

**Bakersfield Family Medical Center/Heritage Physician Network - Coastal Communities Physician Network**  
**Health Plan Language Assistance program (LAP) Contact Information**

Health Plan Name	Health Plan LAP Threshold Languages (Other Than English)	Health Plan Interpreter Access	Health Plan Translation Access (Vital Non-Standard Documents)	Health Plan Contact For Questions Related To Interpreter/Translation	Additional Resources	Language Capability Verification Form Submittal	You Will Need The Following Information
Aetna	Spanish and other as requested	1-800-525-3148	1-877-287-0117	Nicki Theodorou at 1-415-645-8264; Megan Rooney at 1-650-279-6091	N/A	<a href="mailto:PDSDallas@aetna.com">PDSDallas@aetna.com</a>	Tax ID # 770051579 Member ID #
Anthem Blue Cross	Spanish, Chinese (traditional), Vietnamese, Tagalog, Korean others as requested	Call number on the back of patients card 1st. Or call 1-888-254-2721 1-800-677-6669	1-800-677-6669	1-800-677-6669	Note: Cultral & Linguistic resources are available on the Provider Home Page, under Provider Services. <a href="http://www.anthem.com/ca">www.anthem.com/ca</a>	N/A	Tax ID # 770051579 Member ID #
Blue Shield of California	Spanish, Chinese (traditional), Vietnamese and others as requested	Providers: Over the phone interpretation 1-800-541-6652, follow IVR menu; On site interpretation services call 1-800-541-6652, dial "0" and speak to a Provider Services Agent to arrange for an interpreter.	Please fax Language Services Request Form and document requiring translation to 1-209-371-5838	Email: Language Assistance @ blueshieldca.com or call your Provider Relations Representative	<a href="http://www.blueshieldca.com/providers">www.blueshieldca.com/providers</a>	N/A	Tax ID # 770051579 Member ID #
Health Net of California, Inc.	Spanish, Chinese and others as requested	1-800-641-7761 or 1-800-522-0088. Over the phone interpretation can be done same day/On site interpretation Health Plan must be notified in advance	Translation access question contact Diana M. Carr, Manager C&L services at 1-626-683-6307	For questions about translation or interpreter services call 1- 800-522-0088	Health Net Interpreter Services <a href="http://www.indmedgroup.com/HNIS.pdf">www.indmedgroup.com/HNIS.pdf</a>	N/A	Tax ID # 770051579 Member ID #
PacifiCare	Spanish, Chinese and others as requested	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 all other languages	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 all other languages	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 all other languages	<a href="http://www.pacificare.com">www.pacificare.com</a> <a href="http://www.Pacificarelatino.com">www. Pacificarelatino.com</a> <a href="http://www. Pacificareasia.com">www. Pacificareasia.com</a>	N/A	Tax ID # 770051579 Member ID #
Cigna	All languages	1-800-806-2059	1-800-806-2059	1-800-806-2059	N/A	N/A	Tax ID # 770051579 Member ID #
Scan	All languages	1-800-559-3500	1-800-559-3500	1-800-559-3500	N/A	N/A	Tax ID # 770051579 Member ID #
United Health Care	All languages	Senior patients: 1-866-487-4565 Commercial patients 1-800-546-4881	Senior patients: 1-866-487-4565 Commercial patients 1-800-546-4881	Senior patients: 1-866-487-4565 Commercial patients 1-800-546-4881	N/A	N/A	Tax ID # 770051579 Member ID #