

Language CARD



What is a Language Card?

The language card tells the doctor your language needs and helps you ask for a trained interpreter. You can call the phone number on the card to get an interpreter.

Cut out the card below and keep it together with your health plan ID card.

Why Do I Need a Qualified Interpreter?

Qualified interpreters are trained professionals who know medical words in English and your language. They help you and your doctor talk while keeping your conversation private.

You should not use friends, family, or children to interpret for you.

**AS AN L.A. CARE MEMBER,
YOU HAVE THE RIGHT TO A TRAINED
INTERPRETER AT NO COST**



How Do I Ask for an Interpreter?

Before an Appointment



First, make an appointment with your doctor.



Call L.A. Care at the phone number on the ID card at least 10 business days before your doctor visit.



Tell us the date, time and address of your appointment.



Call us back before your appointment to find out the name of the interpreter.

Important: Call L.A. Care if your appointment date changes or gets canceled.

At an appointment



Show your member ID and Language cards at the doctor's office.



They will document your language and that you need an interpreter.

Language Card

I am an L.A. Care member.

My language is **English**.

I have the right to a qualified interpreter at no cost.

Call L.A. Care at **1.888.839.9909** (TTY:711)



Please document my language and request for an interpreter in my medical record.

