



Important Update Starting Monday, June 1, 2020: New Alliance On-Demand Telephonic Interpreter Services Vendor CyraCom

At Alameda Alliance for Health (Alliance), we value our dedicated provider partners and appreciate all of the hard work you do to protect the health and wellbeing in our community. We are excited to announce our new on-demand vendor for interpreter services, CyraCom.

Starting Monday, June 1, 2020, the Alliance will partner with CyraCom to provide on-demand telephonic interpreter services for our members. CyraCom has specialized in health care interpretation for more than 25 years and provides services in over 230 languages.

Telephonic interpreter services is the fastest and most efficient way to obtain an interpreter. To access services, please call **1.510.809.3986** and follow the prompts. This is the same phone number that we have always had for telephonic interpreter services.

The automated system will request the following:

1. **The PIN number for the network you are contracted with:**
 - If you are a **CHCN** provider – **1001**
 - If you are a **CFMG** provider – **1002**
 - If you are a **Beacon** provider – **1003**
 - If you are an **Alliance** provider – **1004**
2. **A number to request the language you need:**
 - For Spanish – press **1**
 - For Cantonese – press **2**
 - For Mandarin – press **3**
 - For Vietnamese – press **4**
 - For all other languages – press **0**
3. **The member's 9-digit Alliance Member ID number.**

Requesting an interpreter for Telehealth: CyraCom also offers interpretation for telehealth visits! When you are ready to connect to an interpreter, please call **1.510.809.3986**. Follow steps 1-3 above, and provide the telehealth phone number and log in information. The interpreter will then call in to join your telehealth visit.

For more information on interpreter services, including how to schedule American Sign Language (ASL), telephonic interpretation for less common languages, or in-person services, please contact:

Alliance Provider Services Department
Phone Number: **1.510.747.4510**
www.alamedaalliance.org/providers/provider-forms

Questions? Please call Alliance Health Programs
Monday – Friday, 8 am – 5 pm
Phone Number: **1.510.747.4577**
www.alamedaalliance.org