



Ramon Munoz
Health Net

Health Net Interpreter Services

No-cost interpreter services available for contracted providers

Interpreter services are offered to participating providers and members at no cost to ensure that they have the following:

- Interpreters in over 150 languages.
- Access to qualified interpreters trained in health care terminology and interpreting protocols and ethics.
- Support to address common communication challenges across cultures.

You may request interpreter services by calling the appropriate telephone numbers below or the number on the member's identification (ID) card. Telephone interpreters are available at the time of the appointment. It may be possible to schedule an in-person interpreter for a future appointment. To schedule an in-person interpreter, call a minimum of five days prior to the appointment. Have available the member ID number and language needed when calling. Please make accommodations to use telephone interpreters, as this may be the only interpreter option available.

When using a telephone interpreter, at the time of the member's appointment, call the applicable number below and a representative will connect you to an appropriate interpreter within a few minutes. To ensure confidentiality, the Health Net representative drops off the call once the member, interpreter and provider are connected.



Request no-cost interpreter services to help you effectively communicate with your Health Net members.

| <i>Line of business</i> | <i>Telephone number</i> | <i>Availability</i> |
|---|-------------------------|--|
| EPO, POS, CommunityCare, and PPO | 1-888-802-7001 | Monday through Friday, 8:00 a.m. to 5:00 p.m.. |
| Medicare Advantage | 1-888-445-8913 | Monday through Friday, 8:00 a.m. to 5:00 p.m. |