



## Interpreter Services Guide

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The Alliance provides no-cost interpreter services including American Sign Language (ASL) for all Alliance covered services, 24 hours a day, 7 days a week. Please confirm Alliance member's eligibility before requesting services.

### How to Access Telephonic Interpreter Services

- For Telephonic Interpreter Services, please call **510.809.3986**, available 24 hours a day, 7 days a week.
- Inform the operator you are an Alliance provider.
- Provide the operator with the member's nine-digit Alliance ID number.
- For communication with patients who are deaf, hearing impaired or speech impaired, please call the California Relay Service (CRS) at **711**.

### How to Order In-Person Interpreter Services

- Please fax the *Interpreter Services Appointment Request* form to the Alliance at **855.891.7172**.
- Schedule in-person interpreter services at least **five (5) working days** prior to the appointment.
- Requests made less than **five (5) working days** prior to the appointment may need to be filled with a telephonic interpreter.
- If needed, please cancel interpreter services at least 48 hours prior to the appointment by calling **510.747.4510**.

### Please Note

The Alliance highly discourages the use of adult family or friends as interpreters. Children cannot interpret unless there is a life-threatening emergency and no qualified interpreter is available.

If a patient declines interpreter services, please document the refusal in the medical record. This is required by the California Department of Health Care Services (DHCS) and the California Managed Risk Medical Insurance Board.

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**Questions?** Please call the Alliance Provider Services Department  
Monday – Friday, 7:30 am – 5 pm  
Phone Number: **510.747.4510**  
**[www.alamedaalliance.org](http://www.alamedaalliance.org)**