

## Anthem Blue Cross Language Assistance Program

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### No Interpreter? No Problem!

Anthem Blue Cross (Anthem) wants you to be able to communicate with your patients clearly and accurately.

- It's easy
- It's free
- No advance notice required
- All languages

For Anthem members whose primary language isn't English, Anthem offers free language assistance services through interpreters. Members have access to interpreters over the phone or face to face during appointments. If the member is interested in these services, please have them call the Anthem Member Services number on their member's ID card (TTY/TDD: 711) between 8:00 a.m. and 5:00 p.m. Monday through Friday. After regular business hours, telephonic interpreter services are available through the 24/7 NurseLine. If you would like to access an interpreter on behalf of your member, please contact **1-800-677-6999**.

Please remember, in accordance with the California Language Assistance Program, you must notify Anthem members of the availability of the health plan interpreter services. You must also document a member's refusal of any needed interpreter services in his or her patient chart. Make sure to let your patients know that Anthem's Customer Service Representatives are available to help coordinate appointment scheduling through the interpreter services.

Here's what to expect:

### Telephone Interpreters

Give the customer care associate the member's ID number.

Explain the need for an interpreter and state the language.

Wait on the line while the connection is made.

Once connected to the interpreter, the associate introduces the Anthem Blue Cross member, explains the reason for the call, and begins the dialogue.

### Face-to-Face Interpreters Including Sign Language

Members can request to have an interpreter assist at a doctor's office. This request may be made in advance, or when the member is in the office. Doctors may make these requests on behalf of members. Seventy-two business hours are required to schedule services, and 24 business hours are required to cancel

## Please refer to the Anthem Provider Manual for additional information on the Language Assistance Program

**URL:** <https://providernews.anthem.com/california/article/anthem-blue-cross-language-assistance-program>

**Featured In:**

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