**Phone numbers listed here are for provider use only. Members may contact the number listed on the back of their ID card for member services.**

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