



## **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. CenCal Health's Language Assistance Program consists of "Face to Face" Interpretation Services, "Over the Telephone" Interpretation Services, and American Sign Language Services for our hearing impaired members.

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.
2. **If the Primary Language is other than Spanish**, please use "Over the Telephone" Interpretation. The Language Line, CenCal Health's current vendor, provides interpreter services that are available 24 hours a day, 7 days a week in over 150 languages.
3. **If the Primary Language is Spanish**, a "Face to Face" (on site) interpreter can be requested.
4. For a "Face to Face" Interpretation, a provider or a member of their office staff can request an interpreter by calling the Member Services Resource Coordinator at 805-562-1666. The member may also request this service by calling the toll free Member Services number at 877-814-1861 and speaking to any Member Services Representative.
5. The standard time frame for requesting a "Face to Face" interpreter is 48 hours notice or two (2) full business days. Requests made with less than two (2) days notice are dependent upon the availability of an interpreter and cannot be guaranteed.
6. If a provider needs **to cancel a scheduled interpreter appointment**, please call the Member Services Resource Coordinator as soon as possible at 805-685-9525 x 1666. Please do not call the interpreter directly to inform them of the cancellation. CenCal Health will communicate all cancellations and changes to the interpreter.

### **Please Note:**

- 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 duties for which they are not trained.** Examples include asking interpreters to take a patient's history, assisting the physician with the physical examination, relaying a message to the member without the doctor being present, and making follow-up appointments for the member.
- A friend or family member may be used as an interpreter if requested by the member after being informed of their right to free interpreter services arranged through the health plan; however, **the use of family and friends is generally discouraged.**
- 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 the Language Line.**