



## **Language Access Plan**

All Umpqua Health Alliance (UHA) members have a right to receive healthcare services and information in a way they can understand. As such, all contracted Umpqua Health providers must have interpretation services available. In order to provide language access and further improve health outcomes of our members, Umpqua Health Alliance has partnered up with Certified Languages International (CLI) and Linguava Interpreters Services. Umpqua Health Alliance will cover the cost for the use of language services for all eligible members. Some provider's offices may already use language access services, which our members greatly appreciate. There are three methods of services that can be utilized.

**Over the Phone Interpretation:** Access to an immediate connection with an interpreter over the phone available in hundreds of languages. This service can be made available for same day requests or pre-scheduled appointments. Please contact Linguava Language Services.

**Video Remote Interpretation (VRI):** CLI's video remote interpreting solution provides on-demand communication assistance for Limited English Proficient (LEP), deaf, and hard-of-hearing individuals. UHA can provide an electronic tablet to assist members for the VRI services at the time of service. Please speak with our UHA Member Services team to schedule the time and date for the use of the tablet.

**Onsite Interpretation:** Lisa Dayton, Certified ASL Interpreter, can be contacted to provide in person interpreter services for American Sign Language. Please preschedule the visits with her directly by calling 541-729-1332.

## **Contact Information**

**Linguava Interpreters Services**.....503-265-8515

To utilize this service, please contact UHA Member Services **first** to be issued a passcode.

**UHA Member Services**.....541-229-4842

For any and all questions you may have, please call us. We are available Monday through Friday from 8:00 AM to 5:00 PM.

Note: Any recognized patient centered primary care home (PCPCH) facility should utilize their own services as stated in measure 6.A.0.