

REMINDER: New Interpretive Services - AMN Healthcare

March 10, 2022

Partnership HealthPlan of California (PHC) has a new Interpretive Language Services provider, AMN Healthcare – Language Services. AMN Healthcare is the new language services provider for both PHC members and providers.

AMN Healthcare provides telephone and Video Remote Interpretive (VRI) services and replaces PHC's former phone interpreting support, Language Line. **Please note that the old interpretive services line has been disconnected.**

AMN provides interpretation for 145 languages by phone and over 40 languages via Video Remote Interpreting (VRI). VRI can be downloaded to your facility device for interpretation. Please review the VRI guidelines on our PHC website at <https://bit.ly/3DjCF3z>.

Please note to access the Telephone Language Services you will need to give your PHC number as listed in the PHC Provider Directory. Please use the AMN Healthcare number below to access Telephone Language Services.



(AMN) Telephone Language Services: (844) 333-3095

Providers will be asked to provide the following at the start of the call:

- PHC#, Provider Site Name and City, Member ID (if applicable)
- If you do not have a Member ID, bypass the prompt by stating *you do not have that information but will still require interpreting services.*



(AMN) Video Language Services:

1. Determine if the device meets the technical requirements for the app (linked below).
2. Request a license from AMN by completing the VRI Setup Form linked below.
3. Email the completed form back to Elizabeth.Jones@amnhealthcare.com.
4. Set up the application on your device.
5. AMN will contact you within three (3) business days to confirm your approval status and next steps.
6. Please note that each individual device will require a separate license and login.
7. There is no cost for each provider license.

PHC will pay for the cost of interpreting services. For additional details on how to request a VRI platform license (to load on your owned equipment), refer to the guides linked below. Please note that Face-to-Face interpreting is available for American Sign Language (ASL) only.

Resources:

AMN Healthcare Training Video: <https://bit.ly/3A7x8uM>

VRI Guidelines: <https://bit.ly/3DjCF3z>

VRI Setup Form: <https://bit.ly/3lchVEv>

Where to find your PHC #: <https://bit.ly/2Ypnrul>