

CareOregon Language Access Services

6/25/2025

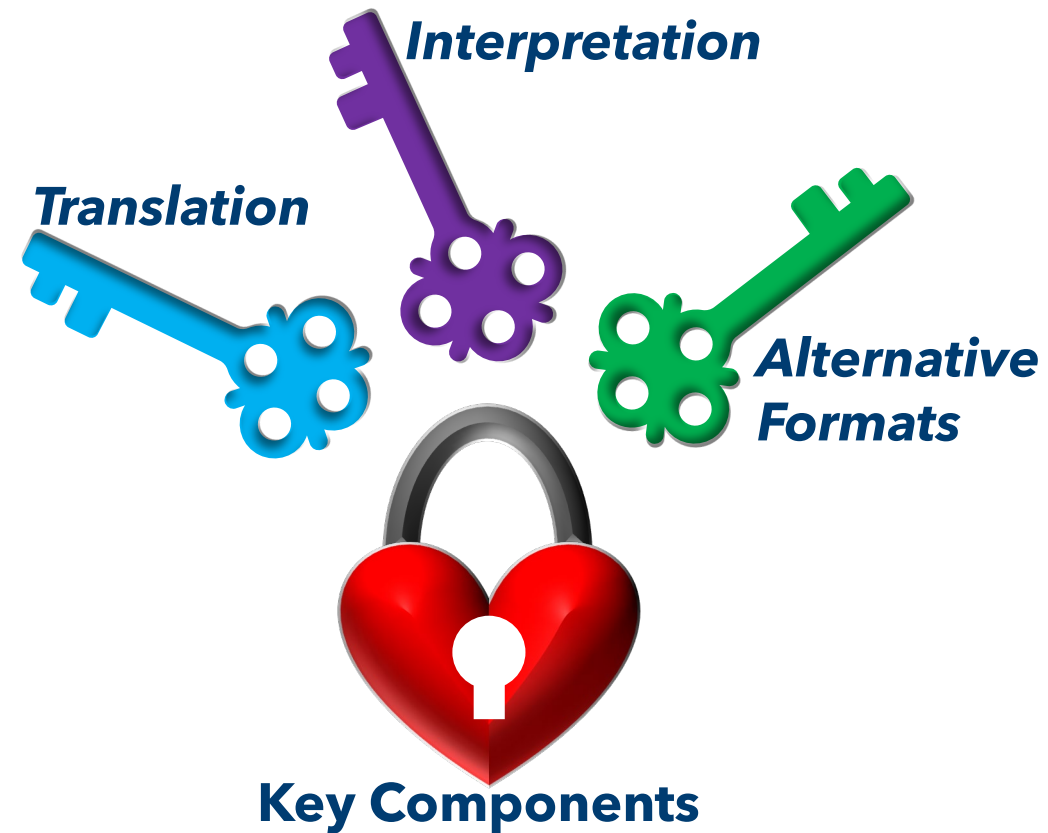
careoregon.org



What is language access?

Language Access: The ability of individuals to communicate effectively and access vital information in a language they understand and prefer. It ensures members can fully engage with services, healthcare, education, and legal systems.

Language Access Services: Services designed to help individuals access information and communication in their preferred language, ensuring inclusivity and understanding.



Language Access Services

Translation:

