

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

- Access “Interpreter Request” in the portal
- Enter the IEHP ID, SSN or CIN
- Once entered, the Member Name will populate
- 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

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Interpreter Request

Providers can leverage the form below to request interpreter services for an upcoming Member's medical visit. Once submitted, our vendor will coordinate services and provide confirmation via the Request Status tab.

[Interpreter Request Training guide](#)

* denotes a required field

Member/Provider Identification

* IEHP ID: B IEHPID

Member Name: C

* Submitting Provider: D

Continue

☐ is location same as provider location

Other Location * E

2. Service Information

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

☐ is location same as provider location

Other Location * E

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.

Service Information

Provider Name:

Phone:

Location: Upland, CA 91786

☒ is location same as provider location

Site Contact

Venue Information

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.

Appointment Details

Please note, if Member requires multiple interpreters for a visit, please select all that apply, ex: ASL and Tactile or ASL and Spanish

Language

Preferred Interpreter

Interpreter Gender Requested

Reason For Interpreter Request

Additional References

Medical Visit

Transportation Services

Case Management

Claims

Complaints, Grievances and Appeals

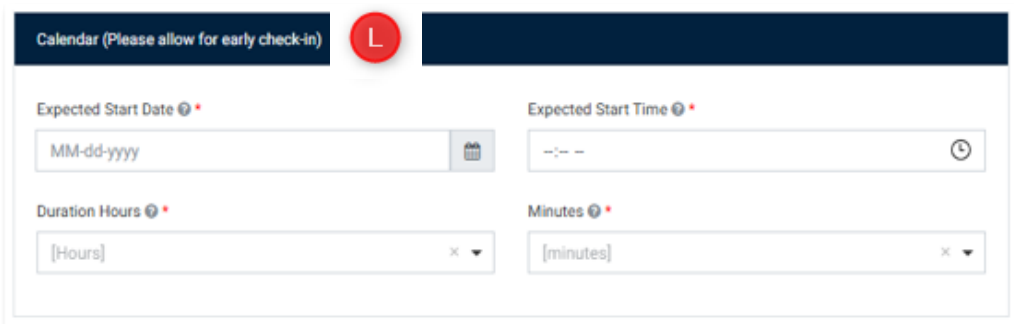
Member Services

Population Health Management

4. Calendar

L. Enter the required fields:

- Expected Start Date
- Expected Start Time
- Duration (hours)
- Duration (minutes)



Calendar (Please allow for early check-in)

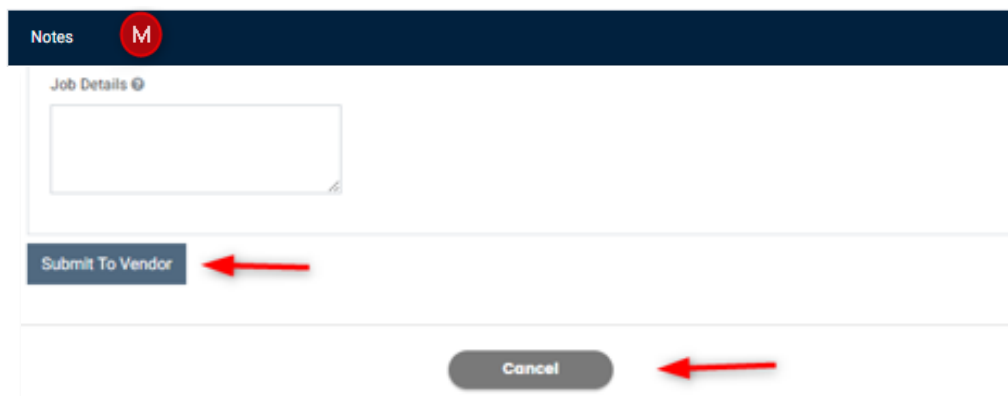
Expected Start Date * MM-dd-yyyy

Expected Start Time * --:--

Duration Hours * [Hours]

Minutes * [minutes]

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



Notes

Job Details

Submit To Vendor

Cancel

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.

Member Member ID / DOB	Provider Provider NPI	Job Information	Provider Status	Vendor Status	Expected start date	Expected start time	Submitted Date	Action
			Error Creating Booking	New	02-15- 2025	14:00:00	2/12/25 3:43 PM	Edit

Error: Found potential double booking matching customer, client, location, sublocation, language and start date/time.

- Job #: 5955724
- Created Date: 2025-02-12 23:41:35.0
- Created By: be668a5b-4b73-402d-866e-6e03be2da8df
- View Potential Conflict

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:

Booking Details	
Job Id	Interpreter Name
5955897	Zsuzsana Hetenyi

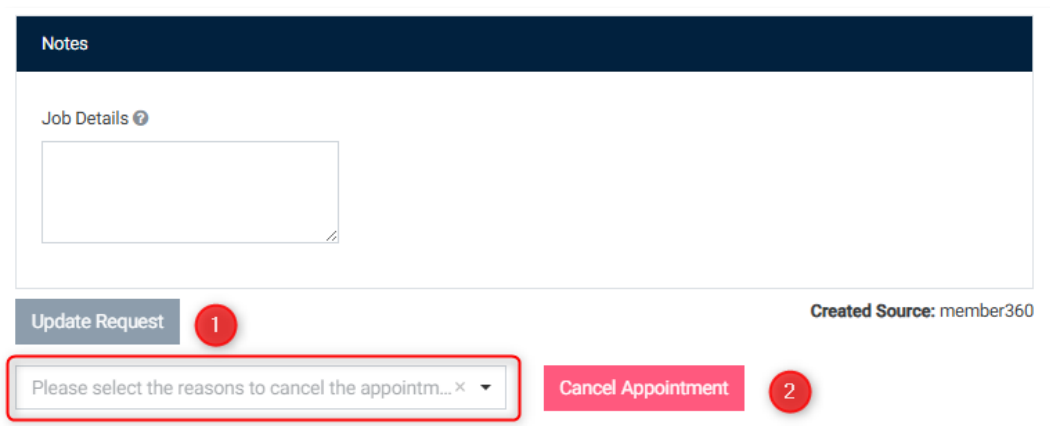
- G. Edit: After reviewing the form and it is determined an edit is needed, click **Edit**.

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.



Notes

Job Details ?

Update Request 1

Please select the reasons to cancel the appointm... x 2

Cancel Appointment 2

Created Source: member360

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

>	Veronica	5955892	Submitt... To Vendor - Cancel	Cancel... 3	02-21- 2025	10:00:00	2/19/25 8:27 AM
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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