

How to Request Interpreter Services

To request interpreter services for CalOptima Medi-Cal, OneCare or OneCare Connect, please use the list below to contact the member’s health network after verifying eligibility. The member’s health network will work with you and the member to coordinate all interpreter services. To request service, first determine if telephonic or face-to-face interpretation is needed.

- **Telephonic interpretation** is recommended for **urgent situations or short-and-simple conversations**. This service is available 24 hours a day, seven days a week.
- **Face-to-face interpretation**, including sign language, is recommended **when complicated or extensive explanation of treatment or symptoms is required**. This service is available for scheduled medical appointments in an ambulatory setting and requires at least five working days’ advance notice.
- **Please note that if the member resides in a long-term care facility or is an inpatient at a hospital, the facility or hospital is responsible for providing interpreter services.**
- **If the member is in CalOptima Direct, call CalOptima’s Customer Service Department at 714-246-8500. Prior authorization is not required**

Please have the following information ready at the time of the request:

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|-----------------------------|------------------------|--|
| ● Member’s name | ● Date of appointment | ● Type of visit |
| ● Member’s CIN or ID number | ● Time of appointment | ● Name of doctor/facility |
| ● Member’s gender | ● Language needed | ● Address of appointment/location |
| ● Member’s age | ● Approximate duration | ● Phone number of appointment/location |

HEALTH NETWORK INTERPRETER SERVICES CONTACT LIST

Health Network	Telephonic Interpreter Service Contact	Face-to-Face Interpreter Service Contact
ADOC Medical Group	844-292-5173	844-292-5173
Alta Med Health Services	877-462-2582	877-462-2582
AMVI Care Health Network	866-796-4245	866-796-4245
CHOC Health Alliance	800-424-2462	800-424-2462

Health Network	Telephonic Interpreter Service Contact	Face-to-Face Interpreter Service Contact
Family Choice Health Network	Language Line: 800-874-9426	800-611-0111
Kaiser Permanente	800-464-4000 or 800-777-1370 (TDD/TTY)	800-464-4000 or 800-777-1370 (TDD/TTY)
Noble Mid-Orange County	888-880-8811	888-880-8811 (Ask for Utilization Department)
Optum Care Network - Arta	800-788-8879 Fax referral request: 949-567-0236 Online referral request: www.HCP-Connect.com	800-788-8879 Fax referral request: 949-567-0236 Online referral request: www.HCP-Connect.com
Optum Care Network - Monarch	888-656-7523	888-656-7523
Optum Care Network - Talbert	800-297-6249 Fax referral request: 714-436-4408 Online referral request: www.HCP-Connect.com Need access code for interpreter services	800-297-6249 Fax referral request: 714-436-4408 Online referral request: www.HCP-Connect.com
Prospect Medical Group	800-708-3230	800-708-3230 Fax request to: 714-560-7305 Submit request online: www.prospectmedical.com
Regal Medical Group	844-292-5173	844-292-5173
United Care Medical Network	877-225-6784	877-225-6784