

Alameda Alliance for Health Interpreter Services Guide for Providers



At Alameda Alliance for Health (Alliance), we are committed to continuously improve our provider and member customer satisfaction. The Alliance provides no-cost interpreter services including American Sign Language (ASL) for all Alliance-covered services, 24 hours a day, 7 days a week.

Please use this guide to better assist Alliance members with language services. You have an important role in ensuring your patients with limited English proficiency (LEP) have an interpreter available for appointments and anytime they communicate with your clinic. Please confirm your patient's eligibility before requesting services.

TELEPHONIC INTERPRETER SERVICES

Common uses for telephonic interpreter services:

- Administrative communications with patients
- Allied health services such as physical, occupational, or respiratory therapy
- Freestanding radiology, mammography, and lab services
- Ongoing allied health services such as physical, occupational, or respiratory therapy
- Routine and follow-up office and clinic visits

To access telephonic interpreters:

1. Please call **1.510.809.3986**, available 24 hours a day and 7 days a week.
2. Enter your pin number:
 - Alliance providers – press **1004**
 - Alameda Health Systems (AHS) – press **1005**
 - Behavioral health care – press **1003**
 - Children First Medical Group (CFMG) – press **1002**
 - Community Health Center Network (CHCN) – press **1001**
3. Say or enter the language you need:
 - For Spanish – press **1**
 - For Cantonese – press **2**
 - For Mandarin – press **3**
 - For Vietnamese – press **4**
 - For all other languages – press **0**
4. Provide the nine (9)-digit Alliance member ID number.

For communication with a patient who is deaf, hearing, or speech impaired, please call the California Relay Service (CRS) at **711**.

TELEHEALTH AND VIDEO INTERPRETER SERVICES

When you are ready to connect a telephonic interpreter during a telehealth visit, please follow steps 1-4 above. Provide the telehealth phone number and log-in information to the interpreter. The interpreter will then call in to join your telehealth visit. For information about video interpreters, please email interpreters@alamedaalliance.org.

IN-PERSON INTERPRETER SERVICES

Members can receive in-person interpreter services for the following:

- Sign language for the deaf and the hard of hearing.
- Complex courses of therapy or procedures including life-threatening diagnoses (e.g., cancer, pre-surgery instructions, and evaluation or reevaluation for physical or occupational therapy, chemotherapy, transplants, etc.).
- Highly sensitive issues (e.g., sexual assault/abuse, end-of-life, initial evaluation for behavioral health, etc.).
- Other conditions by exception. Please include your reason in the request.

If the appointment requires an in-person interpreter, please follow these steps to request:

1. You must request in-person interpreter services at least **five (5) business days** in advance. For ASL, **five (5) days** is recommended, but not required.
2. You can complete and submit the **Alliance Interpreter Services Request Form** via the **Alliance Provider Portal** or **fax**.

Alliance Provider Portal

Visit the Alliance website at www.alamedaalliance.org. Click on the **Provider Portal** link in the top right corner and log in. Look up your patient's eligibility and then click on the link at the top of the eligibility page to access the online **Alliance Interpreter Services Request Form**.

Fax

Visit the Alliance website at www.alamedaalliance.org/language-access. Download and complete the **Alliance Interpreter Services Request Form** and fax it to the Alliance at **1.855.891.9167**.

3. The Alliance will notify providers by fax or phone if for any reason we *cannot* schedule an in-person interpreter.
4. If you need to revise a request, please cancel the original request, and submit a new one.
5. If needed, please cancel interpreter services at least **48 hours** prior to the appointment by calling the Alliance Provider Services Department at **1.510.747.4510**.

Please note regarding using family and friends as interpreters:

The Alliance prohibits providers from relying on an adult or minor child accompanying an LEP patient to interpret, except when 1) there is an emergency threatening the safety or welfare of the individual or the public and no qualified interpreter is available, or 2) the patient specifically requests that an accompanying adult interpret, and they consent. The refusal of interpreter services or request to use a family or friend as an interpreter must be documented in the patient's medical record.

Questions? Please call Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone number: **1.510.747.4510**

