



# Remove language barriers for your patients



EOCCO Interpreter Services help members access care and improve health outcomes.

Limited-English Proficiency (LEP) can negatively affect access to care and health outcomes. Individuals with LEP are also less likely to have a primary doctor and receive fewer preventive services.

Our interpreter services, provided by Passport to Languages, help you connect EOCCO members with LEP with a professional medical interpreter to help them communicate their health concerns to their provider, at no extra cost.

## How to request an interpreter

When you or a staff member recognizes that an interpreter is needed for an upcoming clinical appointment, take the following steps to arrange for an interpreter to assist with the visit over the phone. Please call to arrange services at least 20 minutes before you need the interpreter.

**Step 1:** Call Passport to Languages at 800-297-2707

**Step 2:** Let them know you need interpreter services for an EOCCO member. Ask for a qualified or certified interpreter, if available.

**Step 3:** You will be asked to provide the following information:

- a. Date and time the interpreter is needed
- b. Member's name
- c. Member's ID number
- d. Language needed
- e. Clinic phone number for the interpreter to call

**Step 4:** Passport to Languages will contact EOCCO Customer Services to verify the member's eligibility\*

**Step 5:** Once the member's eligibility has been verified, they will call the provider for interpretation at the scheduled date and time of the appointment

\*Interpreter services are only covered for EOCCO members. Passport to Languages does not provide interpreter services for other health insurance plans or if a member is not currently enrolled.

## Questions?

We're here to help. For questions, please call EOCCO Customer Service at 888-788-9821.

Eastern Oregon Coordinated Care Organization must follow state and federal rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 888-788-9821 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。  
請致電 888-788-9821 (聾啞人專用：711)。