

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 be provided with a 5 digit identification access number.

- I. **Telephone Interpretation Services** (24 hours a day, 7 days a week)
 1. Call Language Line phone number (408) 808-6150
 2. An agent will come on the line. Provider the agent with:
 - 5 digits Access Code
 - Your First Name and the office's name
 - Member's Name
 - Member's ID/MR#
 - 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.

NOTE: For hearing impaired should contact CA Relay Services:

TTY: (800) 735- 2929

Voice: (800) 735-2922

- II. **In-Person Interpretation Services** (Prefer to request 72-hour in advance notice)
 1. Call Language Line phone number (408) 808-6150
 2. Prepare the following information before scheduling an appointment:
 - Provider's Name and Address
 - Member's Name and MR#
 - Language needed
 - Appointment date, time and location

III. Written Translation

The language Services Department may be utilized as a resource for the translation of vital documents; contracted VHP physician offices may request translation of vital documents by sending an email (along with the document to be translated) to the Language Services Department at the following email address: hhslanguageservices@hss.sccgov.org

Language line phone
number (408) 808-6150
Your language Access
Code: _____