

Interpreter services

Desktop reference

Keep this guide handy for use with members enrolled in Anthem publicly funded programs. Interpreter services are free.

Telephone interpreters

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

1. Give the customer care associate or the helpline nurse the member's ID number.
2. Explain the need for an interpreter and state the language for which interpreter services are needed.
3. 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. 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 **800-735-2922**. After business hours, members may use the 24/7 NurseLine TTY at **800-368-4424** or the California Relay Service number at 711.

Show this list to your patients.

If you know the appropriate translation, point to it and call Anthem 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 فوراً. هذه الخدمة مجانية
Armenian	Մեկ րոպե խնդրում եմ սպասել, մինչ ես կզանգահարեմ թարգմանչին: Այս ծառայությունն անվճար է
Chinese (Traditional)	請稍等片刻，讓我聯絡一位口譯人員。這個服務是免費的。
Chinese (Simplified)	请稍候片刻，我正在致电口译员。此项服务免费。
Farsi	لطفاً کمی صبر کنید تا با مترجم تماس بگیرم. این خدمات رایگان است
Hindi	कृपया एक मिनट ठहरें जब तक मैं एक दुभाषिए को फोन कर लूँ। यह सेवा मुफ्त 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	ກະລຸນາລໍຖ້າຈົນໜ້ອຍໃນຂະນະທີ່ຂ້ອຍໂທຫາພາຍແປງສາຍູ້. ການບໍລິການນີ້ບໍ່ເສຍຄ່າ.
Mien	Tov daaix luic zuov dangh oc, yie dorng dorng korh waac mingh borqv lorx faan waac mienh. Naaiv se benx wang-hengh nzie weih faan waac bun muangx maiv zuqc cingv.
Mon-Khmer (Cambodian)	សូមរង់ចាំមួយភ្លែតខណៈដែលខ្ញុំកំពុងហៅទូរស័ព្ទទៅកាន់អ្នកប្រែ។ សេវាកម្មនេះគឺឥតគិតថ្លៃ។
Punjabi	ਵਿਰਾਮ ਏਕ ਮਿੰਟ ਰੁਕੋ ਜਦੋਂ ਤੱਕ ਮੈਂ ਵਿਸੇ ਦੁਬਾਸ਼ੀਏ ਨੂੰ ਕਾਲ ਕਰ ਲਵਾਂ। ਇਹ ਸੇਵਾ ਮੁਫਤ 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	โปรดรอสักครู่ขณะข้าพเจ้าเรียกถามแปลภาษา บริการนี้ไม่คิดค่าใช้จ่าย
Ukrainian	Зачекайте, будь ласка, хвилинку, доки я покличу усного перекладача. Ця послуга безкоштовна.
Vietnamese	Vui lòng chờ trong giây lát trong khi tôi gọi cho thông dịch viên. Dịch vụ này được cung cấp miễn phí.

<https://providers.anthem.com/ca>