

## Important Update: Alliance Member Language Needs Overview

Alameda Alliance for Health (Alliance) is dedicated to working with our providers to ensure our members' linguistic needs are met. It is important that our members can talk with our providers effectively in the language of their choice.

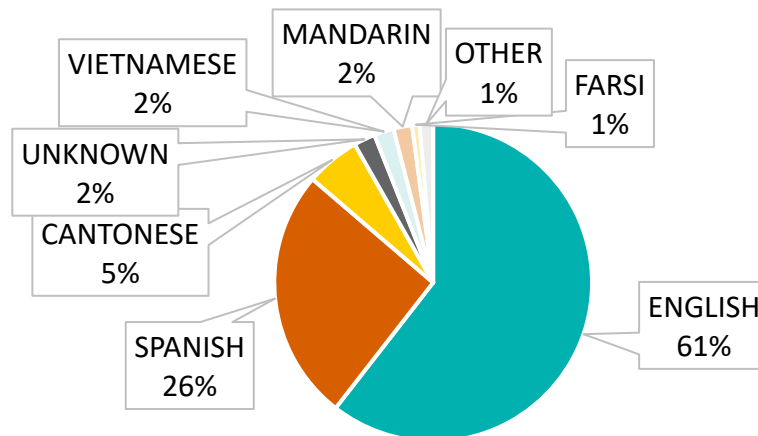
In 2024, the Alliance members received more than **97,000** interpreter services in **135** requested languages! Almost **4** out of every **10** Alliance members prefer to communicate in a language other than English.

The most common languages for interpreter services in order of prevalence were:

- |               |             |                 |         |
|---------------|-------------|-----------------|---------|
| • Spanish*    | • Mandarin* | • American Sign | • Dari  |
| • Cantonese*  | • Mam       | Language (ASL)  | • Farsi |
| • Vietnamese* | • Arabic    | • Russian       |         |

(\*Alliance threshold language)

The chart below shows the diverse language preferences of Alliance members.



To support effective communication with our members, the Alliance provides interpreter services at no cost for all Alliance covered services. Providers are encouraged to refer to the **Alliance Interpreter Services Guide for Providers** to access and utilize these services. For a copy of the guide, please visit [www.alamedaalliance.org/providers/provider-resources/language-access](http://www.alamedaalliance.org/providers/provider-resources/language-access).

The Alliance also provides training on Alliance member linguistic and cultural needs and how to use language assistance services. To access the training, please visit [www.alamedaalliance.org/providers/provider-resources/training-and-technical-assistance-opportunities](http://www.alamedaalliance.org/providers/provider-resources/training-and-technical-assistance-opportunities).

For more information, please contact our Provider Services Department. Thank you for your continued dedication to ensuring your patients' cultural and linguistic needs are met.

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