How to Access Interpreter Services

Valley Health Plan provides interpreter services for any covered service at no cost to members or providers. Each physician office shall provide their NPI number to access interpretation services.

I. Telephone Interpretation Services (24 hours a day, 7 days a week)
   1. Call Language Line phone number (844) 670-6820
   2. An agent will come on the line. Provide the agent with:
      a. Your NPI number
      b. Once the information is successfully entered, you will be prompted to select the Language you need and the call shall route to the appropriate work unit. For hearing impaired should contact CA Relay Services:
         TTY: (800) 735-2929
         Voice: (800) 735-2922

II. Video Interpretation Services (Prefer to request 72-hour in advance notice)
   1. Call Language Line phone number (844) 670-6820 through a device with video capabilities.
   2. Prepare the following information before scheduling an appointment:
      a. Your NPI number
      b. Once the information is successfully entered, you will be prompted to select the Language you need, and the call shall route to the appropriate work unit.

III. Written Translation
    Valley Health Plan (VHP) Member Services Department should be used for the translation of vital documents. Contracted VHP physician offices may request translation of vital documents by sending an email, containing the document(s) to be translated, to the Valley Health Plan Member Services Department at the following email address:
    memberservices@vhp.sccgov.org. VHP will make the determination if the document(s) submitted meets the threshold of a vital document. If the document is determined to be a vital document VHP will translate the document(s) within 21 days of receipt. The translated document(s) will be then sent to the email address that originated the request.