

Partnership HealthPlan of California provides Interpretive Language Services through AMN Healthcare – Language Services. AMN Healthcare provides language services for both Partnership members and providers. AMN Healthcare offers telephone and video remote interpreting (VRI) services.

AMN provides interpretation for 145 languages by phone and over 40 languages via VRI. VRI can be downloaded to your facility’s device for interpretation. Please review the VRI guidelines on our website at <https://bit.ly/3DjCF3z>.

To access the telephone language services, you will need to give your Partnership provider number as listed in the Partnership [Provider Directory](#). Please use the AMN Healthcare phone number below to access telephone language services.



AMN Telephone Language Services: (844) 333-3095

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

- Partnership number, provider site name and city, member ID (if applicable)
- If you do not have the member’s ID, bypass the prompt by stating you do not have that information but will still require interpreting services.



Steps for AMN Video Language Services

- Determine if the device meets the technical requirements for the app (linked below).
- Request a license from AMN by completing the VRI Setup Form linked below.
- Email the completed form back to Elizabeth.Jones@amnhealthcare.com.
- Set up the application on your device.
- AMN will contact you within three 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.

Partnership will pay for the cost of interpreting services. For additional details on how to request a VRI platform license (to load on your owned equipment), refer to the guides linked below. Please note that face-to-face interpreting is available for American Sign Language only.

Additional 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 Partnership number: <https://bit.ly/2YpnruI>