



LANGUAGE ACCESS RESOURCE PACKET

The Meaningful Language Access to Culturally Responsive Health Care Services (Language Access) incentive measure was created to connect Oregon Health Plan (OHP) members who communicate in languages other than English or are hard of hearing with certified and qualified health care interpretation (HCI) services. Historically, OHP members who communicate in languages other than English or are hard of hearing face barriers accessing health services, receive lower quality care relative to patients whose preferred language is English, and are at higher risk for medical errors. To combat the impact of these health disparities, UHA places a heightened emphasis on increasing the number of qualified and certified HCIs in Douglas County.

The Language Access Resource Packet provides guidance on interpreter services workflows, health care interpreter training requirements, scholarship opportunities, and language proficiency requirements. You can contact UHQualityImprovement@umpquahealth.com with any language access questions or concerns.

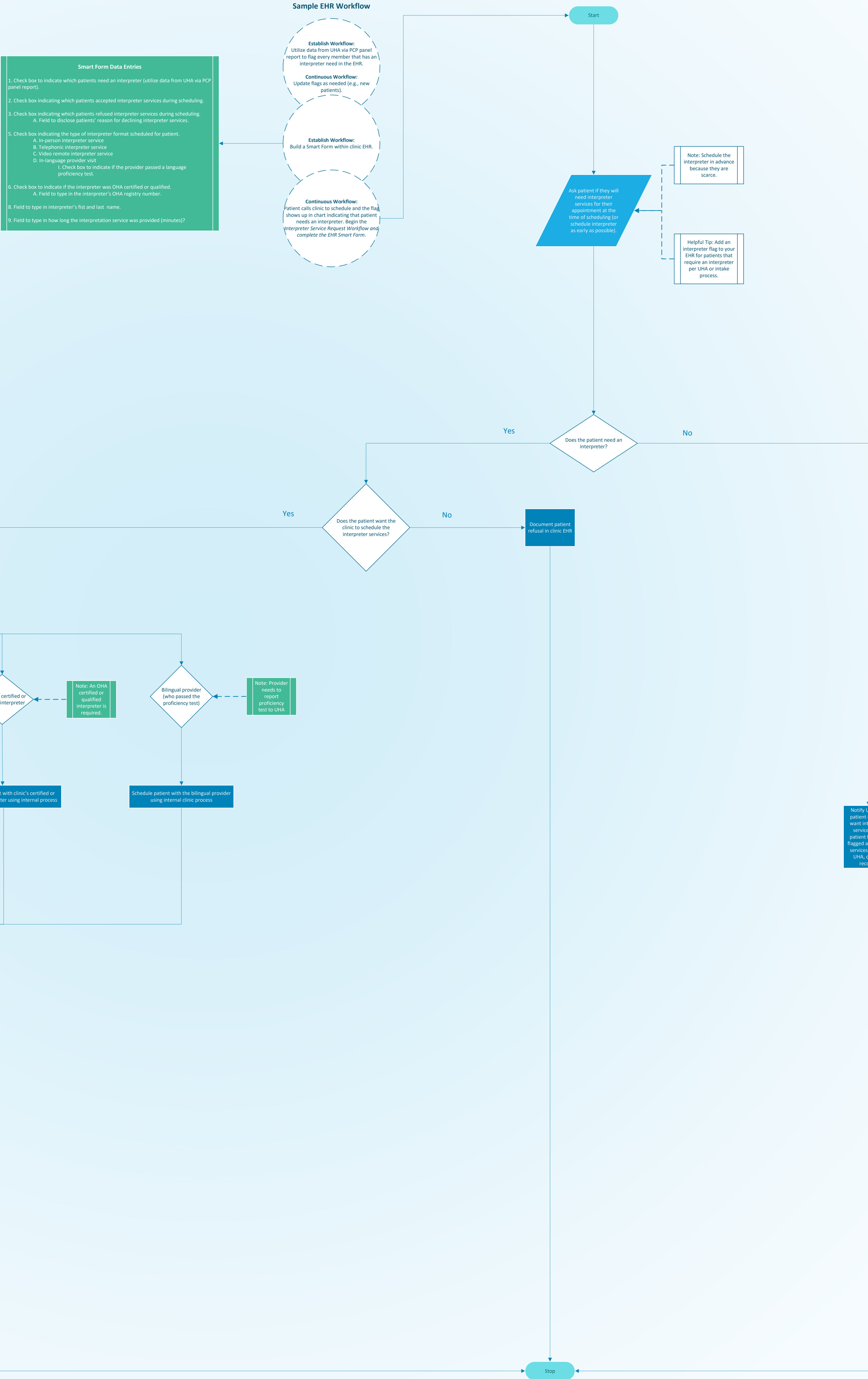
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Interpreter Services Request Workflow



