

According to your agreement with Health Share of Oregon, Oregon Administrative Rules, and federal regulations, members have the right to receive information on available treatment options and alternatives presented in a manner appropriate to the Member's condition, preferred language and ability to understand.

As a contracted provider, you have a contractual obligation to, *“Make Certified or Qualified Health Care Interpreter services available free of charge to each Potential Member and Member. This applies to all non-English languages, not just those that OHA identifies as prevalent.”*

Interpreter services are a covered benefit for all Health Share Members at **no cost to providers or members**. You can access the interpretation services for your existing clients as well as potential clients with whom you are communicating regarding establishing treatment. Details for accessing these services, based on the Behavioral Health Plan to which the member is assigned, are outlined on the next page.

Call the phone number for the organization you wish to use who is affiliated with the member's county of residence. You will use the Access Code supplied to ensure accurate member care and appropriate billing.

Interpreter service contacts and access codes are on the next page of this document.

Organization	Access Information for On-Demand /Telephone Interpreting	Access Information for On-Site/ In-Person Interpreting & Translation
<b>Clackamas County</b>		
IRCO <a href="http://www.irco.org">www.irco.org</a> General Info: 503-234-5185	Phone: 503-505-5187 Access Code: 97015	Phone: 503-234-0068 Email: Interpretation@ircoilb.org
<b>Multnomah County</b>		
IRCO <a href="http://www.irco.org">www.irco.org</a> General Info: 503-234-5185	Phone: 503-505-5185 Access Code: 4721	Phone: 503-234-0068 Email: <a href="mailto:Interpretation@ircoilb.org">Interpretation@ircoilb.org</a>
Linguava Interpreters <a href="http://www.linguava.com">www.linguava.com</a>	Phone: 888-393-9606 Access Code: 19056	Phone: 503-265-8515 Email: <a href="mailto:scheduling@linguava.com">scheduling@linguava.com</a>
Passport to Languages <a href="http://www.passporttolanguages.com">www.passporttolanguages.com</a>	Phone: 1-866-533-4998 Access Code: 403295	Phone: 503-297-2707 Email: multnomah@passporttolanguages.com
<b>Washington County</b>		
Linguava Interpreters <a href="http://www.linguava.com">www.linguava.com</a>	Phone: 503-265-8515 Medicaid Access Code: 14557 General Fund Access Code: 14556 *	Phone: 503-265-8515 Email: <a href="mailto:scheduling@linguava.com">scheduling@linguava.com</a> Medicaid Access Code: 14557 General Fund Access Code: 14556 *
Passport to Languages <a href="http://www.passporttolanguages.com">www.passporttolanguages.com</a>	Phone: 1-800-297-2707 Medicaid Access Code: 42216 General Fund Access Code: 42316*	Phone: 1-800-297-2707 Medicaid Access Code: 42216 General Fund Access Code: 42316*
Telelanguage <a href="http://www.telelanguage.com">www.telelanguage.com</a>	Phone: 503-535-2151 Medicaid Access Code: 88631	Phone: 503-535-2151 Medicaid Access Code: 88631

*\*Providers seeing Members with active general fund authorizations for those members may use the “general fund” access code for translation services.*