

Reminder: Process for Requesting Interpreter Services

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Neighborhood Health Plan of Rhode Island (Neighborhood) reminds all providers of the essential steps for utilizing interpreter services effectively. To ensure clear communication with members who require language assistance, please adhere to the following procedures:

- **Requesting Services:** Complete an [Interpreter Request E-Form](#) to book interpreter services for your appointments. This form is crucial for scheduling the appropriate support for your patients.
- **Member Confirmation:** Always confirm with the member before every appointment, if an interpreter is needed to facilitate communication during the visit before scheduling services.
- **Member Cancellations and Changes:** If an appointment is cancelled or rescheduled after an interpreter has been booked, it is mandatory to submit an updated [Interpreter Request E-Form](#). This allows us to efficiently manage resources by cancelling or rescheduling the interpreter services as necessary.
- **Interpreter Cancellations and No-Shows:** If an interpreter does not arrive as scheduled, or if there is an issue with an interpreter, please send a secure email to Neighborhood at interpreternoshow@nhpri.org. Please be sure to include the member's name, ID, date of service and reference number.
- For detailed guidelines on how to interact with and utilize interpreter services, please refer to the [Provider Manual](#) and the [Interpreter Services Payment Policy](#). This information will support you in providing the best care to our members.

If you have any questions, please contact Neighborhood's Provider Services team at 1-800-963-1001.