Before Visit





UMPQUA HEALTH ALLIANCE

REQUESTING AN INTERPRETER FOR REMOTE/TELEHEALTH APPOINTMENTS



Telephonic Interpretation

Call 1-888-215-1476



You will need:

Callers Information:

- Client ID#
- Department
- Your Name & Phone Number

Patient Information:

- Patient's Full Name
- Patient's DOB
- Patient's Insurance Info

Do you NEED a 3rd Party Dial Out?

- YES
- Patient's Phone Number



Video Relay Interpretation (VRI)



Get Connected:

- Enter the Video Conference Platform (**i.e. Zoom, GoToMeeting, etc.**)

Add an Interpreter:

- * Click on attendees
- * Click on add attendees
- * Select add by phone
- * **Enter 888-215-1476**

Patient/Caller Information:

- Your Client ID#
- Your Department
- Your Name and Phone Number
- Patient's Full Name
- Patient's DOB
- Patient's Insurance Info



Have Questions?

Contact us!



Linguava Client Relations

clientrelations@linguava.com
503-265-8515

UH Provider Relations

UHNProviderServices@umpquahealth.com
541-957-3094



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Oregon Health Authority Qualified or Certified Health Care Interpreting Requirements Checklist

Use this document as a checklist to keep track of the requirements you have met along your journey of becoming a qualified or certified Health Care Interpreter (HCI). Contact UHQualityImprovement@umpquahealth.com with questions or concerns regarding HCI training, language proficiency, and documentation requirements.

Qualified or Certified Health Care Interpreter (HCI) Prerequisites

To meet Oregon Health Authority (OHA) HCI standards, you must become a **qualified** interpreter by meeting all the requirements below.

- Must be 18 years or older.
- Must have a high school diploma (or GED equivalent) or higher.
- Cannot be on the Medicaid Exclusions List.
- Must prove proficiency in both English and the target language ([see Language Proficiency Requirements section below for satisfying this requirement](#)).
- Must have at least 60-hours of formal health care interpreter training from one of the below OHA approved trainings:
 - [Oregon Health Care Interpreters Association \(OHCIA\)](#) (Recommended)
Note: Apply for [UHA's Health Care Interpreter Scholarship](#) to receiving funding support for the OHCIA 60-hour online program
 - [ALTA Medical Interpreter Training: Breaking Boundaries in Healthcare](#)
 - [Core Medical Interpreter Training® \(CMIT®\), The National Institute for Coordinated Health Care \(NICHC\)](#)
 - [Culture Advantage, Medical Interpreter Training](#)
 - [Interpreters Associates, Inc.](#)
 - [IRCO's International Language Bank: Healthcare Interpreter Training](#)
 - [LanguageLine Testing and Training: Advanced Medical Training](#)
 - [Linguistics Global Associates, NICHC - Core Medical Interpreter Training®](#)
 - [One Voice Associates LLC](#)
 - [Oregon State University Spanish-English Health Care Interpreter Training](#)
 - [Spanish Healthcare Interpreter Training program through Linfield University](#)

- [Svetlana's Training for Interpreters](#)
- [The Cross Cultural Health Care Program - Bridging the Gap](#)
- [UIO Languages NICHC- Core Medical Interpreter Training®](#)
- *Optional:* you can become a **certified** interpreter in Spanish, Vietnamese, Russian, Korean, Arabic, Mandarin, or Cantonese by meeting all the above steps **AND** passing a certification test from one of the following:
 - [National Board of Certification for Medical Interpreters \(NBCMI\)](#)
 - [Certification Commission for Healthcare Interpreters](#)
 - [National Center for State Courts Court Interpreter Oral Examination](#)
 - [Oregon Court Interpreter Certification](#)
 - [Federal Court Interpreter Certification Exams](#)
 - [Registry of Interpreters for the Deaf \(RID\)](#)

Language Proficiency Requirements

Proof of language proficiency is required in *both English and your target language*. To meet language proficiency requirements, ensure that you meet at least one option under the English proficiency requirements and one option under the target language proficiency requirements below.

