



LANGUAGE ASSISTANCE PHONE NUMBERS BY PLAN

Meritage Medical Network will cooperate with, and assist our contracted health plans with their obligation to provide language assistance services to Limited English Proficient (LEP) HMO members in accordance with Title 28, California Code of Regulations, 1300.67.04 and applicable revisions to the Knox Keene Act. Plans are required to provide written translation of certain documents free of charge based on the plan's determination of the final threshold languages. However, Oral interpretation services in any language to our members will continue to be available, free of charge. Please call the Plans at the numbers below for translation services.

ANTHEM BLUE CROSS: 1-888-254-2721 Anthem Blue Cross. TTY/TDD: 711
THRESHOLD LANGUAGES: English, Spanish, Chinese, Korean, Vietnamese, Tagalong, Arabic, Armenian, Farsi, Hindi, Hmong, Korean, Navajo, Punjabi, Khmer, Russian, Thai,

BLUE SHIELD OF CA: 866-346-7198.
THRESHOLD LANGUAGES: English, Spanish, Chinese, and Vietnamese, Tagalog, Navajo, Korean, Armenian, Russian, Japanese, Persian, Punjabi, Khmer, Arabic, Hmong, Thai, Hindi

CIGNA: Call the number on member ID card. (TTY: Dial 711)
THRESHOLD LANGUAGES: English, Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, French Creole, French, Portuguese, Polish, Japanese, Italian, German, Persian-Farsi

HEALTH NET: Health Net's Customer Contact Center at 800-522-0088.

THRESHOLD LANGUAGES: English, Spanish and Chinese, Arabic, Armenian, Hindi, Hmong, Japanese, Khmer, Korean, Navajo, Persian (Farsi), Panjabi (Punjabi), Russian, Tagalog, Thai, Vietnamese

UNITED HEALTHCARE: 1-800-624-8822 (English)

1-800-730-7270 (Spanish)

1-800-938-2300 (Chinese)

THRESHOLD LANGUAGES: English, Spanish, and Chinese

WESTERN HEALTH ADVANGAGE

THRESHOLD LANGUAGES: English, Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian-Farsi, Russian, Japanese, Arabic, Punjabi, Cambodian-Mon-Khmer, Hmong, Hindi, Thai

1-888-563-2250 or 888-877-5378 (TTY) (English)

1-888-563-2250 (Spanish)

SCAN

THRESHOLD LANGUAGES: English, Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian, Russian, Japanese, Arabic, Punjabi, Mon-Khmer, Cambodian, Hmong, Hindi, Thai

1-800-559-3500 TTY (711) All languages