

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, language proficiency requirements, and patient resources.

Questions? Contact UHQualityImprovement@umpquahealth.com.

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Interpreter Services Request Workflow

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.

Contracted Certified Spanish Health Care Interpreter

- Schedule in-person Spanish interpreter services with Ana Garcia to have services seamlessly billed and reported to UHA.
 - Contact Ana at (541) 537-2553 or anavazquez1980@gmail.com to schedule interpreter services.

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 HCI 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.

UHA Health Care Interpreter Scholarship

Umpqua Health Alliance (UHA) is excited to offer scholarships to interpreters motivated to become Oregon Qualified or Certified Health Care Interpreters (HCIs). The scholarship covers the cost of the Oregon Health Care Interpreter Association (OHCIA) 60-hour training program and proficiency exams.

Visit <https://shorturl.at/eQNwE> to apply!

Scholarship Prerequisites:

- 18 years or older
- Graduated from high school (or GED equivalent)
- Serve UHA members
- Absent from Medicaid Exclusion List
- Proof of English and target language proficiency

Los miembros del Plan de Salud de Oregon (OHP) tienen derecho a un intérprete gratuito.

¿Qué es un intérprete? Una persona que habla dos o más idiomas y ayuda al paciente a comunicarse y entender al médico y al personal médico.

¿Necesita un intérprete? Informe al consultorio de su médico que necesita un intérprete para sus citas médicas.

¿Tiene preguntas o inquietudes? Comuníquese con el Servicio de Atención al Cliente de UHA al (541) 229-4842 o en uhcustomercare@umpquahealth.com.

¡Comparta su experiencia! Cuéntenos su experiencia con los servicios de interpretación escaneando el siguiente código QR y respondiendo a una encuesta.

Oregon Health Plan (OHP) cov tswv cuab muaj cai rau ib tug neeg txhais lus dawb-ntawm-tus nqi.

Tus neeg txhais lus yog dab tsi? Tus neeg uas hais ob hom lus los sis ntau hom lus thiab pab tus neeg mob sib txuas lus thiab nkag siab lawv tus kws kho mob thiab cov neeg ua hauj lwm kho mob.

Koj puas xav tau tus neeg txhais lus? Qhia rau koj tus kws kho mob qhov chaw hauj lwm tias koj xav tau tus neeg txhais lus rau koj qhov kev teem caij kho mob.

Cov lus nug los sis kev txhawj xeeb? Hu rau UHA's Lub Chaw Saib Xyuas Tus Neeg Qhua ntawm (541) 229-4842 los sis uhcustomercare@umpquahealth.com.

Qhia koj qhov kev paub! Qhia rau peb txog koj lis kev paub dhau los nrog kev pab cuam tus neeg txhais lus los ntawm kev luam theej daim duab QR hauv qab no thiab ua daim ntawv ntsuam xyuas.

Участники программы Oregon Health Plan (OHP) имеют право на бесплатного переводчика.

Что представляет собой переводчик? Это человек, говорящий на двух или более языках и помогающий пациенту общаться и понимать своего врача и медицинский персонал.

Вам нужен переводчик? Сообщите в кабинете врача, что для медицинской консультации вы нуждаетесь в переводчике.

Вопросы или проблемы? Свяжитесь с отделом по работе с клиентами UHA по телефону (541) 229-4842 или uhcustomercare@umpquahealth.com.

Поделитесь своим опытом! Расскажите нам о своем опыте использования услуг переводчика, отсканировав приведенный ниже QR-код и пройдя опрос.

Оригену 건강 보험(Oregon Health Plan, OHP) 가입자는 무료 통역사 서비스를 이용할 수 있습니다.

통역사는 어떤 일을 하나요? 두 가지 이상의 언어를 구사하여 환자와 의사 및 의료진 간 의사소통을 돕는 일을 합니다.

통역사가 필요하신가요? 진료 예약을 위해 통역사가 필요하다고 병원에 말해 주세요.

문의 사항이나 기타 용무가 있으신가요? UHA 고객센터 (541) 229-4842로 전화하거나 uhcustomercare@umpquahealth.com을 통해 문의하세요.

여러분의 후기를 들려주세요! 아래 QR 코드를 스캔하고 설문조사를 작성하여 통역사 서비스 이용 경험을 들려주세요.

Anggota Oregon Health Plan (OHP) na hak keu interpreter hana biaya.

Peue nyan interpreter? Ureung nyang meututoe dua atawa leubeh basa, geutulông pasien peugah haba ngon meuphom dokter ngon staf medis.

DNeupeulee awak interpreter? Peugah bak kanto dokter bahwa Droeneuh perle interpreter untuk janji medis droeneuh.

Pertanyaan atawa Kebimbangan? Hubungi UHA's Customer Care bak (541) 229-4842 atawa uhcustomercare@umpquahealth.com.

Peudeuh pengalaman droeneuh! Peugah bak kamoe pengalaman droeneuh ngon layanan interpreter ngon cara ne scan kode QR di miyueb nyoe ngon neuget survei.

May karapatan sa isang interpreter ang mga miyembro ng Planong Pangkalusugan ng Oregon (Oregon Health Plan, OHP) nang walang bayad.