- Notably, clinicians fluent in a non-English language do *not* need to complete the 60-hour formal health care interpreter training if the clinician can provide proof of language proficiency as outlined in the [Clinician Language Proficiency Requirements Check List](#).
- Proof of language proficiency includes exam results or a copy of diploma.

English proficiency must be proven by completing at least one of the below options:

- Passing one of the OHA approved proficiency exams in English:
 - ***[Language Line University](#) (preferred proficiency exam)– Level 2 or above; Interagency Language Roundtable (ILR)**
 - [Language Testing International](#) – testing is based on American Council of the Teaching of Foreign Languages (ACTFL) assessment; advanced mid-level or above; both the optional phone interpreter (OPI – telephonic) and OPIc (computer recording) are acceptable
- Graduation from a bachelor, masters, doctorate, or any other degree program from any US institution of higher education.
- Graduation from any high school (or GED) in an English language speaking country where English is the primary language of instruction.

- Graduation from a higher education institution abroad where English is the primary language of instruction.
- Completion of one of the following tests. Test results must be no more than four years old to be considered valid.
 - Test of English as a Foreign Language (TOEFL): 570+ on paper; 230+ on computer version; 90 on iBT
 - Certificate in Advanced English (CAE), Level 4: B
 - Certificate of Proficiency in English (CPE), Level 5: B
 - International English Language Testing System (IELTS): 7.0+
 - Interagency Language Roundtable (ILR): 2+
 - Common European Framework (CEFR): B2
 - Oral Proficiency Interview at the advanced mid-level on the ACTFL scale

Target language proficiency must be proven by completing at least one of the below options:

- Passing one of the OHA approved proficiency exams in the target language:
 - [*Language Line University](#) (**preferred proficiency exam**)– **Level 2 or above; Interagency Language Roundtable (ILR)**
 - [Language Testing International](#) – testing is based on American Council of the Teaching of Foreign Languages (ACTFL) assessment; advanced mid-level or above; both the optional phone interpreter (OPI – telephonic) and OPIc (computer recording) are acceptable
- Graduation from a bachelor, masters, doctorate, or any other degree program from an institution of higher education where instruction is primarily in the non-English language and the person submitting proof is a native speaker of the non-English language.
- Graduation from high school in a country where instruction is primarily in the non-English language and the person submitting proof is a native speaker of the non-English language.
- Completion of one of the following tests. Test results must be no more than four years old to be considered valid.
 - Interagency Language Round Table (ILR): 2+ from federal government testing agencies
 - Common European Framework (CEFR): B2
 - Oral Proficiency Interview at the advanced mid-level on the ACTFL scale

Final Steps & Documentation

- Email required documents to HCI.Program@odhsoha.oregon.gov to become an OHA qualified or certified interpreter and appear on the state registry.
 - Required documents:
 - Completed [OHA Health Care Interpreter Application](#)
 - Clear copy of 60-hour OHA approved training certificate
 - Clear copy of driver's license, state-issued ID card, or passport
 - Proof of English and target language proficiency

Interpreters Certified with a National Organization

Nationally certified HCIs must complete all the above steps to comply with the requirements outlined by the Oregon Health Authority.

Resources

[UHA's Health Care Interpreter Scholarship](#)

[Interpreter Service Request Workflow](#)

[UHA's Language Access Plan](#)

[2021-2023 Language Access Incentive Measure Technical Specifications](#)

Clinician Language Proficiency Requirements Checklist

Use this document as a checklist to keep track of the requirements you have met prior to submitting proof of your language proficiency to Umpqua Health Alliance. Contact UHQualityImprovement@umpquahealth.com with questions or concerns regarding language proficiency and documentation requirements.

Language Proficiency Requirements

Proof of language proficiency is required in *both English and your target language*. To meet language proficiency requirements, ensure that you meet at least one option under the English proficiency requirements and one option under the target language proficiency requirements below.

