IEHP Inland Empire Health Plan

Portal Enhancement

To: Provider Network

From: Provider Relations

Date: July 17, 2025

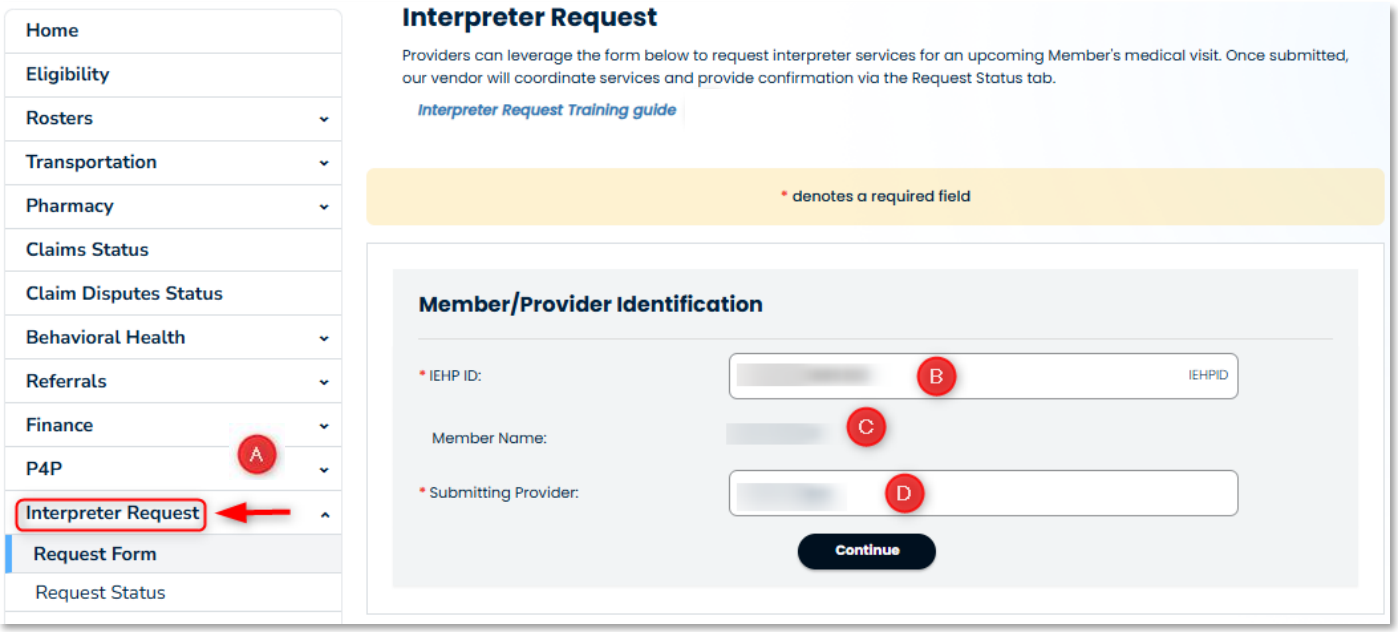
Subject: **New: Interpreter Requests Can Now be Created Via the Portal**

Providers can now request interpreter services via IEHP's portal for a member's upcoming visit. Once submitted, our vendor will coordinate services and provide confirmation via the Request Status tab.

NOTE: Interpreter services are a free benefit for all lines of business.

1. **Interpreter Request: Request Form**
   A. Access "Interpreter Request" in the portal
   B. Enter the IEHP ID, SSN or CIN
   C. Once entered, the Member Name will populate
   D. Select requesting Providers from pop-up list.

   The form with required fields will then populate. Access the Interpreter Requests Training Guide on the Portal for a full tutorial

