

Interpretive Services

Quick Reference Guide



INTERPRETIVE SERVICES

➤ Language Line

Partnership HealthPlan of California (PHC) provides telephone interpretive services for PHC members with limited English proficiency. Providers may access Language Line Services 24 hours a day. For PHC members:

1. Log on to PHC e-Systems at www.partnershiphp.org
2. Click on the link to obtain the telephone number to call, Client ID number, and 4-digit access code.
3. An interpreter will be connected to the call. Brief the interpreter about the type of visit/service. Summarize what you wish to accomplish and any special instructions.

If you have questions, or need a PHC e-Systems logon, contact the PHC Provider Relations Department at **(707) 863-4100**.

➤ Member/Provider Face-To-Face Interpretive Services

PHC will only pay for face-to-face interpreters for special situations:

- Services for hearing impaired members
- Complex courses of therapy or procedures

Prior authorization via phone is required. To request a face-to-face interpreter, contact the PHC Member Services Department at **(707) 863-4120** or **(800) 863-4155**.

Please Avoid Using Family Members or Friends as Interpreters

PHC strongly discourages the use of family members or friends, especially minors, as interpreters for PHC members. Using an untrained interpreter may result in miscommunication of medical information and compromise quality of care. It may also cause embarrassment when discussing sensitive topics. **If a member declines interpreter services, the State requires providers to document such in the medical record.**

Services for the Hearing Impaired

- **Members** who are hearing impaired may contact the free **California Relay Service** at **(800) 735-2929**.
- **Providers** may use the free **California Relay Service** at **(800) 735-2929** to communicate with a hearing impaired member via phone. For office visits, follow the instructions above to request a sign language interpreter.