



New Interpretive Services AMN Healthcare

October 5, 2021

Partnership HealthPlan of California (PHC) will have a new Interpretive Language Services provider, AMN Healthcare – Language Services. AMN Healthcare will be the new language services provider for both PHC members and providers.

AMN Healthcare will provide telephone and Video Remote Interpretive (VRI) services and will replace PHC's current Language Line. The current interpretive services line will be disconnected as of November 30, 2021. AMN will provide interpretation for 145 languages by phone and over 40 languages via Video Remote Interpreting (VRI). VRI can be downloaded to your facility device for interpretation. Please review the VRI guidelines on our PHC website at <https://bit.ly/3DjCF3z>.

Please note to access the Telephone Language Services you will need to give your PHC number as listed in the PHC Provider Directory. Please use the AMN Healthcare number below to access Telephone Language Services:



Telephone Language Services: (844) 333-3095

Providers will be asked to provide the following at the start of the call:

- PHC#, Provider Site Name and City, Member ID (if applicable)



Video Language Services:

1. Determine if the device meets the technical requirements for the app (linked below).
2. Request a license from AMN by completing the VRI Setup Form linked below.
3. Email the completed form back to Elizabeth.Jones@amnhealthcare.com.
4. Set up the application on your device.
5. AMN will contact you within three (3) business days to confirm your approval status and next steps.

Please note that each individual device will require a separate license and login. There is no cost for each provider license. PHC will pay for the cost of interpreting services. For additional details on how to request a VRI License, refer to the guides linked below.

Resources:

AMN Healthcare Training Video: <https://bit.ly/3A7x8uM>

VRI Guidelines: <https://bit.ly/3DjCF3z>

VRI Setup Form: <https://bit.ly/3lchVEv>

Where to find your PHC #: <https://bit.ly/2Ypnrul>

Frequently Asked Questions: <https://bit.ly/3phW0y1>