

LANGUAGE ASSISTANCE PROGRAM

ValueOptions® of California has established a Language Assistance Program designed to provide to its members, translation and interpretation services at no charge to them. Services, materials, and information are provided to members in a language that they speak and understand.

ValueOptions® of California network providers are required to comply with ValueOptions® of California's Language Assistance Program. Members may request certain ValueOptions® of California documents which are translated into a language that they speak and understand. Members may also request they be provided with translator services when they seek treatment with a provider.

If a member needs assistance in receiving services, material and/or information in a language that they speak and understand, if you need assistance in communicating with a member in a language that they speak and understand, or if you have a question about the ValueOptions of California's Language Assistance Program, call the toll-free number on the back of the member's identification card or one of the applicable toll-free numbers on the ValueOptions of California Client List found on the *Contact Information* page of this Handbook.