

Provider Bulletin

Central Health Medicare Plan

April 24, 2026

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Interpretation Services for CHP Providers

This is an advisory notification to Central Health Medicare Plan (CHP) network providers applicable to CHP Medicare business.

What you need to know:

Central Health Plan is committed to ensuring meaningful access to care for all members. Language services are available at no cost to CHP members through Hanna Interpreting Services to support effective communication between providers and patients, and to ensure compliance with applicable state and federal language access requirements.

Interpretation services are available to CHP members at no cost.

Providers are expected to offer language assistance whenever it is needed to ensure effective communication and compliance.

Available Interpretation Services

CHP offers the following interpretation services through Hanna Interpreting Services:

1. Telephonic Interpretation
2. Video Remote Interpretation (VRI)
3. In-Peron (Onsite) Interpretation

How to Access Services

Telephonic Interpretation

To request telephonic interpretation services:

- Call Hanna Interpreting Services at **(833) 739-6055**.

Video Remote & In-Person Interpretation

To schedule video remote or onsite interpretation services:

- Access the Hanna Hub at molina.hannahub.ai/
- First-time users must complete a one-time registration.

Provider Action

- Providers must notify the CHP Contact Center when canceling or rescheduling a member in-person interpretation appointment.
- Timely notification helps reduce avoidable costs associated with no show rates for interpretation appointments.
- Providers are encouraged to schedule interpretation service as early as possible when language assistance is identified.

For more information on interpreter services, please see the links below:

Cultural and Linguistic Services – Provider

Resource: centralhealthplan.com/chp/-/media/Project/CentralHealthPlan/PDFs/Provider-Materials/CHP-Cultural-Linguistic-Provider-Resources.ashx

Interpretation Services Quick Reference Guide

(QRG): centralhealthplan.com/chp/-/media/Project/CentralHealthPlan/PDFs/Provider-Materials/Interpretation-Services-QRG-CHP.ashx

What if you need assistance?

If you have any questions regarding the notification, please contact your CHP Provider Relations Representative at PRCalifornia@molinahealthcare.com.