No-Cost Interpreter Services Available 24/7 for Your Patients

You and your patients can access no-cost interpreter services in over 150 languages. Call 866-999-3945.

Access an interpreter

1. Call 866-999-3945.
2. Press "1" English.

Hours: Monday through Friday, 8 a.m. to 5 p.m., Pacific time for assistance. Not available after hours.

In-person or video interpreter requests

- Request at least 5 business days in advance during regular business hours.
- Allow 10 business days for sign language interpreter requests.

When asking for an interpreter, tell us:

The patient's Plan identification (ID) number

The appointment date, time and place (or video link and password)

Language needed

Phone interpreters in over 150 languages!

Ask for no-cost interpreter services to help you effectively communicate with your patients.

Please allow for a phone interpreter if that is the only interpreter available for the language, date and time of the appointment.

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

Phone numbers listed here are for provider use only. Patients may contact the number listed on the back of their ID card for Member Services.