

New eForm Process for Requesting Interpreter and Language Assistance Services

Neighborhood News - July 2022

Neighborhood Health Plan of Rhode Island (Neighborhood) is grateful to our provider community that serves our diverse membership. Neighborhood is committed to a culture of caring and ensuring our members have access to the medical treatment and community services necessary within a culturally and linguistically appropriate setting to achieve health and well-being.

- **For Neighborhood members who require language assistance, requests for services must be submitted to Neighborhood via the [Interpreter Request eForm](#) (electronic form). Beginning August 1, 2022, Neighborhood will no longer accept paper/faxed requests for interpreter services.**

The [Interpreter Request eForm](#) has been an option for providers for almost a year and over eighty percent of provider offices use the eForm and report positive feedback!

Neighborhood understands there may be an administrative burden for your office to request interpreter services and has created the eForm process to increase efficiency and reduce the risk of error when requesting services. In addition, the eForm features the following:

- Member information automatically populates in the eForm upon entering the member's ID number.
- The eForm identifies if the member is an active Neighborhood member on the date of service.
- Users receive a reference number after their submission, indicating Neighborhood received the request.

As a reminder, if you have a Neighborhood member that requires interpreter services, including American Sign Language (ASL), you must request services in advance using the Interpreter Services eForm according to the following timeframes:

- Language Services requests require 72 business hours' notice prior to the appointment.
Note: *Requests received less than 72 hours are not guaranteed coverage.*
- ASL requests require 14 business days' notice prior to appointment.

If you have any questions regarding the [Interpreter Request eForm](#), please call Neighborhood's Provider Services department at 1-800-963-1001.

The above information was sent in a formal notification to all Neighborhood contracted providers via USPS on May 31, 2022. To receive important news and information via email on matters such as new initiatives, policy changes, and more, please [click here](#) to register your email address.