



GOLDEN WEST DENTAL LANGUAGE ASSISTANCE PROGRAM FOR YOUR OFFICE

NO INTERPRETER? NO PROBLEM!

Golden West wants you to be able to communicate with your Golden West dental patients clearly and accurately.

- **It's easy**
- **It's free**
- **No advance notice required**
- **All languages**

To utilize the Golden West language assistance services, contact us toll-free, at **866-926-8078** between 8:00 a.m. and 5:00 p.m. Monday through Friday, or contact us at the phone number listed on the members' identification card. For after-hours assistance, the member can contact the toll-free number above to obtain language assistance.

When you call, please be prepared to give the representative the Golden West dental patient's identification number for eligibility verification, and your dental practice name and tax identification number. Upon verification of eligibility, the appropriate translator will be obtained and you will be connected to the "language line" for telephonic interpretation.

Please remember, in accordance with the California Language Assistance Program (CALAP), you must notify Golden West dental patients of the availability of the health plan interpreter services. You must also document a patient's refusal of any needed interpreter services in his or her patient chart.

