Passport To Languages for Providers

Yamhill CCO coordinates and pays for interpretation services for Members' medical appointments for covered services through the Yamhill CCO preferred vendor, Passport to Languages (PTL).

To arrange for an interpreter to be present during an appointment or for telephone interpretation the Provider can call PTL at 503-297-2707or request services via the Passport to Languages website. The Provider must submit a request at least two (2) working days prior to the appointment date. PTL's Customer Service staff sends a fax or email to the Provider's office to confirm that interpreter arrangements are complete.

Interpreter requests can also be made online:
https://www.passporttolanguages.com/interpreterrequest/

Or via fax: 503-297-1703

For urgent needs (fewer than 48 hours' notice), call PTL's Customer Service department at 503-297-2707 to arrange for an interpreter.

Yamhill CCO's vendor Passport to Languages does offer the following services, via telephonic services:

- Appointment reminders*
- Scheduling or rescheduling appointments*
- Relaying test results*
- Registration for procedures/admissions*
- Telephonic services less than 10 minutes in duration*

Additional information on how to order language services can be found:
https://www.passporttolanguages.com/how-to-order/

*These services must be provided by all Providers in a culturally competent manner including providing to those Members who prefer a language other than spoken English. It is the responsibility of the clinic or Provider to offer appropriate communication in the language the Member prefers at all points of contact and information sharing. Look on the Yamhill CCO website or CIM for more information about language access. The Language Access Guide provides quick information. The Language Access Toolkit provides additional details as well as reporting language access information.