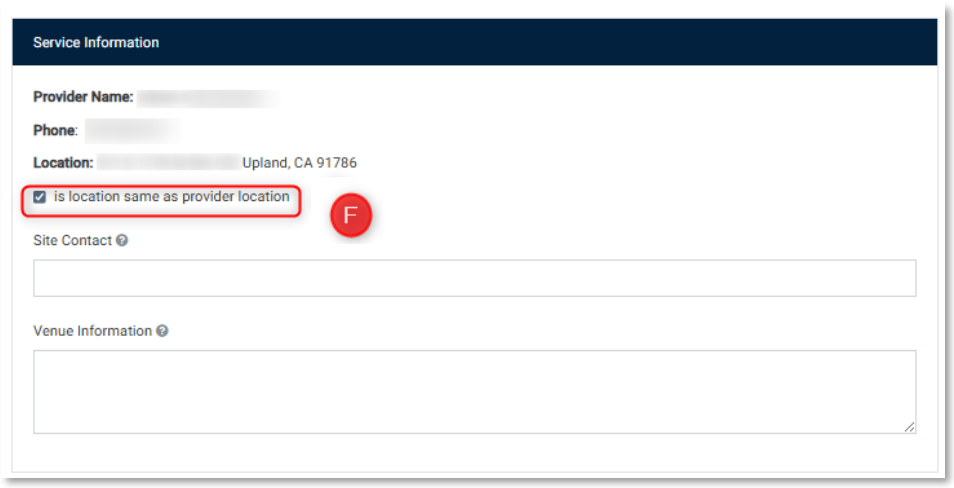


2. **Service Information**

E. Indicate if the location listed is the same location where the Member appointment is scheduled.
F. If location is not the same, uncheck the box and input the accurate location in the newly populated Other Location box.

If requestor is aware of **Site Contact** person and/or **Venue Information**,
this unrequired information can be entered.
Example:

Site Contact: Olivia Martinez
Venue Information: Suite is located on the second floor near front elevator.



3. Appointment Details

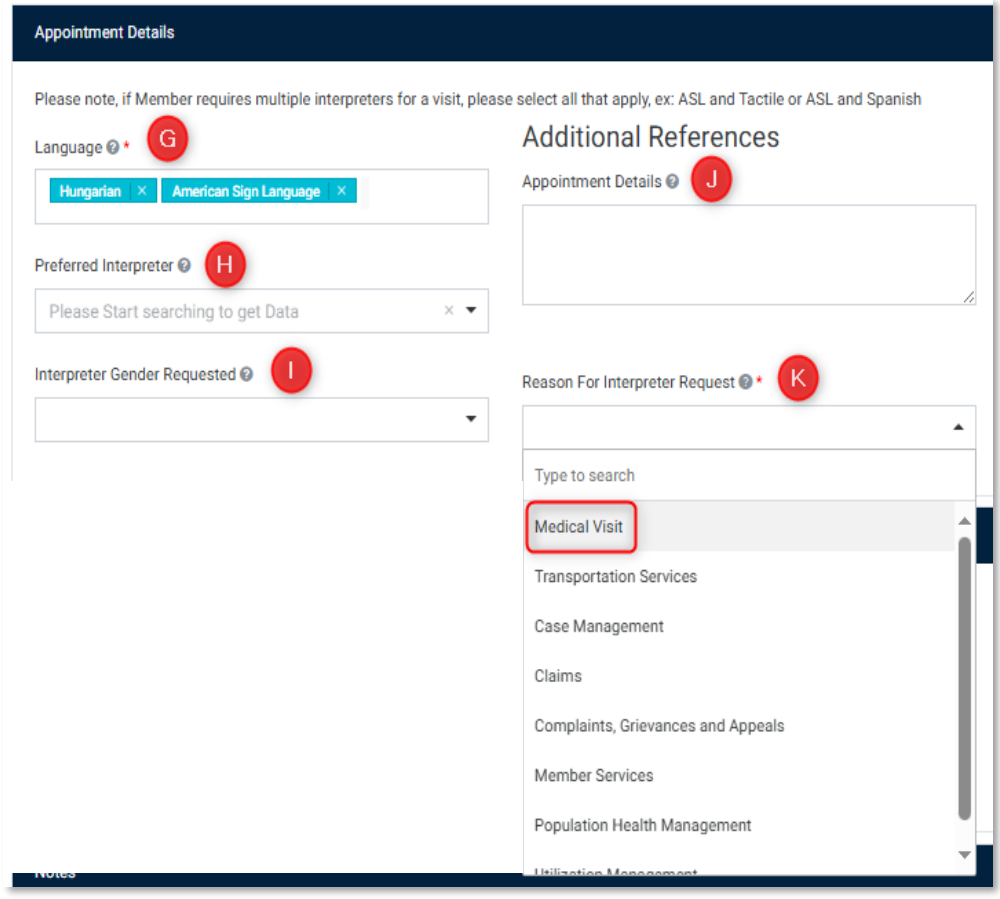
G. Language: Indicate which language is needed.
Please note, if Member requires multiple interpreters for a visit, please select all that apply, ex: ASL and Tactile or ASL and Spanish

H. Preferred Interpreter: Interpreter can be selected by name if Member requests someone specific or if Provider has an existing relationship.

