


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

Your patients can access no-cost interpreter services at any time, day or night. 888-893-1569 (TTY: 711).


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:



The member's Plan identification (ID) number



The appointment date, time and place



Language needed



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.

Members may contact the number listed on the back of their ID card for member services, or 888-893-1569.

Behavioral Health providers can request interpreter services for members by contacting the number below:

| Phone number | Hours of availability |
|--------------|---|
| 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.

Some 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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