https://mediproviders.anthem.com/ca

Anthem BlueCross

Interpreter Services Desktop Reference

Keep this guide handy for use with members enrolled in Anthem Blue Cross (Anthem) publicly funded programs. Interpreter services are free. Please see the other side of this flier for individual language aids for members.

Telephone interpreters

During business hours, members and providers may call the Customer Care Center at **1-800-407-4627** (outside Los Angeles County) or **1-888-285-7801** (inside Los Angeles County). After business hours, call the 24/7 NurseLine at **1-800-224-0336** and:

1. When asked for language, either press 1 or say English, or press 2 or say Spanish.
2. When calling on behalf of a member, say Member; if not, please say Provider.
3. Give the customer care associate or the helpline nurse the member's ID number.
4. Explain the need for an interpreter and state the language for which interpreter services are needed.
5. Wait while you are connected to an interpreter.

Once connected to the interpreter, the customer care associate or the helpline nurse introduces the member, explains the reason for the call and begins the dialogue.

Face-to-face interpreters, including sign language

Members and providers may call the Customer Care Center at the numbers above to schedule services during business hours. Three business days are required to schedule services, and 24 business hours are required to cancel. Providers may also schedule by emailing ssp.interpret@anthem.com. Registration with our secure email service is required. Please type **Secure** in the subject line.

TTY and relay services (for members with hearing or speech loss)

During business hours, members may call Anthem's TTY line at **1-800-735-2922**. After business hours, members may use the 24/7 NurseLine TTY at **1-800-368-4424** or the California Relay Service number at **711**.

Tips for working with interpreters

- Brief the interpreter in private before the members' visits. Provide relevant information about members.
- Encourage the interpreter to ask questions or clarify a message when necessary.
- Address members directly. Avoid directing all comments to the interpreter.
- Talk in short sentences. Discuss one concept at a time.
- Be patient. Careful interpretation may require the interpreter to use long phrases. It can take more words or time to describe a concept in another language.
- Avoid using medical jargon when possible. It may be difficult for interpreters and members to understand.
- Be aware of nonverbal cues from members such as nodding, smiling, body positioning, etc. Nonverbal cues may indicate how much information is being understood.

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Tips for communicating with members who speak limited English

- Speak slowly, not loudly.
- Organize what you want to convey first. Use short, simple sentences. Keep in mind, what is said at the beginning and end of a discussion is most likely to be remembered.
- Face members. Watch their facial expressions and body language. If these don't agree with their words, or if their expressions indicate they do not understand, slow down and start again.
- Try not to ask yes or no questions. Instead, ask questions requiring members to respond and volunteer information. For example, phrase questions to begin with why, how or what.
- Members' responses will help you determine whether they properly understand the question.
- Rephrase and summarize often.

Show this list to your patients.

If you know the appropriate translation, point to it and call Anthem Blue Cross Interpreter Services.

English	One moment please while I call an interpreter. This service is free.
Arabic	يرجى الانتظار لحظة من فضلك فأنا الآن أستدعي مترجمًا فوريًا. هذه الخدمة مجانية.
Armenian	Մեկ րոպե խնդրում եմ սպասել, մինչ ես կզանգահարեմ թարգմանչին: Այս ծառայությունն անվճար է
Chinese	請稍等片刻，讓我聯絡一位口譯人員。這個服務是免費的。
Farsi	لطفاً کمی صبر کنید تا با مترجم تماس بگیرم. این خدمات رایگان است.
Hindi	कृप्या एक मिनट ठहरें जब तक मैं एक दुभाषिए को फोन कर लूँ। यह सेवा मुफ़्त है।
Hmong	Thov tos ib pliag thaum kuv hu xovtooj rau ib tug kws txhais lus. Qhov no yog pab dawb xwb.
Japanese	通訳者を呼びますのでしばらくお待ちください。本サービスの利用は無料です。
Korean	통역사와 연결하는 동안 잠시 기다려 주십시오. 통역 서비스는 무료입니다.
Laotian	ກະລຸນາລໍຖ້າຈັກໜ້ອຍໃນຂະນະທີ່ຂ້ອຍໂທຫາບາຍແປພາສາຢູ່. ການບໍລິການນີ້ບໍ່ເສຍຄ່າ.
Mon-Khmer (Cambodian)	សូមរង់ចាំមួយភ្លែតខណៈដែលខ្ញុំកំពុងហៅទូរស័ព្ទទៅកាន់អ្នកប្រែ។ សេវាកម្មនេះគឺឥតគិតថ្លៃ។
Punjabi	ਕਿਰਪਾ ਇੱਕ ਮਿੰਟ ਰੁਕੋ ਜਦੋਂ ਤੱਕ ਮੈਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਨੂੰ ਕਾਲ ਕਰ ਲਵਾਂ। ਇਹ ਸੇਵਾ ਮੁਫ਼ਤ ਹੈ।
Russian	Одну минутку, я свяжусь с переводчиком. Эта услуга бесплатна.
Spanish	Por favor, espere un momento mientras llamo a un intérprete. Este servicio es gratuito.
Tagalog	Sandali po lamang habang tumatawag ako ng interpreter. Libre ang serbisyong ito.
Thai	โปรดรอสักครู่ขณะข้าพเจ้าเรียกล่ามแปลภาษา บริการนี้ไม่คิดค่าใช้จ่าย
Vietnamese	Vui lòng chờ trong giây lát trong khi tôi gọi cho thông dịch viên. Dịch vụ này được cung cấp miễn phí.