



Updates to Accessing Alliance Language Assistance Services During COVID-19

The Alliance is committed to delivering culturally and linguistically appropriate health care services to our diverse membership, especially during this time.

In order to provide interpreting services to Limited English Proficiency (LEP) and Deaf and/or Hard of Hearing members during their medical visits, the Alliance continues to work with our language assistance services vendors to ensure continuity of access to telephonic

and on-site face-to-face interpreting services.

Recently, our on-site face-to-face interpreting vendors for Santa Cruz and Monterey counties have notified us that they will no longer be able to continue providing on-site face-to-face interpreters during our members' medical visits. This decision was made based on the vendor's priority to ensure the health and safety of their interpreters due to COVID-19.

While our on-site face-to-face interpreting services are currently unavailable in Santa Cruz and Monterey counties, our telephonic interpreter services and the California Relay Service (CRS) remain open and accessible for our members. We encourage our providers to utilize our telephonic interpreting services and the CRS while interacting with our members. Please see details below.

Members	Language	Phone Number	Access Code
Deaf and/or Hard of Hearing Members	American Sign Language	TTY: 7-1-1	No access code needed
Limited English Proficiency Members	Foreign Languages	(855) 469-5222	844038
	Indigenous Languages	(855) 662-5300	844039

Once the Alliance receives information that our vendors will resume their on-site face-to-face interpreter services, we will notify our providers and will resume coordinating on-site face-to-face interpreter services for our members. This will be determined by our vendors, pending future guidance from the Centers for Disease Control

(CDC) and Prevention as well as other federal, state, and local authorities. Please contact your Provider Relations Representative at (831) 430-5504 with any questions. If you experience any issues with accessing our telephonic interpreter services, please call the

Health Education Line at (800) 735-3864, ext. 5590.

Thank you for your continued commitment to our members during this time.