Note: Proof of language proficiency includes exam results or copy of diploma.

English proficiency must be proven by completing at least one of the below options:

- Passing one of the OHA approved proficiency exams in English:
 - ***[Language Line University](#) (preferred proficiency exam)– Level 2 or above; Interagency Language Roundtable (ILR)**
 - [Language Testing International](#) – testing is based on American Council of the Teaching of Foreign Languages (ACTFL) assessment; advanced mid-level or above; both the optional phone interpreter (OPI – telephonic) and OPIc (computer recording) are acceptable
- Graduation from a bachelor, masters, doctorate, or any other degree program from any US institution of higher education.
- Graduation from any high school (or GED) in an English language speaking country where English is the primary language of instruction.
- Graduation from a higher education institution abroad where English is the primary language of instruction.
- Completion of one of the following tests. Test results must be no more than four years old to be considered valid.
 - Test of English as a Foreign Language (TOEFL): 570+ on paper; 230+ on computer version; 90 on iBT
 - Certificate in Advanced English (CAE), Level 4: B
 - Certificate of Proficiency in English (CPE), Level 5: B
 - International English Language Testing System (IELTS): 7.0+

- Interagency Language Roundtable (ILR): 2+
- Common European Framework (CEFR): B2
- Oral Proficiency Interview at the advanced mid-level on the ACTFL scale

Target language proficiency must be proven by completing at least one of the below options:

- Passing one of the OHA approved proficiency exams in the target language:
 - *[Language Line University](#) (**preferred proficiency exam**)– **Level 2 or above; Interagency Language Roundtable (ILR)**
 - [Language Testing International](#) – testing is based on American Council of the Teaching of Foreign Languages (ACTFL) assessment; advanced mid-level or above; both the optional phone interpreter (OPI – telephonic) and OPIc (computer recording) are acceptable
- Graduation from a bachelor, masters, doctorate, or any other degree program from an institution of higher education where instruction is primarily in the non-English language and the person submitting proof is a native speaker of the non-English language.
- Graduation from high school in a country where instruction is primarily in the non-English language and the person submitting proof is a native speaker of the non-English language.
- Completion of one of the following tests. Test results must be no more than four years old to be considered valid.
 - Interagency Language Round Table (ILR): 2+ from federal government testing agencies
 - Common European Framework (CEFR): B2
 - Oral Proficiency Interview at the advanced mid-level on the ACTFL scale

Final Steps & Documentation

- Submit a clear copy of your proof of English and target language proficiency and your NPI number to UHQualityImprovement@umpquahealth.com.

Resources

[UHA's Health Care Interpreter Scholarship](#)

[Interpreter Service Request Workflow](#)

[UHA's Language Access Plan](#)

[2021-2023 Language Access Incentive Measure Technical Specifications](#)

Health Care Interpreter (HCI) Training— Funding Request Application

Complete this application if you are applying for funds to enroll in the [Oregon Health Care Interpreter Association's](#) (OHCIA) 60-hour Online HCI training. Prior to requesting funds from UHA, please see [OHCIA's program requirements](#) to ensure you meet all prerequisites. Applicants will be reviewed quarterly to ensure alignment with the OHCIA class schedule. *UHA reserves the right to deny funding request applications.*

Please type or clearly print your answers below and email the completed application to UHQualityImprovement@umpquahealth.com.

You can get this document in larger print, braille, or a format you prefer. Contact UHA Customer Care at uhcustomercare@umpquahealth.com or 541-299-4842.

1. First Name:

2. Last Name:

3. Phone:

4. Email:

5. Do you currently or plan to work in Douglas County?
 - ☐ Yes
 - ☐ No

6. Are you over the age of 18?
 - ☐ Yes
 - ☐ No

7. Do you have a high school diploma (or GED equivalent) or higher?

- ☐ Yes
- ☐ No

8. Are you on the [Medicaid Exclusion List](#)?

- ☐ Yes
- ☐ No

9. Do you have proof of English proficiency (see Appendix A for details)?

Note: You can still submit the HCI Funding Request Application even if you do not have proof of language proficiency. UHA will assist with the cost of a proficiency exam.

