



# Quick Reference Guide

## for 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:

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 Language Line for non-CenCal Health members, or other agencies not contracted with CenCal Health for its members, is strictly prohibited.*

To arrange a face-to-face interpreter for a scheduled visit, call our Member Services Department, Monday - Friday, 8 AM - 5 PM at **(toll free) 1-800-421-2560 x1666**.

- 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 x1676**.

### Language Line Tools:

- **Quick Reference Guide** - If you would like a copy for your office, please call Provider Services at **562-1676**.
- **Point Chart** - Every clinic or office should have a notice posted that says that “Interpreters are available.” This notice lists that message in several of the more common non-English languages and allows a patient to “point” and let you what language they speak. This chart will help you identify what type of interpreter you need.

- **Dual Handset Phone** - If you need to use the Language Line regularly for appointments in your office, you may want to get a dual handset. This phone allows you to have a face-to-face conversation between you and your patient with the interpreter on the phone without having to pass the mouthpiece back and forth and without putting the call on speaker phone. These phones are available from Language Line.