



**Did you
know?**

THE ALLIANCE SUPPLIES INTERPRETER SERVICES AT NO COST TO ALLIANCE MEMBERS.

The Alliance offers interpreter services at no cost to our members for most health care visits and administrative communications. Providers may now request in-person or video interpreter services for eligible Alliance members by completing an **Interpreter Services Request Form** either by fax or the online Alliance Provider Portal.

You can use the steps below to request an in-person or video interpreter from the online Alliance Provider Portal:

1. Go to the Alliance website at **www.alamedaalliance.org**
2. Select **Provider Portal** on the top right of the home page
3. Select **Create Account**
4. Select the **Forms** icon on the right panel
5. Select **Interpreter Request Form**

Before submitting an **Interpreter Services Request Form**, please confirm your patient's eligibility by hovering over **Member Info** in the navigation toolbar and selecting **Member Eligibility**.

The Alliance receives and schedules an average of **812** requests each month and close to **9,000** each year. As of the second quarter of 2023, we received a total of **2,057 (47%)** of our interpreter service requests through the online Alliance Provider Portal. We continue to see an increase in providers using the portal to send their interpreter service requests as we trend into quarter 3.

For more information or if you have any questions about our interpreter services, please call:

Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**

Thank you for your continued dedication to ensuring your patient's cultural and linguistic needs are fulfilled.



Questions? Please call the Alliance Provider Services Department
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www.alamedaalliance.org

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