



Language Access Plan

All Umpqua Health Alliance (UHA) members have a right to receive healthcare services and information in a way they can understand. This is in accordance with Section 1557 of the Affordable Care Act and other Applicable Laws. As such, all contracted Umpqua Health providers must have interpretation services available that are either Qualified or OHA Certified. 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.

Telehealth Office Visits: UHA is now covering Telehealth office visits. This option includes a 2-way, live interactive telephone communication, and digital video consultation.

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): Both CLI’s and Linguava provide video remote interpreting solutions. This includes 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. To schedule this service, please contact UHA Member Services first to be issued a passcode.

Onsite Interpretation: Lisa Dayton, Certified ASL Interpreter, can be contacted to provide in person interpreter services for American Sign Language. Please preschedule these visits.

Contact Information

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

Lisa Dayton.....541-729-1332

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

For instructions on how to use your own device to provide translation services through UHA, please visit our website at <https://www.umpquahealth.com/providers/> and select the “[Translation Services](#)” flyer.

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.