- ☐ Yes – *Submit proof with your application.*
- ☐ No

10. Do you have proof of target language proficiency (see Appendix A for details)?

Note: You can still submit the HCI Funding Request Application even if you do not have proof of language proficiency. UHA will assist with the cost of a proficiency exam.

- ☐ Yes – *Submit proof with your application.*
- ☐ No

11. Which quarter do you wish to enroll in the OHCIA 60-hour online training?

- ☐ Fall 2023
- ☐ Winter 2024
- ☐ Spring 2024
- ☐ Summer 2024

12. List the organization(s) you work with or plan to work with as an interpreter:

13. Which language(s) are you hoping to become qualified/certified in?

14. Are you a working/active health care interpreter in Oregon?

- ☐ Yes
- ☐ No

15. Select your years of experience as an interpreter:

- ☐ 0-1 year
- ☐ 2-4 years
- ☐ 5-7 years
- ☐ 8+ years

16. Why are you enrolling in the 60-hour HCI course?

- ☐ To check out what interpreting is all about
- ☐ To be able to find work as an interpreter
- ☐ To increase compensation opportunities (after completing certification/qualification)
- ☐ To complete the necessary training for Oregon health care interpreter certification/qualification
- ☐ To improve my skills as an interpreter
- ☐ To network with other interpreters
- ☐ To help my community
- ☐ My employer is requiring it
- ☐ Other

17. Please provide a letter of support that is signed by your employer (see Appendix B for example).

18. Do you have any questions or comments for the UHA team?

By signing below, you acknowledge that you will 1) submit a clear copy of your training certificate to UHA within 60-days of completing your training and 2) complete the [OHA Health Care Interpreter Application](#) to become an OHA qualified/certified interpreter within 30-days of completing your training.

Print: _____

Signature: _____

Date: _____

Appendix A. Proof of Language Proficiency Requirements

Proof of language proficiency is required in *both English and the target language*. To meet language proficiency requirements, ensure that you meet at least one option under the English proficiency requirements and one option under the target language proficiency requirements below.

Note: You can still submit the HCI Funding Request Application even if you do not have proof of language proficiency. UHA will assist with the cost of a proficiency exam.

English proficiency must be proven by completing at least one of the below options:

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 - [Language Testing International](#) – testing is based on American Council of the Teaching of Foreign Languages (ACTFL) assessment; advanced mid-level or above; both the optional phone interpreter (OPI – telephonic) and OPIc (computer recording) are acceptable
- Graduation from a bachelor, masters, doctorate, or any other degree program from any US institution of higher education.
- Graduation from any high school (or GED) in an English language speaking country where English is the primary language of instruction.
- Graduation from a higher education institution abroad where English is the primary language of instruction.
- Complete of one of the following tests. Test results must be no more than four years old to be considered valid.
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 - Interagency Language Roundtable (ILR): 2+
 - Common European Framework (CEFR): B2
 - Oral Proficiency Interview at the advanced mid-level on the ACTFL scale

Target language proficiency must be proven by completing at least one of the below options:

- Passing one of the OHA approved proficiency exams in the target language:
 - [*Language Line University](#) (preferred proficiency exam) – Level 2 or above; Interagency Language Roundtable (ILR)
 - [Language Testing International](#) – testing is based on American Council of the Teaching of Foreign Languages (ACTFL) assessment; advanced mid-level or above;

both the optional phone interpreter (OPI – telephonic) and OPIc (computer recording) are acceptable

- Graduation from a bachelor, masters, doctorate, or any other degree program from an institution of higher education where instruction is primarily in the non-English language and the person submitting proof is a native speaker of the non-English language.
- Graduation from high school in a county where instruction is primarily in the non-English language and the person submitting proof is a native speaker of the non-English language.
- Completion of one of the following tests. Test results must be no more than four years old to be considered valid.
 - Interagency Language Round Table (ILR): 2+ from federal government testing agencies
 - Common European Framework (CEFR): B2
 - Oral Proficiency Interview at the advanced mid-level on the ACTFL scale

Appendix B. Letter of Support Example

To Whom It May Concern,

During the time I have been _____'s _____ at _____, I have witnessed them display exceptional skills as a _____.

I am confident that _____'s attitude and skills would make them a strong candidate for the Health Care Interpreter training program. Please do not hesitate to contact me with any additional questions you may have.

Sincerely,
