

LANGUAGE ASSISTANCE PHONE NUMBERS BY PLAN

Meritage Medical Network will cooperate and comply with all contracted health plans in the health plan's 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 number below for translation services.

AETNA: 1-877-287-0117.

THRESHOLD LANGUAGES: English and Spanish

ANTHEM BLUE CROSS: 1-888-254-2721 Anthem Blue Cross.

THRESHOLD LANGUAGES: English, Spanish, Chinese, Korean, Vietnamese, Tagalong

BLUE SHIELD OF CA: 866-346-7198.

THRESHOLD LANGUAGES: English, Spanish, Chinese, and Vietnamese

CIGNA: 1-800-244-6224.

THRESHOLD LANGUAGES: English, Spanish, and Chinese

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

Healthy Families members please call 888-231-9473.

THRESHOLD LANGUAGES: English, Spanish and Chinese

PACIFICARE: 1-800-624-8822 (English)

1-800-730-7270(Spanish)

1-800-938-2300 (Chinese)

THRESHOLD LANGUAGES: English, Spanish, and Chinese