



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

YOU AND YOUR PATIENTS CAN ACCESS NO-COST INTERPRETER SERVICES IN OVER 150 LANGUAGES. CALL 833-236-4141.

Access an interpreter

Physicians and other providers can call 833-236-4141 (TTY: 711) and press 1, Monday through Friday, 8 a.m. to 5 p.m., Pacific time (not available after hours) for assistance.

In-person or video interpreter requests

- Request at least five business days in advance during regular business hours.
- Allow 10 business days for sign language interpreter requests.

When asking for an interpreter, tell us:



The member's Plan identification (ID) number



Appointment date, time and place (or video link and password)



Language needed

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

Members may contact the number listed on the back of their ID card for member services, or 833-236-4141 (TTY: 711). Press 1 after the voice prompt to bypass a representative and connect directly with an interpreter.

(continued)



Phone interpreters in over 150 languages!

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

Behavioral health providers can request interpreter services for members by calling 800-647-7526, Monday through Friday, 8 a.m. to 5 p.m., Pacific time (not available 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.

Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange healthcare services for CHPIV enrollees. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.