

Language Line Services Quick Reference Guide

CareFirst BlueCross BlueShield (CareFirst) is dedicated to making sure all members have access to translation services, including at their appointments with providers. Providers that do not have their own translation services can use CareFirst's by following the process below.

How to Use:

1. Call CareFirst Customer Service.
2. Verify who you are.
3. Verify the member you are calling for by using their member ID number, which is found on their member ID card.

After you and the member are verified, CareFirst Customer Service will connect you to the Language Line by using the code below. Once connected, brief the interpreter and give any special instructions.



Important Note: Remember to document the interpreter's name and ID number for your reference.

Phone # for Providers to Call: **(833) 464-1679**

Code Customer Service Needs to Use: **696268**

Hours of Operation:

Monday–Thursday: 8:00 a.m.–6:00 p.m.

Fridays: 8:00 a.m.–11:30 a.m.

*except for the last Friday of each month
(excluding November) when hours are 8:00 a.m.– 6:00 p.m.*