

1850 W. Rio Salado Parkway, Suite 211
Tempe, AZ 85281
866-560-4042



Protocol for Providers to Access Language Interpreter Services

Care1st Health Plan Arizona (Care1st) provides at no-cost over-the-phone language interpretation services provided by **CyraCom International** to all contracted providers. Specializing in the healthcare setting, this language interpretation service offers qualified interpreters with knowledge of medical terminology and procedures. Telephonic interpretation services are available 24/7/365.

Interpreter Access Instructions

1. Dial 1-800-481-3293 to reach the interpreter network
2. When prompted, enter the Care1st contracted provider 9-digit account number: 501016868
3. Enter your 4-digit provider number
 - Each practice is assigned a PIN upon contracting
 - Contact the Care1st Provider Network Representative at 1-866-560-4042 (option 5 then 7) for assistance with a PIN number
4. Follow the voice prompts to select the language required
 - Top 15 languages spoken in Arizona are listed below
 - For all others, press “0” for operator assistance
5. When the interpreter answers, give brief explanation of the nature of the call
6. When finished with the call, please hang up

Top 15 Non-English Languages Spoken in Arizonaⁱ

	Language	CyraCom Language Code
1	Spanish	060
2	Navajo	144
3	Chinese – Mandarin Chinese – Cantonese	035 031
4	Vietnamese	049
5	Arabic	090
6	Tagalog	117
7	Korean	041
8	French	058
9	German	057
10	Russian	078
11	Japanese	040
12	Persian	297
13	Assyrian (Syriac)	139
14	Serbo-Croatian	229
15	Thai	047

ⁱ “Appendix A – Top 15 Non-English Languages by State,” Centers for Medicare & Medicaid Services, accessed August 4, 2022, <https://www.cms.gov/ccio/resources/regulations-and-guidance/downloads/appendix-a-top-15.pdf> .