



Alliance Interpreter Services Guide

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We have an important reminder we would like to share with you.

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 patient's eligibility before requesting services.

HOW TO ACCESS TELEPHONIC INTERPRETER SERVICES

- Please call the Alliance at **1.510.809.3986** (available 24 hours a day, 7 days a week) for all telephonic requests.
- Inform the operator you are an Alliance provider.
- Provide the operator with the nine-digit Alliance member ID number.
- For communication with patients who are deaf, hearing or speech impaired, please call the California Relay Service (CRS) at **7-1-1**.

HOW TO ORDER IN-PERSON INTERPRETER SERVICES

- You must schedule in-person interpreter services **at least five (5) business days in advance**. For ASL, **five (5) days** is recommended, but not required.
- Fax the **Request for Interpreter Services** form to the Alliance at **1.855.891.7172**.
- If it is **less than five (5) working days**, please use telephonic interpretation; or if necessary, please reschedule the appointment.
- The Alliance will notify providers by fax if for any reason we *cannot* schedule an in-person interpreter.
- If needed, please cancel interpreter services at least **48 hours** prior to the appointment by calling the Alliance Provider Services Department at **1.510.747.4510**.

PLEASE NOTE

The Alliance discourages the use of adult family or friends as interpreters. Children should not 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 their medical record. This is required by the California Department of Health Care Services (DHCS) and the California Managed Risk Medical Insurance Board.

Questions? Please call the Alliance Provider Services Department

Monday – Friday, 7:30 am – 5 pm

Phone Number: **1.510.747.4510**

www.alamedaalliance.org