



## Face-to-Face Interpreting Service Requests

The Alliance offers face-to-face and telephone interpreting services to help providers communicate with non-English speaking or deaf or hard of hearing members. Prior approval is required for face-to-face interpreting services. A helpful quick reference guide is attached.

To make a request for a face-to-face interpreter, please call the Alliance Health Education Line at (800) 700-3874 ext. 5580 or fax the attached Face-to-Face Interpreter Request form to (831) 430-5850.

Please allow 5-7 business days processing time prior to the appointment date for American Sign Language (ASL) requests and 7-10 business days for non-ASL requests. Non-ASL requests must also be accompanied by supporting medical documentation.

Interpreting service requests may be submitted for:

<b>Telephone Interpreter (available 24/7)</b>	<b>Face-to-Face Interpreter</b>
<b>Routine office visits, including health care providers and outpatient encounters</b>	<b>ASL for the deaf or hard of hearing for all Alliance covered services</b>
<b>Pharmacy</b>	<b>End of life services</b>
<b>Allied services</b>	<b>Sexual assault/abuse services</b>
<b>Clinic visits, including appointment scheduling and urgent care transactions</b>	<b>Complex courses of therapy or procedures (chemotherapy, transplants, etc.)</b>
<b>Free standing radiology, mammography, and lab services</b>	<b>Other conditions, by exception</b>
<b>Health education and member services, including orientations</b>	

Thank you for your partnership in providing Alliance members with linguistically appropriate, quality health care. If you have questions regarding face-to-face interpreting requests, please call the Alliance Health Education Line at (800)700-3874 ext. 5580.

# Face-to-Face Interpreter Request Form

## Cultural and Linguistic Services



**Please complete this form to request face-to-face interpreting services for an Alliance member.** You can also request an interpreter by calling the **Alliance Health Education Line at 1-800-700-3874, ext. 5580.** Allow 5-7 business days for all American Sign Language (ASL) and 7-10 business days for all non-ASL requests prior to appointment. Non-ASL requests will require supporting medical documentation to establish eligibility.

### Requesting Provider

Date of Request:	Facility Name:
Contact Person:	Phone:
E-mail:	Fax:
ASL: Yes      No      , Specify Language (if, non-ASL):	

### Patient Information

Request for face-to-face service for the following member:

Name:	ID#:	D.O.B.:
Member's Phone Number:	Message Phone:	

### Appointment Information

Date of Appointment:	Time:
Type of Appointment:	
Length of Appointment:	
Physician's Name:	Facility Name:
Facility Address:	
City:	State:      Zip Code:

### FOR ALLIANCE STAFF ONLY

#### Confirmation Information

<input type="checkbox"/> Approve	Company:	Interpreter's Name:
<input type="checkbox"/> Denied		
<input type="checkbox"/> Cancel Request	Date Submitted: Reason:	Submitted By:

All cancellations or changes must be submitted with a **minimum of 48 hours prior** to a confirmed appointment. Please submit a separate request for each appointment.

**FAX COMPLETED FORM TO (831) 430-5850**

**For all questions, please call the Alliance Health Education Line at (800) 700-3874 ext. 5580**



## CENTRAL CALIFORNIA ALLIANCE FOR HEALTH Interpreter Services ~ Provider Quick Reference Guide

### Telephonic Interpreter Service

Telephonic interpreters are available to eligible Alliance members only when accessing and billing for Alliance-covered services. Providers may access interpreter services from one of the approved vendors listed below:

#### Pacific Interpreters

*Average wait time to receive services is 60 seconds.*

##### Offer over 200 foreign languages

1. Dial the toll-free number: **1-855-469-5222**
2. At the prompt select desired language:
  - 1 – For Spanish
  - 6 – For all other languages or Customer Service Associate
3. Provide the Alliance access code: **844038**
4. Provide the following:
  - a. Language Needed
  - b. Caller's First Name
  - c. Doctor's Last Name or Company Name
  - d. City

#### Indigenous Interpreting+

*Request for services must be made at least 30 minutes before the appointment time*

##### Specialize in indigenous languages from Mexico and Central America.

1. Dial the toll-free number: **1-855-662-5300**
2. Provide the Alliance access code: **844039**
3. Provide the following:
  - a. Member's Full Name
  - b. Member's Date of Birth
  - c. Desired Indigenous Language & Variant (e.g. Mixteco, alto/ bajo or place of origin if available)
  - d. Caller's First Name
  - e. Doctor's Last Name or Office Name
  - f. Appointment Time and Date

**Provider Instructions:** Brief the interpreter about type of call and summarize what you wish to accomplish. Provide special instructions as needed.

#### Face-to-Face Interpreting Service

The Alliance will authorize\* face-to-face interpreter services for eligible Alliance members when accessing and billing for Alliance-covered services only when the following situations are present:

- Members who are deaf or hard of hearing
- End of life issues

- Abuse or sexual assault issues
- Complex procedures or courses of therapy

\* Please call the **Alliance Health Education Line at 1-800-700-3874, ext. 5580** or submit a request form via **fax at 1-831-430-5850**.

Requests should be made within 5-7 business days for all American Sign Language (ASL) and 7-10 business days for all non-ASL.

Additional medical documentation is required for all non-ASL requests. Click [here](#) to download the face-to-face request form.

#### Other Interpreter Services for Hearing Impaired Members

Providers may also use the **Hearing or Speech Assistance Line (TTY: Dial 7-1-1)** to communicate with a hearing impaired member via the phone.

Additional information on interpreter services can be found on the Alliance provider website at [www.ccah-alliance.org/cultural\\_linguistic.html](http://www.ccah-alliance.org/cultural_linguistic.html).

Please report any interpreter access or quality issues to the Cultural and Linguistic team by calling the Alliance Health Education Line at 1-800-700-3874, ext. 5580 or via e-mail at [cl@ccah-alliance.org](mailto:cl@ccah-alliance.org).