

**Onsite Interpreter Request**  
**Contra Costa Health Services / Health Plan**  
**CID 297300 - Cost Center 6125**

**Information for Interpreter Request**

Client: Contra Costa County Health Services

Requestor's Name: \_\_\_\_\_ Date Needed: \_\_\_\_\_

Requester's Phone Number: \_\_\_\_\_ Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Language Requested: \_\_\_\_\_ Cost Center: **6125**

Requestor's Email: \_\_\_\_\_

What type of visit is the appointment for? Approved criteria, only: Check one that applies.

- ASL (American Sign Language) for deaf or hard of hearing
- End of life issues
- Sexual assault/abuse issues
- Life threatening diagnosis like: cancer, chemotherapy, transplants
- Allergy testing, food trials, asthma education
- Surgical procedure consent
- Initial physical therapy evaluation
- Complex behavioral health appointments
- Other, approved by Cultural/Linguistic Program CCHP.Quality@cchealth.org

All other visits need to use telephonic interpreter service by calling 1-866-874-3972 Client ID 298935.

**Vendor Job #:** \_\_\_\_\_ (will be given by vendor)

**Office Location:**

Patient's Name: \_\_\_\_\_ (Contra Costa Health Plan members only)

Patient CCHP ID: \_\_\_\_\_

Provider Name: \_\_\_\_\_ Division/Unit: \_\_\_\_\_

Onsite contact person at Dr. office: \_\_\_\_\_

Provider office address: \_\_\_\_\_

What is the appointment for? \_\_\_\_\_

**Follow these steps:**

1. Call 1-888-225-6056, Option 1 to make same day requests (Live scheduler available 7am-8pm Eastern Time, Mon-Fri. Afterhours On-call service available)
2. Or email the request to: [onsiterequests@fluentls.com](mailto:onsiterequests@fluentls.com) for Advance booking
3. Vendor will email a job reference number to the requestor and will email the final conformation with interpreter name.

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**Cost saving tips when scheduling an onsite interpreter**

1. When possible, schedule onsite interpreters 3-5 full business days in advance to avoid an increase in rate. However, the more notice the better they can serve your needs.
  2. When possible, schedule onsite interpreters for assignments to take place Monday through Friday between the hours of 8am and 5pm to avoid after-hour premium rates.
- In case of cancellation, contact vendor at least 1 full business day in advance to cancel an interpreter request to avoid a cancellation fee.**