

# Interpretive Services

## Quick Reference Guide

### Interpreter Services

Partnership HealthPlan of California (PHC) provides telephone interpretive services for PHC members with limited English proficiency. Providers may access Interpretive Services 24 hours a day. For PHC members:

1. Log on to PHC Provider Portal at <https://provider.partnershiphp.org/UI/Login.aspx>
2. In the right corner, click on **Telephone Interpretation Services**, under your login name. Another window will open providing the telephone number and information needed to access Interpretive Services. Please provide the operator with your name and language needed.
3. An interpreter will be connected to the call. Brief the interpreter about the type of visit/service. Summarize what you wish to accomplish and any special instructions.
4. If interested in downloading the Video Interpreting application to your organization's device, please visit the PHC website for instructions.

If you have any questions or need a Provider Portal logon, contact: [EsystemsSupport@partnershiphp.org](mailto:EsystemsSupport@partnershiphp.org)

### Member/Provider Face-To-Face Interpretive Services

PHC will only pay for face-to-face interpreters for special situations:

- Services for hearing impaired members
- Complex courses of therapy or procedures

Prior authorization via phone is required. To request a face-to-face interpreter, contact the PHC Member Services Department at **(707) 863-4120** or **(800) 863-4155**. Requests must be made at least three (3) days, preferably five (5) days prior to scheduled appointment.

### Please Avoid Using Family Members or Friends as Interpreters

PHC strongly discourages the use of family members or friends, especially minors, as interpreters for PHC members. Using an untrained interpreter may result in miscommunication of medical information and compromise quality of care. It may also cause embarrassment when discussing sensitive topics. **If a member declines interpreter services, the State requires providers to document such in the medical record.**

### Services for the Hearing Impaired

- **Members** who are hearing impaired may contact the free **California Relay Service** at (800) 735-2922.
- **Providers** may use the free **California Relay Service** at **(800) 735-2922** to communicate with a hearing impaired member via phone. For office visits, follow the instructions above to request a sign language interpreter.