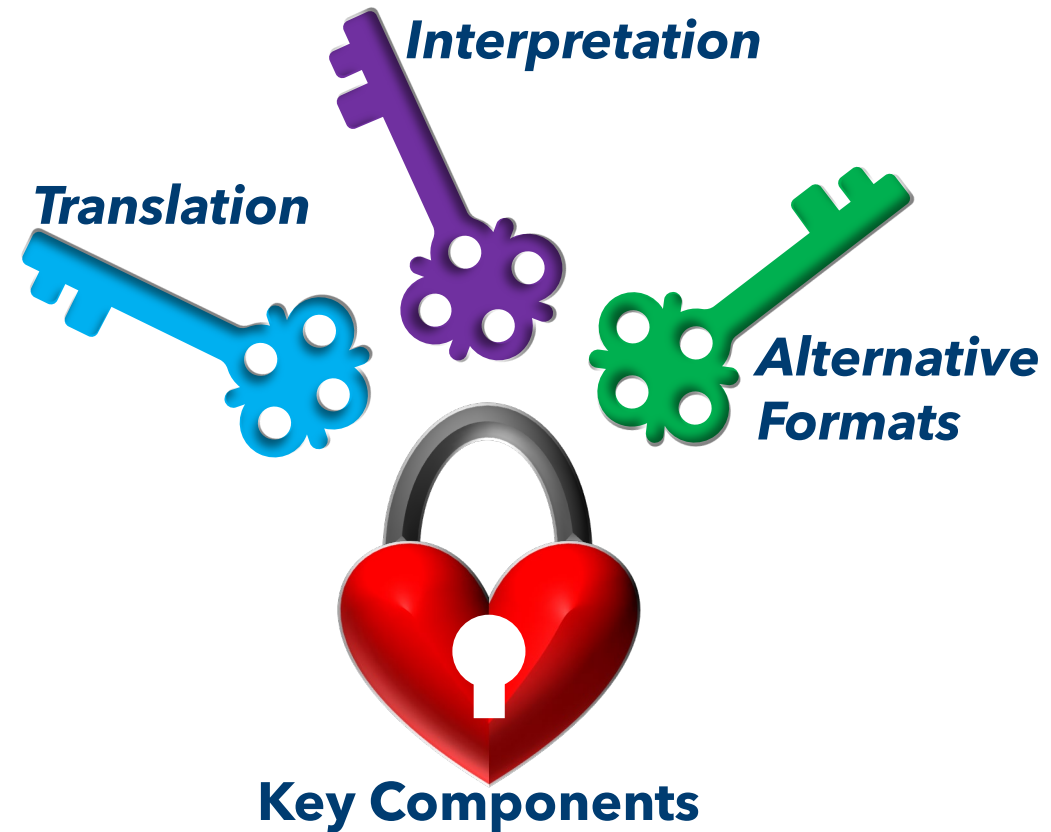
The process of converting **written** content from one language into another

Interpretation:

The process of converting **spoken** language from one language into another

Alternative Formats:

Different formats used to present information in ways that ensure accessibility.



Translation Services

CareOregon's providers are responsible for coordinating and covering the costs of translated materials used in their services.

This includes, but is not limited to, forms and materials related to appointments and services offered by the provider.



Interpretation Services

Providers are responsible for coordinating and covering the costs of these services.

All contracted CareOregon providers must make interpreting services available to CareOregon members.

Interpreters may operate on-site, over the phone, or via computer screen.



Requirements for Interpretation Services

All contracted CareOregon providers must make interpreting services available to CareOregon members



OAR 950-050-0160: Providers must work with qualified or certified interpreters when arranging for or providing services to a person who has interpretation needs



Exceptions are allowed when the provider:

Has documented proficiency in the preferred language of the person



Has made a good faith effort to schedule a qualified or certified interpreter and has found that none are available; in this scenario they may schedule an interpreter who is not certified or qualified



Has maintained records that the person with interpretation needs was offered interpretation services at no cost and the person declined and chose a different interpreter, which could include a family member or friend



Occurrences for which CareOregon Covers Interpretation Costs



- Onsite and telehealth medical, dental, behavioral, or social health appointments



- Scheduling or rescheduling appointments
- Appointment reminders
- Appointment follow-ups



- Relaying test results
- Registration for procedures/admissions

Alternative Formats

Providers are responsible for coordinating and covering the costs of alternative formats of language services.

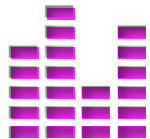
Alternative formats are varying types of formats used to present information in ways that ensure accessibility.