Ano ang isa interpreter? Isang taong nagsasalita ng dalawa o higit pang wika at tumutulong sa pasyente na makipag-usap at maunawaan ang kanilang doktor at mga medikal na tauhan.

Kailangan mo ba ng isang interpreter? Sabihin sa tanggapan ng iyong doktor na kailangan mo ng interpreter para sa iyong mga medikal na appointment.

Mga tanong at alalahanin? Makipag-ugnayan sa Customer Care ng UHA sa (541) 229-4842 o uhcustomercare@umpquahealth.com.

Ibahagi ang iyong karanasan! Sabihin sa amin ang iyong karanasan sa mga serbisyo ng interpreter sa pamamagitan ng pag-scan ng QR code sa ibaba at paglahok sa survey.





Oregon Health Plan (OHP) members have the right to an interpreter free-of-cost.

What is an interpreter? A person who speaks two or more languages and helps the patient communicate and understand their doctor and medical staff.

Do you need an interpreter? Tell your doctor's office that you need an interpreter for your medical appointments.

Questions or concerns? Contact UHA's Customer Care at (541) 229-4842 or uhcustomercare@umpquahealth.com.

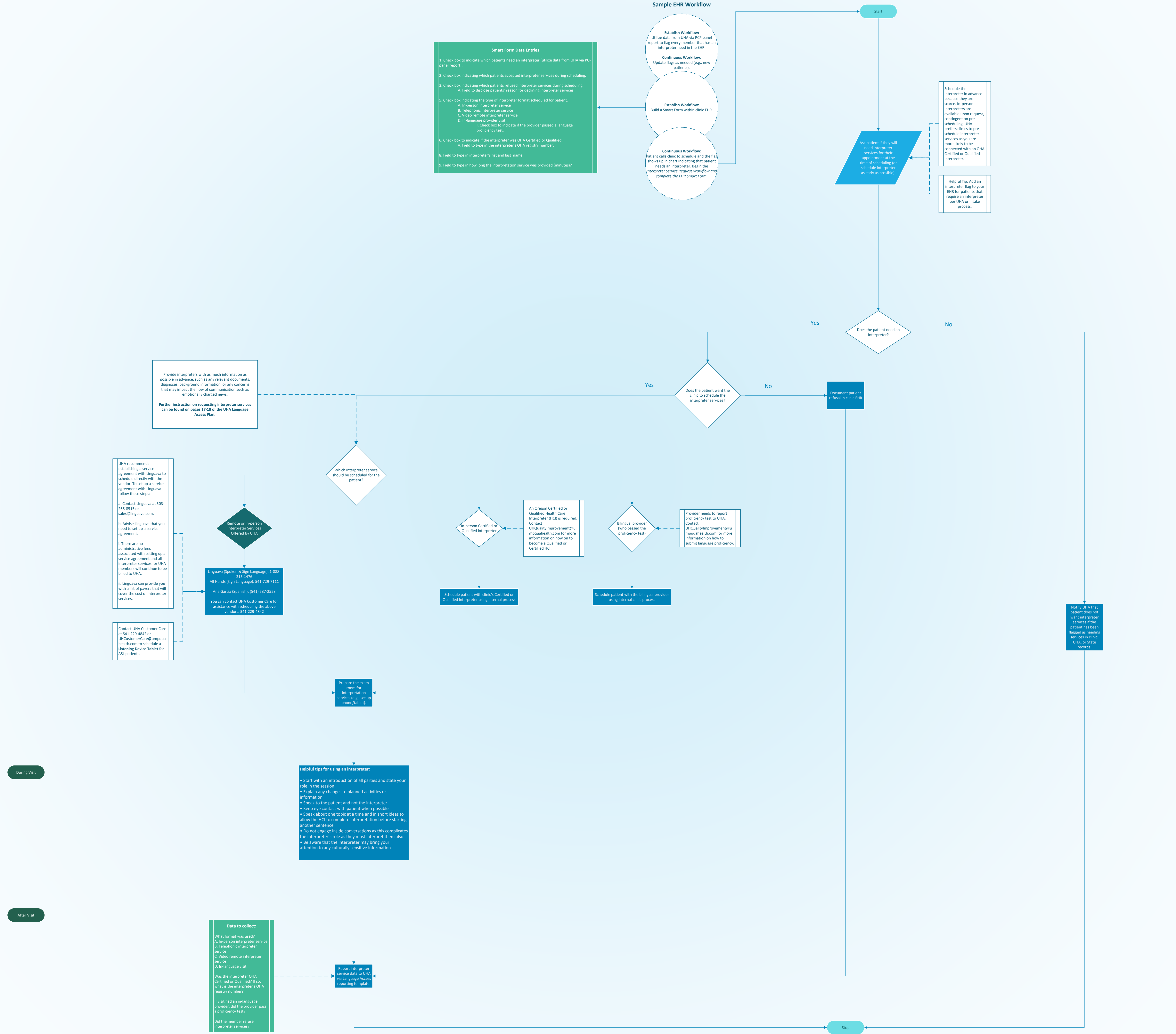
Share your experience! Tell us your experience with interpreter services by scanning the QR code and taking a survey.





Interpreter Services Request Workflow

Before Visit



During Visit

After Visit