

Quick Guide Barriers to Accessing Services: Information for Mental Health Providers

CenCal Health offers services to help address common barriers to accessing care, including language, transportation, and case management services. Members can call CenCal Health Member Services at 1-877-814-1861 (TTY: CA Relay at 711), Monday through Friday, 8 a.m. to 5 p.m., for more information on any of these services.

LANGUAGE ACCESS SERVICES

How to Access Interpreter Services:

1. **Telephonic Interpretation** is available 24/7 through Certified Languages International by calling 1-844-208-2058. Follow the prompts:
 - Choose language: Use code 48CEN and provide the Provider NPI and the Member ID number
 - Connect: The operator will connect you promptly

For more information about Certified Languages International, visit:

<https://www.cencalhealth.org/wp-content/uploads/2021/10/clinstructioncardforproviders201612.pdf>

2. **Video Remote Interpretation (VRI)** is accessible through the **Certified Languages International** platform on a tablet or smartphone. For assistance, call **1-844-208-2058**.
3. **Face-to-Face Interpretation** is available by appointment. To schedule face-to-face interpretation in American Sign Language (ASL), Mixteco, or Spanish (limited to defined criteria), call **Member Services at 1-877-814-1861** at least 24 hours in advance.

Please note: Face-to-face interpreters are limited; telephonic or video services are recommended when appropriate.

Need to Cancel? Call Member Services at **1-877-814-1861** at least 48 hours in advance.

Additional Resources are available on the CenCal Health website: www.cencalhealth.org/providers/cultural-linguistic-resources/

TRANSPORTATION SERVICES

CenCal Health partners with **Ventura Transit System (VTS)** to offer **free transportation services for health appointments and pharmacy visits**. Please advise members to call at least five days in advance to schedule their ride. To schedule directly, contact VTS at 1-855-659-4600 (TTY/TDD 711). All transports are round trip.

To learn more, visit: www.cencalhealth.org/members/transportation

CASE MANAGEMENT SERVICES

CenCal Health offers support for members with complex healthcare needs through personalized care planning and resource connections.

To refer a member, complete the Case Management Referral form and fax it to:

- Adult Members (21+): 805-681-8260
- Pediatric Members (0-20): 805-692-5140

Case Management Referral form link:

www.cencalhealth.org/wp-content/uploads/2025/01/CenCal-Health-Case-Management-Referral-Form-2025-tagged.pdf