



Instructions for Requesting Interpreter Services

CenCal Health (the Santa Barbara Regional Health Authority) provides free interpreter services for its members who are Limited English Proficient (LEP) and have difficulty communicating with a healthcare provider because of language differences. It also provides American Sign Language Services for the Deaf and Hard of Hearing members for all their medical appointments.

The use of any of CenCal Health's Interpreter Services should be used for eligible members of our programs **ONLY**.

To access language services, please complete the steps below:

1. Identify the primary language of the LEP member.

- **If the Primary Language is other than Spanish**, please use CenCal Health's current vendor for "Telephonic" interpretation. Certified Languages International provides interpreter services that are available 24/7 for 150 languages.
- **If the Primary Language is Spanish**, a "Face to Face" (on site) interpreter can be requested.
 - For a "Face to Face" Interpretation, a provider, provider office staff or a member can request an interpreter by calling CenCal Health's toll free Member Services line at 1-877-814-1861.
- The standard time frame for requesting a "Face to Face" interpreter is 48 hours notice or two business days. Requests made with less than two (2) days notice are dependent upon the availability of an interpreter and cannot be guaranteed.
- If a provider needs **to cancel a scheduled interpreter appointment**, please call the toll free Member Services line at 1-877-814-1861 and inform the Member Service Representatives of the reschedule or cancellation. Please do not call the interpreter directly to inform them of the cancellation. CenCal Health will communicate all cancellations and changes to the interpreter.

Reminder:

- The fundamental role of the interpreter is to facilitate communication between providers and patients who do not speak the same language nor share the same culture. **The health care interpreter should not be expected to perform any duties other than interpret at the medical appointment.**
- If the member refuses an interpreter and chooses to use a family member or friend for interpreting, **it must be noted in the member's Medical Record.**
- If a provider needs to communicate by telephone with a LEP member (for e.g. lab results, change of dosage, etc.), **please use Certified Languages International.**