

Language Access Resource Binder



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 Binder provides guidance on requesting interpreter services, health care interpreter training requirements, scholarship opportunities, and language proficiency requirements.

Questions? Contact UHQualityImprovement@umpquahealth.com.

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How Do I Schedule Interpreter Services?

This document outlines options for scheduling interpreter services with a Qualified or Certified Health Care Interpreter (HCI) for UHA members as required by Oregon Administrative Rule (OAR) 950-050. UHA strongly advises pre-scheduling interpreter services to ensure the availability of an Oregon Qualified or Certified interpreter. In-person interpreters are available upon request, contingent on pre-scheduling.

Interpreter Service Vendor

- Schedule interpreter services with a contracted UHA vendor to have services seamlessly billed and reported to UHA.
 - **Linguava** (Spoken Language & Sign Language)
 - Contact Linguava at (503) 265-8515 or sales@linguava.com to set up a service agreement to begin scheduling directly with the vendor.
 - Contact UHA Customer Care at (541) 229-4842 or UHCustomerCare@umpquahealth.com to schedule services with the vendor through UHA.
 1. You will need to provide the following information:
 - a. Patient's full name
 - b. Patient's DOB
 - **All Hands** (Sign Language)
 - Contact All Hands by phone at (541) 729-7111 to schedule services.

Contact UHA Customer Care at (541) 229-4842 or UHCustomerCare@umpquahealth.com to schedule a Listening Device Tablet for ASL patients.

HCI Registry

- Schedule interpreter services directly with an Oregon Qualified or Certified interpreter from the registry.
 - Click [here](#) to search the registry.

In-Language Visit

- Schedule a patient for an in-language visit with a bilingual provider at your clinic.
 - Submit provider's proof of language proficiency to UHA before conducting in-language visits.
 - Click [here](#) for instructions on how to submit language proficiency.

Helpful Tips for Using an Interpreter

- Start with an introduction of all parties and state your role in the session
- Explain any changes to planned activities or information
- Speak to the patient and not the interpreter
- Keep eye contact with patient when possible
- Speak about one topic at a time and in short ideas to allow the HCI to complete interpretation before starting another sentence
- Do not engage in side conversations as this complicates the interpreter's role as they must interpret them also
- Be aware that the interpreter may bring your attention to any culturally sensitive information

Provider Language Proficiency Requirements

CHECKLIST

Providers who conduct in-language visits are required to submit proof of language proficiency to CCOs in their service area as outlined by Oregon Administrative Rule (OAR) 950-050. To meet language proficiency requirements, ensure that you meet the definition of ‘provider’ outlined in OAR 950-050-0010 and at least one target language proficiency option below.

Target Language Proficiency

Passing one of the OHA approved proficiency exams in the target language:

Language Line University

- Level 2+ or above (ILR equivalent)

★ UHA will cover the cost of a proficiency exam through Language Line. Email UHQualityImprovement@umpquahealth.com to schedule an exam.

Language Testing International

- Advanced mid-level or above (ACTFL equivalent)

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:

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

Notes:
 Test results must be within the last three (3) years and providers will be retested every three years (3).

Notes:
 Test results must be no more than four (4) years old to be considered valid.

Notify UHA

Submit a clear copy of your language proficiency to UHQualityImprovement@umpquahealth.com.

- UHA will store your language proficiency information in our provider contracting software program and report proficiency information to OHA upon request.
- The provider conducting interpreter services must be the primary provider of the visit.

How to Become an Oregon Qualified or Certified Health Care Interpreter (HCI)

CHECKLIST

Umpqua Health Alliance (UHA) prioritizes connecting Oregon Health Plan (OHP) members with Qualified or Certified HCIs as outlined by Oregon Administrative Rule (OAR) 950-050. Use this document as a checklist to keep track of the requirements you have met along your journey of becoming a Qualified or Certified HCI.

Qualified or Certified HCI Prerequisites

- Must be 18 years or older.
- Must have a high school diploma (or GED equivalent) or higher.
- Cannot be on the Medicaid Exclusion List.
- Must prove proficiency in both English and target language.
 - See Language Proficiency Requirements section below for instructions to satisfy this requirement.
- Complete an OHA approved 60-hour training.
 - ★ UHA will cover the cost for the Oregon Health Care Interpreters Association (OHCIA) program. Click [here](#) to apply for UHA's HCI Scholarship.
 - Click [here](#) for a full list of OHA approved 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 Interpreter Oral Examination
 - Oregon Court Interpreter Certification
 - Federal Court Interpreter Certification Exams
 - Registry of Interpreters for the Deaf (RID)

Notes:
 If you are a nationally certified HCI, email UHQualityImprovement@umpquahealth.com for more information on how to become an Oregon Certified HCI.

Documentation

- Email required documents to HCI.Program@odhsoha.oregon.gov to become an Oregon Qualified or Certified interpreter and appear on the State Registry.
- Required documents include:
 - Completed [OHA Health Care Interpreter Application](#).
 - Clear copy of 60-hour OHA approved training certificate.
 - Clear copy of driver's license, government-issued ID card, or passport.
 - Proof of English and target language proficiency.
 - Clear copy of high school diploma, GED, or higher.

