

**To:** Provider Network  
**From:** Provider Relations  
**Date:** September 17, 2025  
**Subject:** New Feature: Members Can Now Request Interpreter Appointments

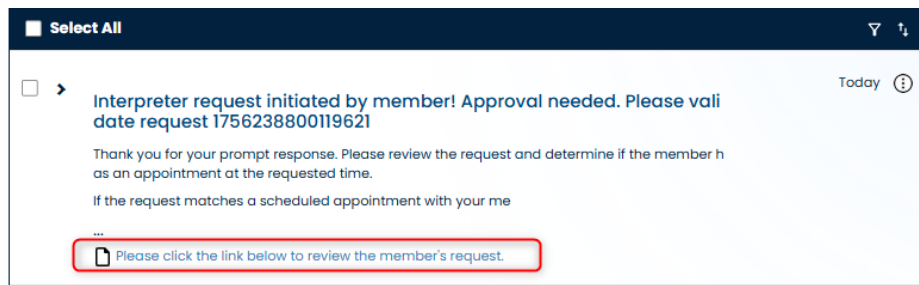
In conjunction with the enhancement allowing providers to request interpreter services for members via the Provider Portal, members can now request interpreter services via the Member Portal or by calling Member Services.

## How Can I Assist?

1. When a member has made a request, an email notification will appear in the provider's inbox:



2. Open the email and click on the link to view the member's request:



3. Review the information within the interpreter request and compare to the member's scheduled appointment:

**Note:** details can be added to Site Contact and Venue Information

Request ID: 1756238800119621

Booking Details	
Job Id	Interpreter Name
5959069	

Service Information	
Member Id: [REDACTED]	
Member Name: [REDACTED]	
Member Date of Birth: [REDACTED]	
Provider Name: [REDACTED]	
Phone: [REDACTED]	
Location: [REDACTED] BANNING, CA 92220	
<input checked="" type="checkbox"/> Is the location the same as the Provider's location?	
Site Contact [REDACTED]	
Venue Information [REDACTED]	

4.
  - a. **Confirm** - the request details match a scheduled appointment
  - b. **Update** - some of the details do *not* match and must be updated
  - c. **Cancel** - there is no appointment scheduled for the member, and no interpreter is needed

### 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

English

Preferred Interpreter

Please Start searching to get Data

Interpreter Gender Requested

Additional References

Appointment Details

Reason For Interpreter Request

Medical Visit

### Calendar (Please allow for early check-in)

Expected Start Date

09-08-2025

Expected Start Time

02:01 PM

Duration Hours

01

Minutes

00

### Notes

Job Details

Submit to Vendor

Cancel Reason

Cancel Request

Created Source: member-portal

**Tip: Consider making it standard practice for your staff to review the inbox daily!**

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

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices