




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

Your patients can access no-cost interpreter services at any time, day or night. 833-236-4141 (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:

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

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.

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 health care services to CHPIV members. *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.