



Independence Medical Group

HEALTH PLAN LANGUAGE ASSISTANCE PROGRAM (LAP) CONTACT INFORMATION

Health Plan Name	Health Plan LAP Threshold Languages (Other Than English)	Health Plan Interpreter Access	Health Plan Translation Access (Vital Non-Standard Documents)	Health Plan Contact For Questions Related To Interpreter/Translation	Additional Resources	Language Capability Verification Form Submittal
Aetna	English, Spanish	1-800-525-3148	1-877-287-0117	Nicki Theodorou at 1-415-645-8264; Megan Rooney at 1-650-279-6091.	N/A	PDSDallas@aetna.com
Anthem Blue Cross	Spanish, Chinese (Traditional), Vietnamese, Tagalog, Korean	1-888 254-2721	1-888 254-2721	1-800-677-6669	www.anthem.com/ca Note: Cultural & Linguistic resources are available on the Provider Home Page, under Provider Services.	N/A
Blue Shield of California	Spanish, Chinese (Traditional), Vietnamese	Providers: Over-the-phone interpretation 1-800-541-6652, follow IVR menu; On-site interpretation services call 1-800-541-6652, dial "0" and speak to a Provider Services Agent to arrange for an interpreter.	Please fax Language Services Request Form and document requiring translation to 1-209-371-5838.	Email: LanguageAssistance@blueshieldca.com. Or call your Provider Relations Representative.	www.blueshieldca.com/providers	
Health Net of California, Inc	Spanish, Chinese	The number for the customer contact center on the member's identification card. Between 7am and 6pm Monday through Friday - Individual and Family Plan (IFP) members please call 1-800-839-2172. Employer group members or Medicare Supplemental members please call 1-800-522-0088. Healthy Families, Healthy Kids or AIM members please call 1-888-231-9473. After hours and weekends please call 1-800-546-4570.	Translation access questions contact Diana M. Carr, Manager C&L services at 1-626-683 6307.	For questions about translation or interpreter services call 1-800-522-0088.	Health Net Interpreter Services www.indmedgroup.com/HNIS.pdf	
PacificCare	Spanish, Chinese	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 English (and All Other Languages).	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 English (and All Other Languages).	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 English (and All Other Languages).	www.pacificare.com www.pacificarelatino.com www.pacificareasia.com	N/A