

# Language Services for CenCal Health Members

## Federal and State Guidelines:

- By law, we must ensure that members of our health plans have access to interpreter services if they do not speak English.
- Interpreter services must be available on a 24-hour basis for medical encounters.
- If the medical staff or providers do not speak the member's language, the health plan and provider cannot require or suggest to a member to provide their own interpreters.
- A friend or family member may be used as interpreter, if requested by the member after being informed of their right to free interpreter services arranged through the health plan. (However, the use of family or friends is generally discouraged.)

## How we can help:

- Interpreter services for CenCal Health members:
  - To arrange a face-to-face interpreter for a scheduled visit, call our Member Services Department, Monday –Friday, 8 AM – 5 PM at **1-800-421-2560 X 1666**.
  - Language Line is a 24 -hour service that provides an interpreter over the phone. You must keep a record of your use. To access, call: **1-800-774-4344. Give Client ID # 295982 and your PIN # (Provider Identification Number.)** *This service is provided for your use by CenCal Health for its members only. Any use of the Language Line for non-CenCal Health members, or other agencies not contracted with CenCal Health for its members, is strictly prohibited.*
- Provider Services can assist you with information on using the Language Line and on cultural and linguistic requirements. For more information call **1-800-421-2560 X 1676**.
- Health Education can assist you with finding appropriate health materials and community resources. Call 1-800-421-2560 X 1662 or contact the Health Educator at: [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org).