I. Select Interpreter Gender if important to Member: ex. Female for an OB/GYN appointment.

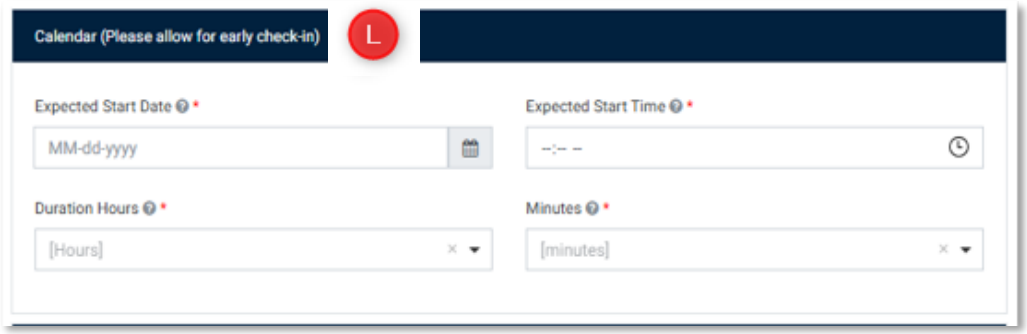
J. Appointment details – notes or details needed for appointment.

K. Reason for Interpreter Request – While there are multiple choices in the drop down, **Medical Visits** is likely the most common reason.

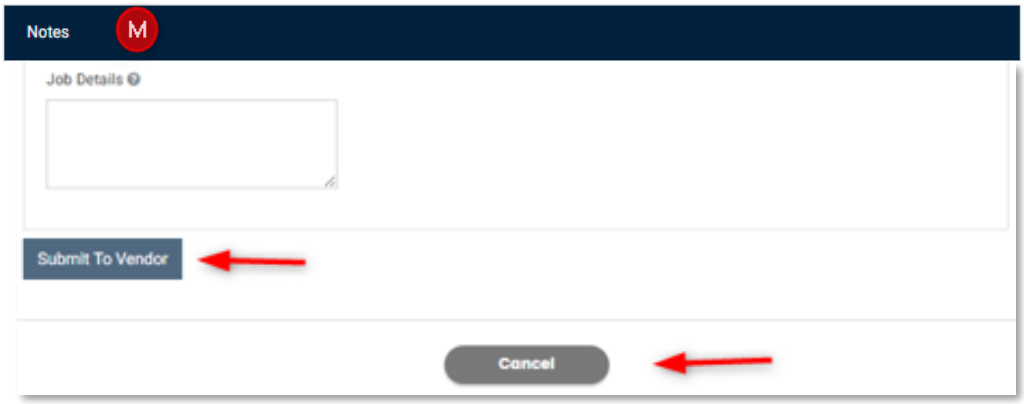


4. Calendar

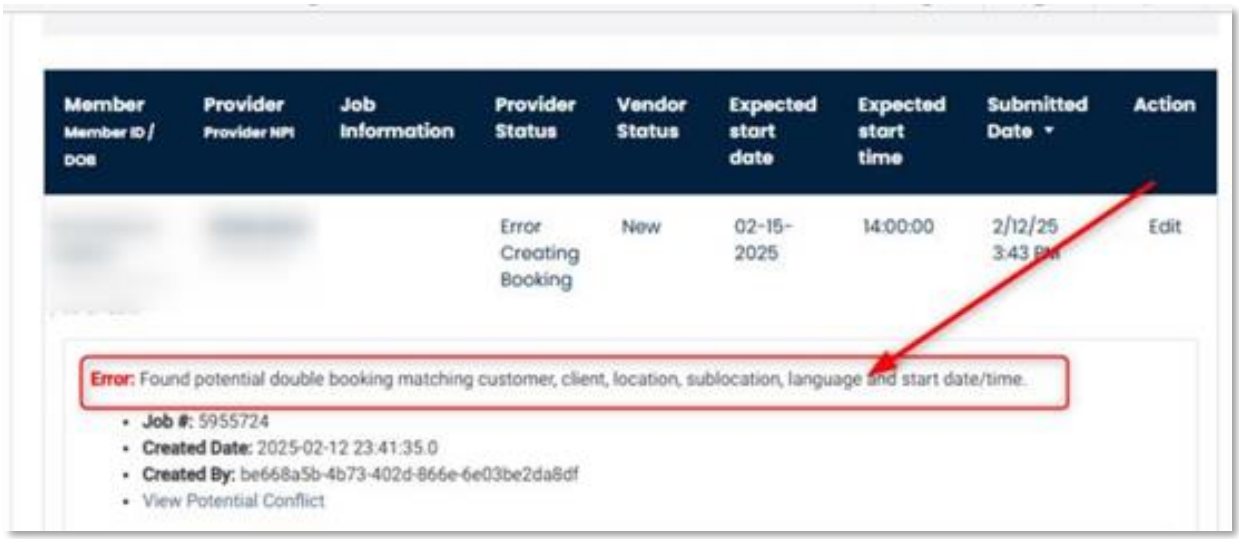
L. Enter the required fields:
   a. Expected Start Date
   b. Expected Start Time
   c. Duration (hours)
   d. Duration (minutes)



