



CCHP

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IMPORTANT INFORMATION ON LANGUAGE ASSISTANCE SERVICES

INTERPRETER SERVICES

You can get an interpreter at no cost to you if you need an interpreter to communicate with your doctor or to arrange health care services. To get an interpreter, please call **1-415-834-2118** or **TTY 1-877-681-8898** Monday – Friday, 8:30 am – 5:00 pm.

TRANSLATION OF WRITTEN INFORMATION TO PLAN ENROLLEES

The language most frequently spoken among the Plan's membership is Chinese. Upon your request, the Plan will translate written information that impacts your health care coverage. To request a free translation, please call **1-415-834-2118** or **TTY 1-877-681-8898**. Monday – Friday, 8:30 am – 5:00 pm.

If unable to reach us, please contact the Department of Managed Health Care's Help Center at **1-888-HMO-2219** or **TDD Line 1-877-688-9891**. It provides telephone translation services in over 100 languages. The Help Center also provides a written translation of the Independent Medical Review and Complaint Forms in Spanish and Chinese. The Help Center is available 24 hours a day, seven days a week to answer questions.

語言協助服務的重要信息

傳譯服務

如閣下或其家屬與醫生或在安排醫療服務方面的溝通上須要傳譯服務,可於週一至週五,上午八時三十分至下午五時,致電 **1-415-834-2118** 或聽力障礙人仕專線 (**TTY**) **1-877-681-8898** 要求免費的傳譯服務。

會員的資料翻譯

華人保健計劃的大部份會員都是以講中文為主,如須要將醫療保障資料翻譯為閣下所使用的語言,請於週一至週五上午八時三十分至下午五時,致電 **1-415-834-2118** 或聽力障礙人仕專線 (**TTY**) **1-877-681-8898** 索取一份閣下語言的譯本。

如不能與我們聯絡,請致電 **1-888-HMO-2219** 或聽力障礙人仕專線 (**TDD**) **1-877-681-9891** 醫療管理部門的求助中心。該中心能提供超過百種的語言傳譯服務,他們亦可協助閣下將獨立覆核程序及投訴的表格譯成西班牙文或中文,求助中心是每週七天,每天二十四小時提供服務。