



How to Schedule Interpretation & Transportation for Medical Visits

Interpretation

(Minimum 3 business day's prior notice)

1. Call 1(800) 407-4627
2. Press 1 for English, 2 for Spanish
3. Press 1 for members
4. Remain on line
5. Enter your member id number
6. You will be connected with a representative
7. Provide your date of birth and member id number
8. Ask for translator in desired language
9. Provide appointment time and date, doctor's name, address, and phone number
10. Request a tracking/confirmation number for the service

Transportation

M-F 7 am-7pm

(Minimum 7 days prior notice for new members, 5 business days for existing members)

1. Call (877) 931-4755
2. Remain on the line to speak with a representative
3. Provide:
 - date of birth
 - medical ID #
 - your phone number
 - date of appointment
 - ability level (do you need extra assistance?)
 - your pickup address
 - doctor's name, address, and phone number
 - time of appointment, reason for appointment
 - who is traveling with you
 - your return time
4. Ask for reference number



How to Schedule Interpretation & Transportation for Medical Visits

Interpretation

1. Call (888) 665-4621 when you are with doctor for interpretation by telephone
2. Press 1 for Spanish
3. Press 2 for service in English
4. Press 2 for member services
5. Press 0 to speak with a representative who will connect you with an interpreter

Transportation

Monday-Friday 7am - 7pm

(Reservations need to be made 2 days in advance)

1. Call (844) 292-2688
2. Press 8 for Spanish
3. Press 1 to locate your driver on an existing reservation
4. Provide:
 - Your full name and date of birth
 - Member id #
 - Home address and your contact number
 - Date and time of appointment
 - Name and address of doctor
 - Request an escort if needed (only 1 allowed)
5. Ask for confirmation number
6. When ready for pickup call (844) 292-2688 (wait will be about 45 minutes)



How to Schedule Interpretation & Transportation for Health/Dental Visits

Interpretation

(Schedule appointment 3-5 days in advance)

1. Call 1-800-675-6110
2. Press 1 to speak with a representative
3. Press 1 for member services
4. Press 5 for 'all other inquiries'
5. Enter member id# on keypad
6. Enter date of birth, zip code on keypad
7. Say 'Other' and wait for a representative
8. Ask for interpretation and specify your language
9. Choose face to face interpretation or interpretation by telephone
10. Provide:
 - Your phone number
 - Doctor's name, address and phone number of appointment location
 - Type of care, reason for visit
 - Date and time of appointment
 - Choose language and gender preference
11. Wait for the representative to confirm your appointment with the doctor's office
12. Ask for reference/confirmation number

Transportation

M-F 8am-5pm

(Schedule appointment 7 days in advance)

1. Call 855-253-6863
2. Press 8 for Spanish
3. Press 1 for ride assistance on an existing reservation
4. Remain on the line to speak with a representative
5. Provide:
 - Member id #
 - Name and date of birth
 - Home address and telephone number
 - Doctor's address, phone number, and name
 - Appointment time and date
 - Type of treatment/reason for visit
 - Request space for additional travelers (only 1 allowed)
 - Return time
6. Ask for confirmation number
7. To locate driver call 'Where's my ride': 855-253-6863 option 1



How to Schedule Interpretation & Transportation for Dental Visits

Interpretation

(Schedule 15-20 days in advance)

1. Call 866-650-3660
2. Press 1 for English
3. Press 2 to speak with a representative
4. Ask for interpretation services in your desired language
5. Provide:
 - Member ID #
 - First and last name
 - Date of birth
 - Dentist's office address and phone number
6. The representative will call dentist's office to confirm appointment
7. Ask for confirmation number

Transportation

(Schedule 10 business days in advance)

1. Call 877-821-3234
2. Press 1 for English, 2 for Spanish
3. Press 2 to speak with a representative
4. Ask for transportation services
5. Provide:
 - Member ID #
 - First and last name and date of birth
 - Dentist's office address and phone number
 - Home address and phone number
 - Request space for additional travelers
6. The representative will call dentist's office to confirm appointment
7. Ask for return-trip phone number
8. Ask for confirmation number



How to Schedule Interpretation & Transportation for Dental Visits

Schedule transportation (within your county) at least 48 hours in advance,
face-to-face interpretation at least 72 hours in advance,
interpretation by phone can be provided at the appointment.

1. Call 888-703-6999
2. Press 2 for Spanish
3. Remain on the line to speak with a representative
4. Ask for interpretation and transportation services
5. Provide:
 - Member ID #
 - First and last name and date of birth
 - Dentist's office address and phone number
 - Home address and phone number
 - Request space for additional travelers
6. The representative will call dentist's office to confirm appointment
7. Ask for return trip phone number
8. Ask for confirmation number