



Important Update: Effective Tuesday, September 1, 2026 – Interpreter Services Guidelines

At Alameda Alliance for Health (Alliance), we value our dedicated provider partner community. We have an important update to share with you.

The Alliance has updated its Interpreter Services Guidelines to support consistent, timely, and appropriate language access services for members.

The updated guidelines provide clearer guidance on interpreter service use, modality selection, and provider and Alliance resources. These updates are intended to support timely access to language assistance, effective communication, positive member experiences, and consistent workflows.

Key Changes

- Providers should first utilize their own qualified bilingual staff and/or interpreter resources.
- Alliance interpreter services remain available as a supplemental resource for unmet language needs.
- On-Demand Over-the-Phone Interpreting (OPI) is the preferred option for most visits.
- On-Demand Video Remote Interpreting (VRI) supports telehealth and other appropriate encounters.
- In-person, American Sign Language (ASL), and rare language interpreting remain available for eligible complex, high-risk, highly sensitive, or specialized situations as outlined on our website at www.alamedaalliance.org/providers/provider-resources/language-access.

What is Not Changing

- Interpreter services remain available at no cost to Alliance members.
- Providers remain responsible for ensuring language assistance is available when needed.
- Members continue to have the right to meaningful language access services.

Have Questions About the Updated Interpreter Services Guidelines?

Join one of our office hours sessions to:

- Review guidelines updates
- Ask questions and receive real-time support
- Learn about available interpreter service resources

Meeting Information:

When	Every Tuesday and Thursday, 12 pm – 1 pm during August 2026. (August 4, 6, 11, 13, 18, 20, 25, 27.)
Meeting URL	bit.ly/3TChvLc
Meeting ID	226 711 832 273 236
Passcode	4XB9pV6L
Dial-In Number	1.510.210.0967
Phone Conference ID	543 058 372#

For additional guidance and resources, please visit the Alliance website at **www.alamedaalliance.org/providers/provider-resources/language-access**.

For more information, please contact the Alliance Provider Services Department. Thank you for your continued dedication to ensuring your patients' cultural and linguistic needs are met. Together, we are creating a healthier community for all.

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Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org