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DATE: March 27, 2012

TO: ALL CONTRACTED PROVIDERS

RE: Pacific Interpreters will replace Language Line 4/1/12

Effective April 1, 2012, Pacific Interpreters will provide foreign language telephone interpreter services for Limited English Proficient (LEP) Alliance members. This service replaces Language Line as the Alliance's telephone interpreter service. This service is available for Alliance members when accessing any Alliance-covered service.

Reaching a medical-qualified interpreter through Pacific Interpreters is quick and easy. Everything you need is included in the Quick Reference Guide on the following page. You will also find information about the Alliance's face-to-face interpreter service (the process for accessing face-to-face interpreters is not changing).

Pacific Interpreters:

The new toll-free phone number to call is:

(855) 469-5222

The new access code is:

844038

You should have received a packet of Pacific Interpreters materials in the mail recently. You will receive larger quantities of materials over the next couple of months.

If you have any questions or would like to request additional materials, please contact your Provider Services Representative, or call the Provider Services Department at **(831) 430-5504**.



*Effective
4/1/12*

CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

Interpreter Services ~ Quick Reference Guide

Pacific Interpreters Telephone Interpreting Service

Interpreter services are available to Alliance members when accessing Alliance-covered services only. Providers may access Pacific Interpreters directly 24 hours a day, 365 days a year.

1. Dial the toll-free number: **1-855-469-5222**
2. Provide the Alliance Access Code: **844038**
3. Provide the following:
 - a. **Language Needed**
 - b. **Caller's First Name**
 - c. **Doctor's Last Name or Company Name**
 - d. **City**
4. An interpreter will be connected to the call. Brief the interpreter about the type of visit or service. Summarize what you wish to accomplish and any special instructions.

Face-to-face Interpreting Service

The Alliance will authorize* a face-to-face interpreter for members when accessing Alliance-covered services only in these special situations:

- Services for members who are deaf or hearing-impaired
- End of life issues
- Abuse or sexual assault issues
- Complex procedures or courses of therapy

***Prior authorization via phone is required. Please call 4-5 days in advance of the appointment.** Call one of the Alliance Transportation and Linguistics Coordinators (TLC) at **1-800-700-3874 x5625** (Santa Cruz & Monterey counties) or **x5367** (Merced County). The TLC will schedule a qualified interpreter when authorized.

Other Services

Members who are deaf or hearing-impaired may contact the Alliance on our TDD Line at **1-877-548-0857**. **Providers** may use the free California Relay Service at **1-800-735-2955** to communicate with a hearing impaired member via phone. For office visits, follow the instructions above to request a face-to-face sign language interpreter.

Please report any interpreter access or quality issues to Lynn Meier, Alliance Senior Health Educator, at (831) 430-5570 or lmeier@ccah-alliance.org.

Please do not use family members or friends to interpret. Using an untrained interpreter can result in miscommunication of medical information, which could compromise quality of care. It may also cause embarrassment and reluctance to divulge important information when discussing sensitive topics. The Alliance strongly discourages the use of family members or friends, especially minors, as interpreters for Alliance members. State law requires that providers offer a qualified interpreter to patients who are Limited English Proficient (LEP) or deaf or hard of hearing. **If a member declines interpreter services, the State requires providers to document this in the medical record.** For more information and resources, visit to the Alliance website at <http://www.ccah-alliance.org/interpreter.html>.