



Virtual Onsite Interpreting in Response to COVID-19

UnitedHealthcare Community Plan of California is committed to serving our members and care providers through this public health emergency. We understand that your offices may be experiencing difficulty arranging in-person interpreters due to the COVID-19 national emergency. Our vendor Language Line® confirms that they are still able to assist you with interpreter services through your virtual patient office visits.

Getting Started

Setting up an appointment with a virtual Language Line interpreter is simple. It only requires you to:

1. Have a web-based meeting platform, such as Zoom, GoToMeeting, Google Hangouts, WebEx, etc.
2. Fill out the [Language Line form](#) and email it to onsiterequests@languageline.com to schedule an interpreter.

If you would like technical assistance or would like to confirm your digital platform is compatible, please contact Language Line at **888-225-6056**, option 1. Language Line will also continue to provide telephonic interpreter services, which can be accessed by calling **866-270-5785**. The client ID number is **209677** (do not hit #). These services are available to you at no cost.

Resources

If you have any questions about language assistance services, you can contact our Quality Department for Health Education, Cultural, Linguistics and Language Assistance Services at uhchealthed@uhc.com. Additionally, you may also find the Industry Collaboration Effort "[COVID-19 and Interpreter Support for Patient Care](#)" handout useful for your office.

Thank you for ensuring that these important and required language assistance services will continue to be provided to our members for best quality of care possible.