M. Included any details for interpreter vendor and either **Submit** or **Cancel** the request.

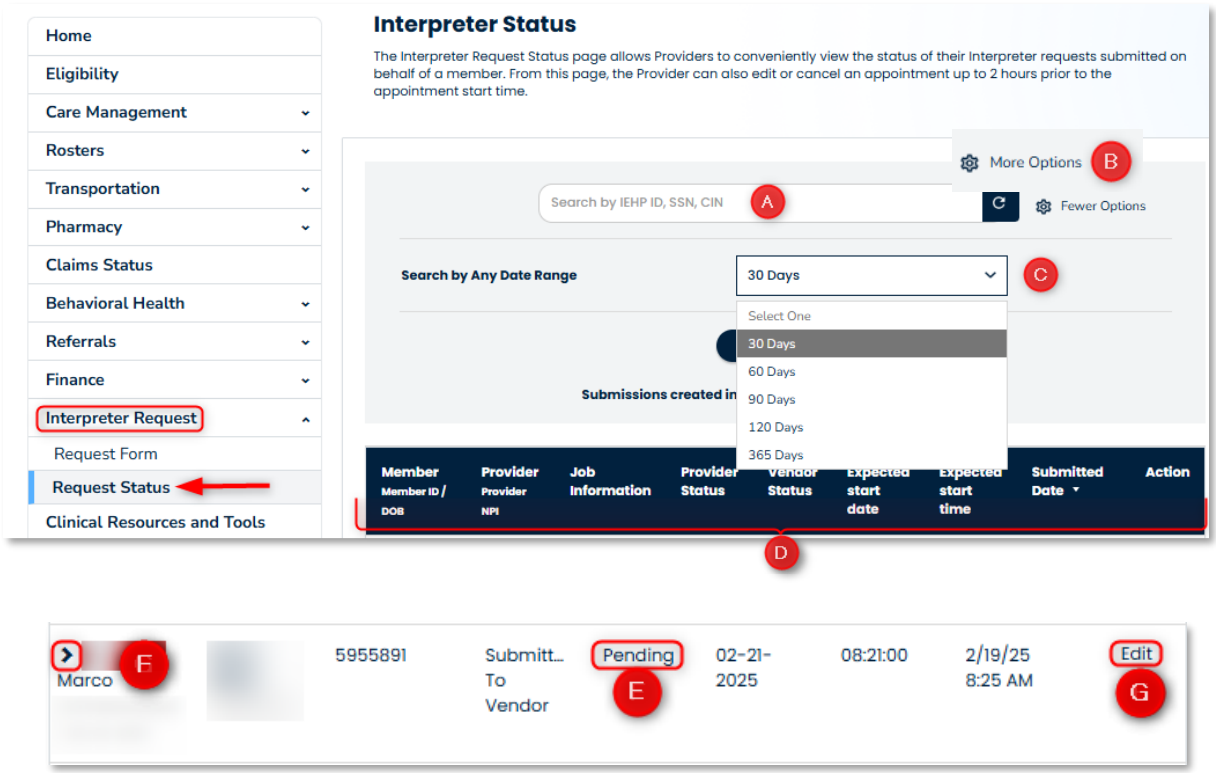


N. An error message will appear in the event of a duplicate request. Please double-check that a request has not already been made for the Member with the same criteria. If not, resubmit.

