

California Relay Service and ASL Interpreters

For members who are deaf, hard of hearing, or have a speech disability

To assist providers and staff when communicating with the members who are deaf, hard of hearing, or have a speech disability, Blue Shield of California Promise Health Plan has compiled the following guidelines.

How to access California Relay Service

1. Please inform your patients who are deaf, hard of hearing, or experiencing a speech disability to dial the following if they need assistance when calling your office:

California Relay Service – English (800) 735-2922 (TTY: 711)

California Relay Service – Spanish (800) 855-3000 (TTY: 711)

2. If you need assistance when calling your patients, please call:

California Relay Service – English (800) 735-2922 (TTY: 711)

California Relay Service – Spanish (800) 855-3000 (TTY: 711)

How to schedule American Sign Language (ASL) interpreter assistance

- Please call Blue Shield Promise Customer Service from 8:00 a.m. to 6:00 p.m., Monday through Friday, to schedule face-to-face ASL interpreter assistance for the member.

Medi-Cal (Los Angeles) (800) 605-2556 (TTY: 711)

Medi-Cal (San Diego) (855) 699-5557 (TTY: 711)

- We recommend that you schedule interpreter assistance for members at least 5-7 days prior to their appointments. We will try our best to accommodate the request if it's submitted before the required time frame (5-7 business days in advance).

IMPORTANT NOTICE: Blue Shield Promise providers must not require or suggest that limited English proficient (LEP) members provide their own interpreters or use family members or friends as interpreters. The use of such persons may compromise the reliability of medical information and could result in a breach of confidentiality or reluctance on the part of beneficiaries to reveal personal information critical to their situations. Minors should not interpret for adults, except in an emergency/life-threatening situation.

If, after being notified of the availability of interpreters, the member elects to have a family member or friend serve as an interpreter, Blue Shield Promise providers may accept the request. However, the use of such an interpreter should not compromise the effectiveness of services nor violate the beneficiary's confidentiality.

It is essential that you maintain the member's request or refusal of interpreting services form on file for liability reasons.

Blue Shield of California Promise Health Plan has REQUEST/REFUSAL FORMS available in English, Spanish, Arabic, Armenian, Farsi, Khmer (Cambodian), Korean, Russian, Tagalog, Chinese, and Vietnamese.