

Molina Healthcare of California

Cultural and Language Services for Members

Your Right to Language Assistance

- You have a right to get language help for your medical visits.
- Molina offers language help free of charge, 24 hours a day, 7 days a week.
- Providers are not allowed to ask you to bring someone to interpret. They cannot refuse to see you because of your language needs.
- If you feel these rights were not respected, you can file a complaint. To file a complaint, call Molina at the numbers below.

Contacting Molina

- Please call the Member and Provider Contact Center for all language services.
 - For Medi-Cal members call (888) 665-4621 Mon-Fri, 7am-7pm.
 - For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm.
 - For Medicare members call (800) 665-0898 Mon-Fri, 8am-8pm.
 - For Cal MediConnect (Duals) members call (855) 665-4627 Mon-Fri, 8am-8pm.
- For after-hours and weekends, please call the Nurse Advice Line:
 - English and all other languages (888) 275-8750
 - Spanish (866) 648-3537
- Members who are deaf, hard of hearing, or have a speech difficulty may use the California Relay Service. Dial 711 and you will be connected to your preferred type of communication.

Getting an Interpreter

- Molina offers interpreters three different ways:
 1. Over the phone
 2. By video (called Video Remote Interpreting or VRI)
 3. In person
- The kind of interpreter you need depends on the kind of visit.
- To ask for an interpreter over the phone, call Molina anytime, 24 hours a day, 7 days a week.
- To ask for an interpreter in person, please call Molina at least 5 working days before your visit.
- To ask for VRI, please call Molina at least 2 working days before your visit.

Translation and Other Formats

- Molina can translate health plan materials into your language.
- Molina also offers these materials in large print, braille and in audio format.
- Please call Molina to ask for translation and other formats.