



Language Services Update

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community and your daily efforts to ensure our diverse membership receives health care services in their preferred language.

The Alliance has updated our Interpreter Services Guide and Interpreter Request Form to assist you in accessing qualified interpreters.

Here are some additional reminders:

1. **Telephonic interpreters are available on-demand 24/7 by calling 1.510.809.3986.** We encourage all providers to use our telephonic services to reduce the pre-scheduling administrative burden. You also lower the risk of exposure. See details on the updated guide on the Alliance website or attached.
2. **For appointments that require in-person interpreters,** use the Alliance Interpreter Request Form. Find updated guidelines for using in-person interpreters and an updated, fillable form at www.alamedaalliance.org/providers/provider-resources/language-access.
3. **Coming soon** – You will be able to request pre-scheduled interpreter services and receive scheduling confirmation through the Alliance Provider Portal.
4. **Looking for options** such as video or pre-scheduled telephonic for languages of lesser diffusion? Email us at interpreters@alamedaalliance.org to learn more. (Please do not email your patient's Protected Health Information (PHI) unless through a secure email format!)
5. **Family and Friends** are not considered qualified interpreters. They should only be relied on in an emergency or at the request of the patient.
6. **Alliance member information is available in your patients' preferred languages!** Letters, the Member Handbook, the Alliance Provider Directory, and more are translated into Spanish, Chinese, and Vietnamese.
7. **Alternative formats are available too!** Members can request Alliance communications in braille, large font, or digital formats.

To request member information in other languages or alternative formats, members can call:

Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**

Questions? Please call the Alliance Provider Services Department

Monday – Friday, 7:30 am – 5 pm

Phone Number: **1.510.747.4510**

www.alamedaalliance.org