

Remove language barriers for your patients



Moda Health interpreter services help Oregon commercial and exchange 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 Oregon commercial and exchange 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. Please arrange services at least two business days before you need the interpreter.

- 1 Access Benefit Tracker using your existing login: <https://modahealth.com/EBTWeb>
- 2 Search for the member, then select Medical Benefits.
- 3 Select Interpreter Request form at the top of the page.
- 4 Complete the form with the following information:
 - a. Date, time and length of appointment the interpreter is needed for
 - b. Language needed
 - c. Interpreter method:
On site, Phone or Video
 - d. Preferred gender of interpreter:
Male, Female or no preference
 - e. Member phone number
 - f. Provider contact information
- 5 Passport to Languages will directly receive your submission and coordinate the requested interpreter*

**Interpreter services are only covered for Oregon commercial and exchange 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 Moda Health Customer Service at **888-217-2363**.

