

Free Interpreter Services

USE TO HELP PROVIDE CARE FOR HEALTH NET* MEMBERS

*No-cost interpreter services are available 24 hours a day, seven days a week.***

Telephone interpreters are available in over 150 languages for immediate needs.

Request in-person interpreters, including sign language interpreters, a minimum of five business days before the appointment during regular business hours.

When asking for an interpreter, all you need are:



The member's Health Net identification (ID) number



The appointment date, time and place



Language needed

Please make accommodations to use a telephone interpreter if that is the only interpreter available for the language, date and time of the appointment.

Providers may request interpreter services for Health Net members by contacting Health Net at:

Line of business	Telephone number	Hours of availability
Large Employer Group	1-800-641-7761	Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific time (see below for after hours)
Small Employer Group (off exchange)	1-800-361-3366	
Small Employer Group (on exchange)	1-888-926-5133	Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific time (see below for after hours)
Individual Family Plan (off exchange)	1-877-857-0701	
Individual Family Plan (on exchange)	1-888-926-2164	Monday through Friday, 5:00 p.m. to 8:00 a.m. Pacific time; weekends and holidays
After-hours language assistance line for commercial line of business	1-800-546-4570	
Medicare Advantage	1-800-929-9224	**Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific time (not available after hours)
Medi-Cal	1-800-675-6110	Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time. For after-hours select member option.

For office use only. Do NOT post in a patient area.

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Telephone interpreters in over 150 languages!

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

PROVIDER COMMUNICATIONS