

Kaiser Permanente Language Line

Effective January 1, 2009 Senate Bill 853, also known as the California Language Assistance Program (CALAP) requires all contracted providers to offer interpreter services to members for whom English is not their primary language. All Kaiser Permanente funded clients and their caretakers have access to a language line for the purpose of interpretation of medical services, including those delivered by BHPN network providers. The language assistance line service is available 24 hours a day, 365 days a year.

The following instructions should be used to assist providers/therapists in accessing the language line for clients and caretakers of clients who request or require interpretative services.

Prior to calling the language line, make sure the following required information gathered and easily accessible:

- Client Medical Record Number
- Client Authorization Number
- The phone number the client will utilize for the language line services

Once all required information is gathered and available, dial the language assistance line at the number below and follow the prompts.

- **Language Assistance line: 1-888-898-1301**
- **Client ID for BHPN Providers: 297337**

When the interpreter is on the line, ask them to initiate a three-way call with the client/caregiver. Give the interpreter with the phone number the client/caregiver provided for language line services.

NOTE: for more information related to Kaiser Permanente language assistance, please visit: https://providers.kaiserpermanente.org/info_assets/cpp_national/natl_dotsdmeauthform.pdf