Language Proficiency Requirements

English Language Proficiency

- Passing one of the OHA approved proficiency exams in English:
 - [Language Line University](#)
 - Level 3+ or above (ILR equivalent)
 - ★ UHA will cover the cost of the proficiency exam through Language Line. Email UHQualityImprovement@umpquahealth.com to schedule an exam.
 - [Language Testing International](#)
 - Advanced mid-level or above (ACTFL equivalent)
- Graduation from a bachelor, masters, doctorate, or any other degree program from any US institution of higher education.
- Graduation from any high school (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 of English as a Foreign Language (TOEFL): 570+ on paper, 230+ on computer version, 90 on iBT
 - Certified 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

Notes:
 Test results must be no more than four (4) years old to be considered valid.

Target Language Proficiency

- Passing one of the OHA approved proficiency exams in the target language:
 - Language Line University
 - Level 3+ or above (ILR equivalent)
 - ★ UHA will cover the cost of the proficiency exam through Language Line. Email UHQualityImprovement@umpquahealth.com to schedule an exam.
 - Language Testing International
 - Advanced mid-level or above (ACTFL equivalent)
- 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:
 - 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

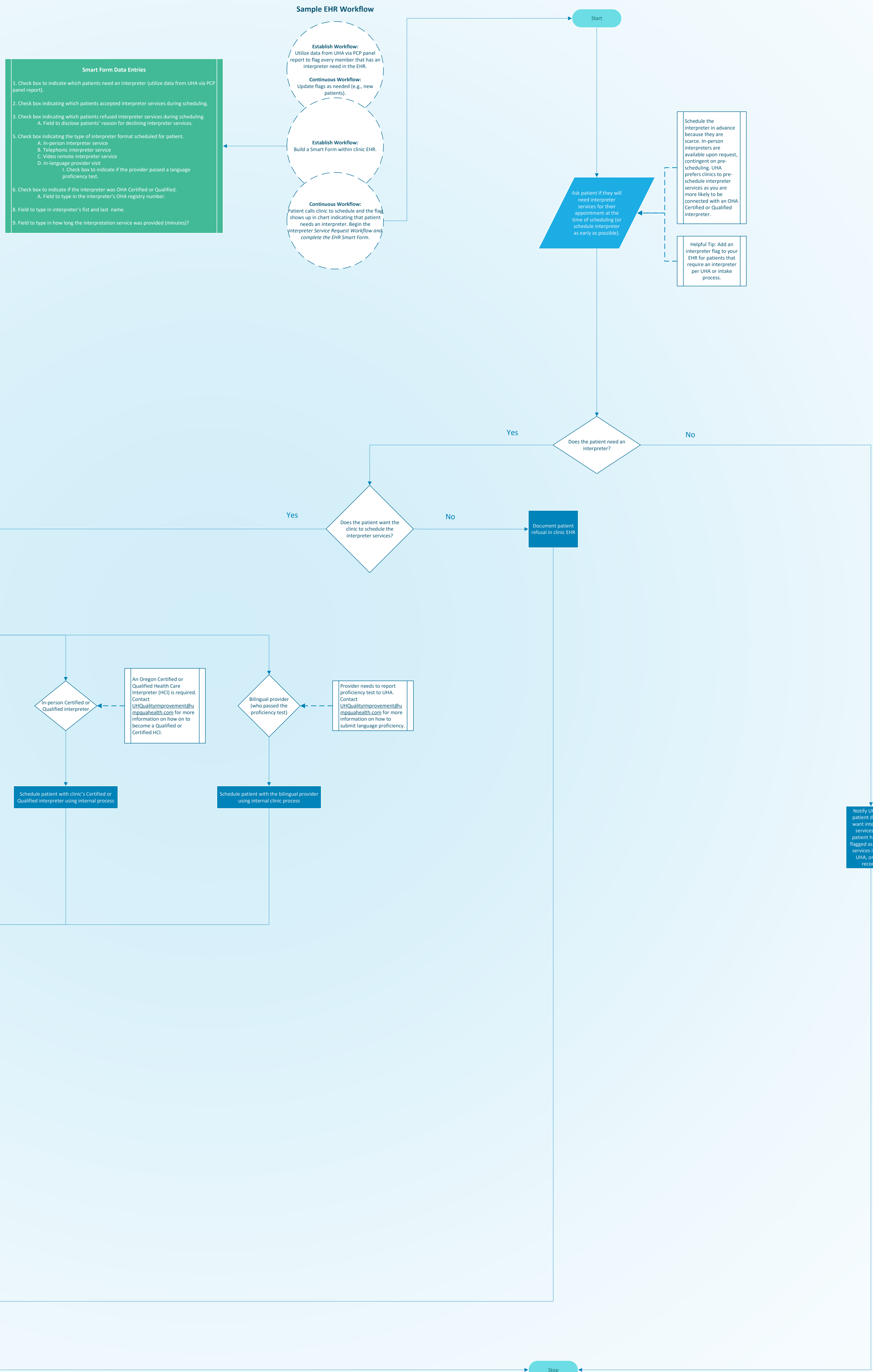
Notes:
Test results must be no more than four (4) years old to be considered valid.

Interpreter Services Request Workflow

Contact UHA Customer Care for assistance with scheduling interpreter services:

Office: 3031 NE Stephens St., Roseburg OR 97470
 Monday-Friday, 8 am to 5 pm
 Phone: 541-229-4842
 TTY: 541-440-6304 | Toll Free: 866-672-1551
<https://www.umpquahealth.com/uha-customer-care/>

Before Visit



During Visit

After Visit