Alternative Formats



Braille (tactile reading for individuals who are blind)



Audio (spoken versions of written content)



Large Print (18pt text for individuals with low vision)



Electronic Formats (digital content that can be customized for accessibility)



Closed Captioning (visual representation of spoken words for individuals who are Deaf or hard of hearing)

Telecommunication Relay and Captioned Telephone Services

Allows individuals that are deaf, hard of hearing, deafblind, or have speech disabilities to communicate by telephone in a manner that is functionally equivalent to telephone services.



Telecommunication Relay and Captioned Telephone Services



This service is free and offered by the federal government through FCC funding.

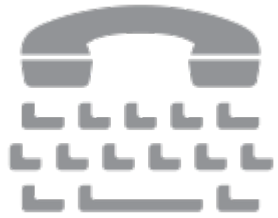


To access telecommunication relay and captioned telephone services, the requestor needs to call the toll-free number listed on the website or dial 711 and give them the phone number to dial.



Oregon's service is Hamilton/Oregon Relay. For more information, go to the website: <https://www.hamiltonrelay.com/oregon>

Hamilton/Oregon Relay Services



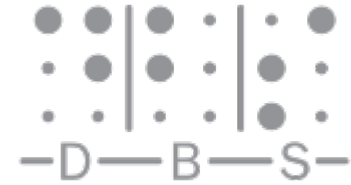
TTY (Text Telephone)



VCO (Voice Carry Over)



HCO (Hearing Carry Over)



DBS (DeafBlind Service)



STS (Speech-to-Speech)



CapTel (Captioned Telephone)



Voice



Spanish Relay


Contracted Interpretation Vendors

CareOregon only covers payment for interpretation services provided by our contracted vendors.

If providers choose to coordinate interpretation services with a different vendor, the provider is responsible for paying for those services.



CareOregon Contracted Interpretation Vendors



These contracted vendors provide interpretation for onsite, remote, scheduled, and on-demand services for members.



Providers must connect with the vendor to create an account before accessing services for members.



Contracted Interpretation Vendors

Immigrant & Refugee Community Organization (IRCO)

<https://irco.org>

Oregon Certified Interpreter's Network (OCIN)

<https://oregoncertified.com>

Linguava

<https://linguava.com>

National Interpreting Services (NIS)

<https://nationalinterpretingservice.org>

Translation Services

If you're looking for a vendor to provide translation services but aren't sure where to start, here are some options to help you connect with a vendor.

<u>Immigrant & Refugee Community Organization (IRCO)</u>	https://irco.org
<u>Oregon Certified Interpreter's Network (OCIN)</u>	https://oregoncertified.com
<u>Linguava</u>	https://linguava.com
<u>Interpreters Unlimited</u>	https://www.interpreters.com
<u>LanguageLine Solutions</u>	https://www.languageline.com
<u>NWI Global</u>	https://www.nwiglobal.com
<u>Avantpage</u>	https://avantpage.com
<u>Dynamic Language</u>	https://www.dynamiclanguage.com

Please Note: Translation services are not covered by CareOregon.

Resources

For more information on Language Access Services, please see the following:

- [CareOregon Language Access Services Overview](#) training video
- Language Access section of the [CareOregon Provider Manual](#).
- Language services web pages:
 - [CareOregon - Metro](#) (Language services)
 - [Columbia Pacific CCO](#) (Language services)
 - [Jackson Care Connect](#) (Language services)
 - [CareOregon Advantage](#) (Language services)
 - [CareOregon Dental](#) (Interpretation resources for Providers)
- [FAQ: Interpretation Services](#)
- Health Equity Measure: [Meaningful Access to Health Care Services for Persons Who Prefer a Language Other than English \(LOE\) and Persons Who Are Deaf or Hard of Hearing](#)

Thank you!

Have questions or feedback on language services?

Call Provider Customer Service at [800-224-4840](tel:800-224-4840), option 3 or email laservices@careoregon.org.

We're here to help!

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