

I am a medical EqualityCare Provider

The Office for Civil Rights (OCR) of the U.S. Department of Health and Human Services (DHHS) Enforces Federal laws that prohibit discrimination by healthcare and human service providers that receive funds from the DHHS. Such laws include Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990.

In efforts to maintain compliance with this law and ensure that EqualityCare clients receive quality medical services, interpretation service should be provided for clients who have Limited English Proficiency (LEP) or are deaf/hard of hearing. **The purpose of providing services must be to assist the client in communicating effectively about health and medical issues.**

- Interpretation between English and a foreign language is a covered service for EqualityCare clients who have LEP. LEP is defined as “the inability to speak, read, write, or understand the English language at a level that permits an individual to interact effectively with healthcare providers.”
- Interpretation between sign language or lip reading and spoken language is a covered service for EqualityCare clients who are deaf or hard of hearing. Hard of hearing is defined as “limited hearing which prevents an individual from hearing well enough to interact effectively with healthcare providers.”

EqualityCare providers should arrange this service for their clients by contacting an enrolled interpretation provider prior to the medical appointment. A current list of enrolled interpretation providers and is available on the EqualityCare website or upon request from ACS Provider Relations (Section 2.1, Quick Address and Telephone Reference). Interpretation services may be provided telephonically (via a language line service) or in person. When coordinating interpreter services for a client it will be necessary to provide the enrolled interpretation provider with the following information:

- Name of client
- Client’s EqualityCare ID number
- Name of referring provider
- Time and date service will be rendered
- Location of where service will take place (telephonically or in person)
- Estimated length of time service will be rendered

There are two providers currently registered with EqualityCare. They are:

Passport To Languages
3912 SW 43rd Ave
Portland, OR 97221-3709
(800)297-2707

El Puente
535 E. Broadway
Jackson, WY 83001-9496
(307)739-4544