

# Alameda Alliance for Health Interpreter Services



## Quick Guide for Providers

Interpreter services are available at no cost for all Alliance-covered services and serve as a **supplemental resource** to support contracted providers in meeting the language access needs of Alliance members.

### Types of Interpreter Services Available



**On-Demand Telephonic (OPI)** –  
First option for most visits.



**On-Demand Video (VRI)** –  
For telehealth and recurring visits.



**Pre-scheduled In-Person/ASL/Rare Languages** – For complex or high-risk, highly sensitive, or specialized needs that meet Alliance guidelines.

### How to Request Interpreter Services

#### General Steps



1 Use your **internal interpreter resources first**.



2 If internal resources are unavailable, **use Alliance on-demand phone or video interpreting**.



3 Submit requests for eligible **in-person or ASL services**.

#### In-Person or ASL or Rare Language Interpreter Requests



1 Submit an Alliance **Interpreter Services Request Form** via the **Provider Portal** (preferred) or by **fax**.



2 Submit request at least **five (5) business days in advance**.



3 Notify the Alliance promptly if an appointment is cancelled or rescheduled.

#### 24/7 On-Demand Telephonic Interpreter Services

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Dial  
**1.510.809.3986**

2 Enter your PIN:

| Provider Group                         | Press |
|----------------------------------------|-------|
| Alliance Providers                     | 1004  |
| Alameda Health Systems (AHS)           | 1005  |
| Behavioral Health Providers            | 1003  |
| Children First Medical Group (CFMG)    | 1002  |
| Community Health Center Network (CHCN) | 1001  |

3



Enter the  
member's  
nine (9)-digit  
Alliance ID  
number.

4 Select the member's preferred language:

| Language            | Press |
|---------------------|-------|
| Spanish             | 1     |
| Cantonese           | 2     |
| Mandarin            | 3     |
| Vietnamese          | 4     |
| All Other Languages | 8     |
| Client Services     | 0     |

For more information about qualified bilingual staff, interpreter services, and eligibility requirements, please visit [www.alamedaalliance.org/providers/provider-resources/language-access](http://www.alamedaalliance.org/providers/provider-resources/language-access).

For immediate communication with a patient who is deaf, hard of hearing, or speech impaired, dial **7-1-1**.

#### We are here to help

If you have any questions, please contact:

Alliance Provider Services Department

Monday – Friday, 7:30 am – 5 pm • Phone Number: **1.510.747.4510**

Email: [providerservices@alamedaalliance.org](mailto:providerservices@alamedaalliance.org)

[www.alamedaalliance.org](http://www.alamedaalliance.org)



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