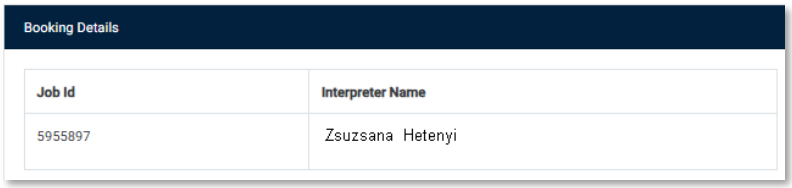


Interpreter Request Status

The Interpreter Request Status page allows Providers to conveniently view the status of their Interpreter requests submitted on behalf of a member. **Status should be checked on a daily basis in case any requests need attention.** From this page, the Provider can also **edit or cancel an appointment up to 2 hours prior to the appointment start time.**



A. User can search by IEHP ID, SSN or CIN
B. List will automatically populate and default to the last 30 days. Click **More Options.**
C. Choose parameter from drop-down.
D. Columns are sortable
E. Statuses:
    a. Pending – pending interpreter assignment
    b. Confirmed – Confirmed interpreter assignment
    c. Closed – interpreter request completed
    d. Cancelled - interpreter request cancelled
    e. Unfulfilled – Unable to find an interpreter for request
    f. Non-attendance – Either Provider or Member did not arrive for appointment
F. Review: To view the submitted form, click the arrow. Once status is confirmed, interpreter's name will appear:



G. Edit: After reviewing the form and it is determined an edit is needed, click **Edit**.

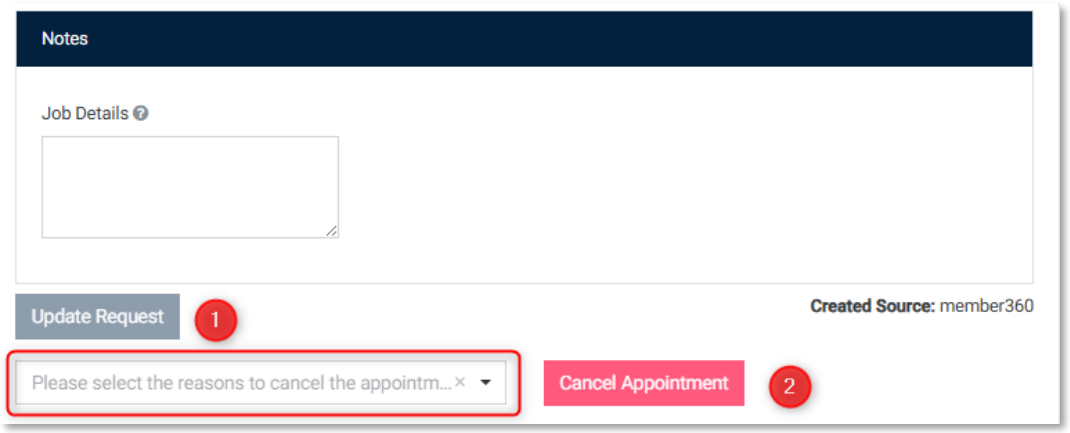
Updating and Cancelling a Request

Requests can be edited or cancelled up to 2 hours prior to the appointment start time.

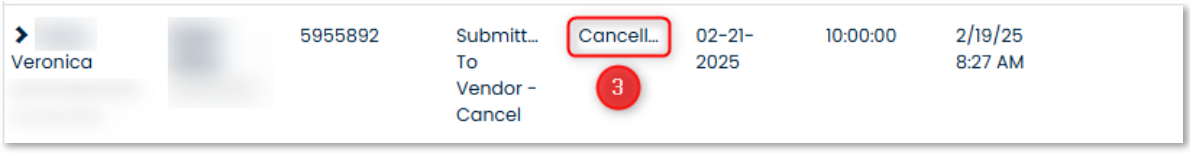
1. To edit a request, click **Edit**, make the necessary update and select **Update Request**

2. To Cancel the appointment, click **Edit** and scroll to the bottom, choose a reason for the cancellation and choose **Cancel Appointment.**

   Note: If an edit is made, the **Job ID will be update** with a new number and the original request will not be visible/accessible.



3. Request will now show as **Cancelled** in Status



If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices