

Overview: The purpose of this document is to provide detailed guidance on connecting with a vendor to arrange language services for a member. It outlines the specific requirements for scheduling both initial and follow-up appointments, whether onsite or via telehealth, along with essential tips and instructions to ensure a smooth interpreter scheduling process.

Immigrant & Refugee Community Organization (IRCO)

Services: On-site, video (VRI), and over the phone (OPI) interpretation

Website: [The Immigrant and Refugee Community Organization | IRCO](#)

How to schedule an interpreter with IRCO:

IRCO offers three different pathways for scheduling an interpreter.

1. *Online scheduling portal:* [International Language Bank | Language Services Portland \(irco.org\)](#)
2. *Email:* interpretation@ircoilb.org
3. *Phone:*
 - *Scheduled on-site and telehealth:* 503-234-0068
 - *On demand services:* 503-505-5187 (available 24/7)

Online Scheduling Portal:

When using the online portal, there are two options for scheduling an appointment.

Login

Schedule

- **Login:** If the requestor already has an account, they should select the Login button. This will take them directly to the portal where they can schedule an appointment.
- **Schedule:** First-time users should select the Schedule button. This will direct them to IRCO's online request form, where they can enter the appointment details and submit a request.
 - *Once IRCO receives the initial request, if an account has not been set up, an account specialist will contact the requestor to set up an account and provide further instructions.*

Comment Box on the Intake Form:

- This section is for any additional information that is relevant to the appointment that is not gathered in the intake.
 - Requesting a specific interpreter
 - Gender preference of the interpreter
 - An alternative date/time
 - Or alternative language/dialect.

Intake information for scheduled on-site/telehealth interpretation appointments:

- Requestor Name
- Requestor Email
- Requestor Phone Number
- Clinic/Provider Name: *Please use the full name of the clinic/provider.*
- Type of Service: *On-site, phone, virtual*
- Language
- Service Address or Link/Phone Number for Telehealth
- Service Date
- Start and End Time
- Insurance Name
- Member Full Name
- Member Date of Birth
- Member Phone Number
- Interpreter Needs to (Schedule and/or Make a Reminder Call):
 - *“Schedule” is when an interpreter is needed to schedule the appt.*
 - *“Reminder call” is when the requestor would like the interpreter to make a courtesy reminder call a day before the appt. to the member.*
- Relevant background/context information for interpreter: *To be added to the comment section if requesting online*

Intake information for on-demand services:

- Requester Name
- Clinic/Provider Name: *Please use the full name of the clinic/provider.*
- Language
- Access Code: 4840
 - *Exception: CareOregon Population Health Code: 4100*
- Member Full Name
- Member ID#
- Type of Care: *Physical, Dental, Mental/Behavioral, Vision, Social Health, Other*

Intake Information for Housecall Providers:

When making appointments for HCP, the intake questions will remain the same. IRCO uses the information from the intake for record keeping and to be able to easily track information around appointments.

Intake Information for Outreach (Event) Interpretation:

- *Standard Event (No additional accommodations required, like hotel, food, etc, and interpreters will go home at the end of the day)*
 - **Event Details:** Event Name, Date, Time, and location
 - **Languages**
 - **Type of Interpretation:** In person, or digital, simultaneous or consecutive
 - **Any relevant documentation or background/context information that would be useful for the interpreter.**

- *Multi-Day Event with Additional Costs (Meals, lodging, travel, reimbursement)*
 - **Event Details:** Event Name, Date, Time, and location
 - **Language**
 - **Number of Interpreters Needed**
 - **Type of Interpretation:** In person or digital, simultaneous or consecutive
 - **Multi-Day Event Details:** If your event spans multiple days, indicate whether interpreters will need hotel accommodations, meals, or travel reimbursements.
 - **Any relevant documentation or background/context information that would be useful for the interpreter.**
 - **Request for Quote (to be submitted to laservices@careoregon.org)**

Appointment Confirmation:

Once a request has been submitted IRCO will:

1. Confirm receipt of the request (either via email or online request form)
 - a. Schedulers place the request into IRCO’s system and send an email to the requestor with an appointment ID# to confirm receipt of the request. The requestor will need to reference the appointment ID# when making changes or canceling the request.
2. The scheduling team will work on filling the request.
3. When an interpreter is assigned, an automated email confirmation will be sent to the requestor.
4. If IRCO can’t fill the request, they will update requestor via email 24 hours prior to appointment.

Scheduling Appointment for Previous Clients:

When scheduling an interpreter for a previous client, the requestor can either:

1. Provide the **past appointment ID#** with the new service date and time.
OR
2. **Submit a new request:** It is recommended to try the first option before submitting a new request for scheduling follow up interpretation.

Important!

- If any additional information is needed, IRCO’s schedulers will email/call the requestor while they are working to fill the request.
- For **sign language interpretation**, refer to the sign language section of the webpage.
 - **Note:** It is encouraged to check with IRCO first before scheduling sign language to confirm if there is an interpreter available.

Linguava Interpreters

Services: On-site, video (VRI), and over the phone (OPI) interpretation

Website: [Linguava Interpreters | Language Access Solutions](#)

How to schedule an interpreter with Linguava: Linguava offers four different pathways for scheduling an interpreter.

1. *Online Scheduling Portal:* [Interpreter Intelligence Login \(linguava.com\)](#)
2. *Email:* scheduling@linguava.com
3. *Phone:* 503-265-8515 **Option 1**
 - i. *Scheduled on-site and telehealth services:* **Option 1**
 - ii. *On demand services:* **Option 2**
 - iii. *Sign Language Services:* **Option 3**503-416-9988 *Direct access to on demand services*

4. *Fax:* 503-954-1038

****If the team/organization has not already signed up with Linguava/have a signed service agreement, they must reach out to the sales dept first and complete the onboarding process before submitting an interpretation request.**

Phone: 503-265-8515 **Option 4 then option 2**


Email: sales@linguava.com

Online Scheduling Portal:

To create a login for the online portal, refer to the **help links** section on the right side of the login page.

Login

 Remember me



LINGUAVA
Health Equity Through Language Access

Contact Information

Account questions: 503-265-8515 option 1 then 4
or Email: clientrelations@linguava.com
Scheduling questions: 503-265-8515 option 1 then 1
or Email: scheduling@linguava.com
If you are an active Interpreter and have questions: 971-449-0442
or Email: interpreters@linguava.com
If you are a current client or interpreter and your first time logging in [Click here](#)

Help Links

Don't have an account?
[Sign up now!](#)

Did you forget your password?
[Recover it here.](#)

Intake information for on-site/telehealth appointments:

- **Customer Code:** *Every provider/department will have a unique customer code from Linguava.*
 - *The customer code is not needed when scheduling via the online portal.*
 - *For CareOregon staff/teams: if there are questions on what code to use, reach out to laservices@careoregon.org*
- **Language**
- **Service Date**
- **Start and End Time**
- **Service Address or Link/Phone Number for Telehealth**
- **Requestor Name**
- **Requestor Email**
- **Requestor Phone Number**
- **Clinic/Provider Name:** *Please use the full name of the clinic/provider.*
- **Member Full Name**
- **Member Date of Birth**
- **Insurance Name**
- **Member ID#**

Intake information for on-demand services:

- **Customer code:** *Every provider/department will have a unique customer code from Linguava.*
- **Language**
- **Requestor Name**
- **Clinic/Provider Name:** *Please use the full name of the clinic/provider.*
- **Member Full Name**
- **Member Date of Birth**
- **Insurance Name**
- **Member ID#**
- **Phone Number of Member if Dialing out to Member**

Additional information that is useful to provide during intake:

- **Gender preference for interpreter**
- **Preferred interpreter**
- **Any relevant background/context information that would be useful for the interpreter.**

Intake Information for Housecall Providers:

When making appointments for HCP, the intake questions will be the same as the intake information for on-demand services.

Intake Information for Sales Calls:

- Business Name
- Contact Name
- Contact Phone Number
- Contact Email
- Billing Contact Name
- Billing Contact Phone Number
- Billing Contact Email
- Authorized Signer for Service Agreement- Name and Email

Intake Information for Outreach (Event) Interpretation:

- Standard Event (No additional accommodations required, like hotel, food, etc, and interpreters will go home at the end of the day)
 - **Customer code:** *Every organization/dept will have a customer code from Linguava.*
 - **Event Details:** Event Name, Date, Time, and location
 - **Languages**
 - **Type of Interpretation:** In person, or digital, simultaneous or consecutive
 - **Any relevant documentation or background/context information that would be useful for the interpreter.**
 - **Contact information for day of contact person**
- Multi-Day Event with Additional Costs (Meals, lodging, travel, reimbursement)
 - **Customer code:** *Every organization/dept will have a customer code from Linguava.*
 - **Event Details:** Event Name, Date, Time, and location
 - **Language**
 - **Number of Interpreters Needed**
 - **Type of Interpretation:** In person or digital, simultaneous or consecutive
 - **Multi-Day Event Details:** If your event spans multiple days, indicate whether interpreters will need hotel accommodations, meals, or travel reimbursements.
 - **Any relevant documentation or background/context information that would be useful for the interpreter.**
 - **Contact information for day of contact person**
 - **Request for Quote (to be submitted to laservices@careoregon.org)**

Appointment Confirmation:

- If scheduling interpretation via online portal, email, or fax, Linguava will only reach out to confirm if they cannot secure an interpreter. **The requestor can assume that an interpreter has been assigned if they do not hear anything.**
 - **It's encouraged that the requestor specifies their preferred frequency for check-ins on the status of interpreter scheduling.**
 - If no preference is given, and Linguava cannot secure an interpreter, they will reach out to the requestor via phone once they have exhausted all resources or it is 24 hours prior to the appointment date.
- The online portal is live, and requestors can view the status of requests at any time.

Scheduling Appointments for Previous Clients:

Scheduling follow up interpretation appointments can be completed several ways:

- 1) **Online scheduling portal:** The requestor can schedule additional interpretation using the “create follow up appointment” option.
- 2) **Scheduling department:** The requestor can call or email the scheduling department.
 - Please provide the previous job number and member information.
 - Linguava will also ask to confirm if insurance is still valid.

Email: scheduling@linguava.com

Phone: 503-265-8515: Option 1, and then option 1

- 3) **New request:** It is recommended to try option 1 or 2 first before trying option 3 for scheduling follow up interpretation.

Oregon Certified Interpreters Network (OCIN)

Services: On-site, video (VRI), and over the phone (OPI) interpretation

Website: [Oregon Certified Interpreter's Network](#)

How to schedule an interpreter with OCIN:

OCIN offers four different pathways for scheduling an interpreter, however, the online portal and email is highly recommended.

1. *Online Scheduling Portal:* oregoncertified.interpretmanager.com/
2. *Email (Use when scheduling appointments):* scheduler@oregoncertified.com
3. *Phone (only for) On-Demand Services:* 503-461-6409
4. *Fax:* 971-228-2164

****If the provider has not already created an account with OCIN and will need supports non CareOregon members, a BAA will need to be set up. If only billing for CareOregon, then no formal contract will be needed.**

Online Scheduling Portal:

There are two options available for getting an account for the online scheduling portal:

1. Send in a request online via this link <https://oregoncertified.com/new-clients/>
2. Email OCIN at scheduler@oregoncertified.com and ask to create an account.
 - *Let OCIN know that they will be billing CareOregon*

Once OCIN has the requestor's information, the requestor will receive an invitation to the online scheduling portal and guides. OCIN can also schedule an online training for the requestor and team members.

Intake information for on-site/telehealth appointments:

- **Service Date**
- **Start and End time.**
- **Service Address or Link/Phone Number for Telehealth**
- **Language**
- **Requestor Name**
- **Requestor Email**
- **Requestor Phone Number**
- **Clinic/Provider Name:** *Please use the full name of the clinic/provider.*
- **Member Full Name**
- **Member Date of Birth**
- **Insurance Name**
- **Member ID#**
- **Type of Care:** *Dental, Vision, Mental/Behavioral, Physical, Social.*
- **Visit Type:** *Inpatient, Outpatient, Surgery, Emergency, Telehealth.*

Intake information for on-demand services:

- **Pin #:** *Each account has an individual pin #*
 - *If a pin # is misplaced, the requestor may call 503-213-3191 or email scheduler@oregoncertified.com*
 - *For CareOregon staff/teams: if there are questions on what code to use, reach out to laservices@careoregon.org*
- **Requestor Name**
- **Clinic/Provider Name:** *Please use the full name of the clinic/provider.*
- **Member Full Name**
- **Member Date of Birth**
- **Insurance Name**
- **Member ID#**

Intake Information for Housecall Providers:

- ***Scheduled Appointments:***
 - **Pin #:** *Housecall providers has their own unique pins for AIC, Hospice and Primary Care. If misplaced, reach out to laservices@careoregon.org*
 - **Service Date**
 - **Start and End Time**
 - **Service Address or Link/Phone Number for Telehealth**
 - **Language**
 - **Requestor Name**
 - **Requestor Email**
 - **Requestor Phone Number**
 - **Member Full Name**
 - **Type of Care:** *Dental, Vision, Mental/Behavioral, Physical, Social.*
 - **Visit Type:** *Inpatient, Outpatient, Surgery, Emergency, Telehealth.*
- ***On-demand Services: Language***

Intake Information for Sales Calls:

- ***Scheduled Appointments:***
 - **Service Date**
 - **Start and End Time**
 - **Service Address or Link/Phone Number for Telehealth**
 - **Language**
 - **Requestor Name**
 - **Requestor Email**
 - **Requestor Phone Number**
 - **Member Full Name**
 - **Member DOB**
 - **Member Insurance # (if applicable)**
 - **Type of Care: *Dental, Vision, Mental/Behavioral, Physical, Social.***
 - **Visit Type: *Inpatient, Outpatient, Surgery, Emergency, Telehealth.***
- ***On-demand Services***
 - **Requestor Name**
 - **Clinic/Provider Name: *Please use the full name of the clinic/provider.***
 - **Member Full Name**
 - **Member Date of Birth**
 - **Member ID# (if applicable)**

Intake Information for Outreach (Event) Interpretation:

- ***Standard Event (No additional accommodations required, like hotel, food, etc, and interpreters will go home at the end of the day)***
 - **Event Details: Event Name, Date, Time, and location**
 - **Languages**
 - **Type of Interpretation: In person, or digital, simultaneous or consecutive**
 - **Any relevant documentation or background/context information that would be useful for the interpreter.**
 - **Point of Contact for day of event (Name, phone number)**
 - **Will Interpretation equipment be needed? How many receivers, the minimum rental is 15**
 - **If possible, please provide slides before the event so interpreters can create a glossary**
- ***Multi-Day Event with Additional Costs (Meals, lodging, travel, reimbursement)***
 - **Event Details: Event Name, Date, Time, and location**
 - **Language**
 - **Number of Interpreters Needed**
 - **Type of Interpretation: *In person or digital, simultaneous or consecutive***
 - **Multi-Day Event Details: *If your event spans multiple days, indicate whether interpreters will need hotel accommodations, meals, or travel reimbursements.***
 - **Any relevant documentation or background/context information that would be useful for the interpreter.**
 - ***If possible, please provide slides before the event so interpreters can create a glossary***
 - **Will Interpretation equipment be needed? How many receivers, the minimum rental is 15**
 - **Request for Quote to be submitted to laservices@careoregon.org**

Appointment Confirmation:

- The **online scheduling portal** will give a requestor access to OCIN's calendar. When an appointment is created via the portal, the requestor will be able to see it on the calendar and receive the reference/appointment number.
 - The system will also send a confirmation email.
- For **fax or email requests** OCIN will schedule it on the portal and send a confirmation email.
- The same day that a request is submitted, the scheduling team will start to look for an interpreter.
 - Once an interpreter is secured, the requestor will receive a second confirmation email with the interpreter's name.
 - If an interpreter cannot be secured, OCIN will inform the requestor ASAP.

Scheduling Appointments for Previous Clients:

To schedule a follow up appointment, a requestor may return to the online portal and create follow up appointments.

- There is also a way to create recurring appointments. When a requestor is onboarded, guides are provided with information on how to create these types of appointments.

National Interpreting Services (NIS)

Specialty: American Sign Language (ASL)

Services: on-site and video (VRI) interpretation

Website: [National Interpreting Service –](#)

How to schedule an interpreter with NIS

NIS offers four different pathways for scheduling an interpreter.

1. *Online:* nationalinterpretingservice.org (only use for general information, inquiries, or quotes)
2. *Email:* schedule@nationalinterpretingservice.org
3. *Phone:* Oregon 503-932-8460
Washington 206-337-4447
Toll Free 877-NIS-SIGN or 877-647-7446
4. *Fax:* 866-411-9742

Intake information for on-site/telehealth appointments

- **Service Date**
- **Start and End Time**
- **Service Address or Link/Phone Number for Telehealth**
- **Requestor Name**
- **Requestor Email**
- **Requestor Phone Number**
- **Member Full Name**
- **Member Date of Birth**
- **Insurance Billing**
- **Member ID #**
- **Type of Care:** *Dental, Vision, Mental/Behavioral, Physical, Social*
- **Visit Type:** *Inpatient, Outpatient, Surgery, Emergency, Telehealth*

Intake Information for Housecall Providers:

When making appointments for HCP, the intake questions will remain the same. NIS uses the information provided for record keeping and to be able to easily track information around appointments.

Appointment Confirmation:

- For email/fax requests, NIS will follow up with confirmation as soon as possible.
- NIS will provide a request number for the appointment. The requestor should hold onto this number for records and for follow up appointments.

Scheduling Appointments for Previous Clients

When scheduling an appointment for a previous client, the requestor will call NIS and provide the previous request number. A new appointment will be made with matching information, and any new appointment information will be added/updated.

- The requestor will receive a new request number.
- NIS can make a note of preferred interpreters; however, they cannot guarantee that specific interpreter will be available due to scheduling.

Important! Please be aware that scheduling a sign language interpreter can take more time than scheduling for other languages and on-demand services are not always available and should not be expected.

Telecommunication Relay and Captioned Telephone Services

Telecommunication relay and captioned telephone services allow 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. This service is 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

In Oregon it is Hamilton/Oregon Relay. [Oregon Relay: Overview \(hamiltonrelay.com\)](https://www.hamiltonrelay.com)

- **Oregon Relay offers the following services**
 - **TTY (Text Telephone):** The most common way to connect to relay – allowing a person who is deaf or hard of hearing to type their messages and read the other person’s responses.
 - **Voice (Voice Carry Over):** VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.
 - **HCO (Hearing Carry Over):** HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.
 - **DBS (DeafBlind Service):** DBS users type their messages and read the other person’s responses, typed by the Communication Assistant (CA), on a braille display.
 - **STS (Speech-to-Speech):** STS involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.
 - **CapTel (Captioned Telephone):** Users speak directly to the other party and listen while reading captions of what’s said to them.
 - **Voice:** The Oregon Relay program allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille or other assistive telecommunications devices.
 - **Spanish Relay:** Spanish Relay is available for all Relay calling options offered in your state. Spanish and English translations are available in select states.