

# Interpreter services desktop reference

Keep this guide handy for use with members enrolled in Anthem Blue Cross (Anthem) publicly funded programs. Interpreter services are free.



## Telephone interpreters

During business hours, members and providers may call the Customer Care Center at **1-800-407-4627** (outside Los Angeles County) or **1-888-285-7801** (inside Los Angeles County). After business hours, call the 24/7 NurseLine at **1-800-224-0336** and:

1. Give the customer care associate or the helpline nurse the member's ID number.
2. Explain the need for an interpreter and state the language for which interpreter services are needed.
3. Wait while you are connected to an interpreter.

Once connected to the interpreter, the customer care associate or the helpline nurse introduces the member, explains the reason for the call and begins the dialogue.

## Face-to-face interpreters, including sign language

Members and providers may call the Customer Care Center at the numbers to the left to schedule services during business hours. Three business days are required to schedule services, and 24 business hours are required to cancel. Providers may also schedule by emailing [ssp.interpret@anthem.com](mailto:ssp.interpret@anthem.com). Registration with our secure email service is required. Please type **Secure** in the subject line.

## TTY and relay services (for members with hearing or speech loss)

During business hours, members may call Anthem's TTY line at **1-800-735-2922**. After business hours, members may use the 24/7 NurseLine TTY at **1-800-368-4424** or the California Relay Service number at **711**.



## Show this list to your patients.

If you know the appropriate translation, point to it and call Anthem interpreter services.

<b>English</b>	One moment please while I call an interpreter. This service is free.
<b>Arabic</b>	يرجى الانتظار لحظة من فضلك فأنا الآن أستدعي مترجمًا فورًا. هذه الخدمة مجانية.
<b>Armenian</b>	Մեկ րոպե խնդրում եմ սպասել, մինչ ես կզանգահարեմ թարգմանչին: Այս ծառայությունն անվճար է
<b>Chinese</b>	請稍等片刻，讓我聯絡一位口譯人員。這個服務是免費的。
<b>Farsi</b>	لطفاً کمی صبر کنید تا با مترجم تماس بگیرم. این خدمات رایگان است.
<b>Hindi</b>	कृप्या एक मिनट ठहरें जब तक मैं एक दुभाषिए को फोन कर लूँ। यह सेवा मुफ्त है।
<b>Hmong</b>	Thov tos ib pliag thaum kuv hu xovtooj rau ib tug kws txhais lus. Qhov no yog pab dawb xwb.
<b>Japanese</b>	通訳者を呼びますのでしばらくお待ちください。本サービスの利用は無料です。
<b>Korean</b>	통역사와 연결하는 동안 잠시 기다려 주십시오. 통역 서비스는 무료입니다.
<b>Laotian</b>	ກະລຸນາລໍຖ້າຈັກໜ້ອຍໃນຂະນະທີ່ຂ້ອຍໂທຫາພາຍແປງສາຍູ້. ການບໍລິການນີ້ບໍ່ເສຍຄ່າ.
<b>Mon-Khmer (Cambodian)</b>	សូមរង់ចាំមួយភ្លែតខណៈដែលខ្ញុំកំពុងហៅទូរស័ព្ទទៅកាន់អ្នកប្រែ។ សេវាកម្មនេះគឺឥតគិតថ្លៃ។
<b>Punjabi</b>	ਕਿਰਪਾ ਇੱਕ ਮਿੰਟ ਰੁਕੋ ਜਦੋਂ ਤੱਕ ਮੈਂ ਕਿਸੇ ਦੁਬਾਸੀਏ ਨੂੰ ਕਾਲ ਕਰ ਲਵਾਂ। ਇਹ ਸੇਵਾ ਮੁਫਤ ਹੈ।
<b>Russian</b>	Одну минутку, я свяжусь с переводчиком. Эта услуга бесплатна.
<b>Spanish</b>	Por favor, espere un momento mientras llamo a un intérprete. Este servicio es gratuito.
<b>Tagalog</b>	Sandali po lamang habang tumatawag ako ng interpreter. Libre ang serbisyong ito.
<b>Thai</b>	โปรดรอสักครู่ขณะข้าพเจ้าเรียกถามแปลภาษา บริการนี้ไม่คิดค่าใช้จ่าย
<b>Vietnamese</b>	Vui lòng chờ trong giây lát trong khi tôi gọi cho thông dịch viên. Dịch vụ này được cung cấp miễn phí.

<https://mediproviders.anthem.com/ca>

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