2026 Vendor Intake Guide

![CareOregon logo]

This guide provides instructions for coordinating language services with approved vendors and outlines required intake information for scheduling all appointment types.

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Connecting with an Interpreter Vendor

All contracted CareOregon providers must ensure interpretation is available to members. Services may be delivered **onsite**, **by phone**, or **via video**.

OAR 950-050-0160:

Providers must use **qualified or certified interpreters**. Exceptions are permitted only when the provider:

- Has documented proficiency in the member's preferred language
- Made a good faith effort to schedule a qualified interpreter, but none were available (non-certified interpreter may be used)
- Maintained records showing:
  o Member was offered interpretation at no cost.
  o Member declined privately, with a qualified interpreter present and without an accompanying adult.
  o Member chose a different interpreter (e.g., family or friend).

Note: Providers must supply PPE for onsite interpreters.

CareOregon Covers

- Medical, dental, behavioral, or social health appointments
- Scheduling/rescheduling, reminders, and follow-ups
- Relaying test results, and registration for procedures or admissions

IMPORTANT!

- **CareOregon pays only for services arranged through approved vendors. If a non-approved vendor is used, the provider is responsible for the cost.**
- **Providers must create an account with an approved vendor before requesting services.**

Immigrant & Refugee Community Organization (IRCO)

Services Offered: On-site interpretation, Video Remote Interpretation (VRI), Over-the-Phone Interpretation (OPI)

Website: [International Language Bank | Language Services Portland](#)

How to schedule an interpreter with IRCO
- An account must be set up before using services.

Scheduling Methods
1. **Online scheduling portal:** [International Language Bank | Language Services Portland (irco.org)](#)
2. **Email:** interpretation@ircoilb.org
3. **Phone:** 503-234-0068
   a. Scheduled on-site and telehealth: Option 1
   b. On demand services: 971-271-6646 (available 24/7)

Online Scheduling Portal:
- **Login button:** For users with an existing account
- **Schedule:** First-time users submit request form; account specialist will follow up

Access codes:
- Issued after account setup
- Required for service access and correct billing

Appointment Confirmation:
- Request entered into system → Appointment ID# issued
  - ID# required for changes/cancellations
- When an interpreter is assigned → automated confirmation email.
- If IRCO cannot fill request → notification sent 24 hrs before appointment

Scheduling Follow-Up Appointments
- Provide past **Appointment ID#** with the new date/time
- Submit a new request (use only if ID# is unavailable)

Important!
- IRCO may contact the requestor if additional info is needed
- For **sign language interpretation**, refer to the sign language section of the webpage.
  - **Note:** It is encouraged to check with IRCO first before scheduling sign language to confirm if there is an interpreter available.

Linguava

Services Offered: On-site interpretation, Video Remote Interpretation (VRI), Over-the-Phone Interpretation (OPI)

Website: Linguava Interpreters | Language Access Solutions |

How to schedule an Interpreter with Linguava

- An account and signed service agreement are required before requesting services.
    - If not set up, contact **Sales Department**:
        - Phone: 503-265-8515 (Option 4 → Option 2)
        - Email: sales@linguava.com

Scheduling Methods

1. **Online Scheduling Portal:** Interpreter Intelligence Login (linguava.com)
    - Help links available on login page for creating an account
2. **Email: scheduling@linguava.com**
3. **Phone: 503-265-8515 Option 1**
    - Option 1: Scheduled on-site & telehealth
    - Option 2: On-demand services
    - Option 3: Sign language services
4. **Fax:** 503-954-1038

Access codes:
- Issued after account setup
- Required for service access and correct billing

Appointment Confirmation:
- If scheduled via portal, email, or fax:
    - **No confirmation unless Linguava cannot secure an interpreter**
    - Requestor can assume interpreter is assigned if no contact
- Requestor may specify preferred check-in frequency
- If no preference: Linguava will call if unable to secure interpreter after exhausting resources or 24 hrs before appointment
- **Portal is live** → requestors can check status anytime

Scheduling Appointments for Previous Clients:
Scheduling follow up interpretation appointments can be completed several ways:
1. **Online scheduling portal:** The requestor can schedule additional interpretation using the "**Duplicate**" option. You will need to update the date/ time/ durations fields before saving the job.
2. **Scheduling Department:** Call or email
    - Provide previous job number and member info, Confirm insurance validity
    - **Email:** scheduling@linguava.com
    - **Phone:** 503-265-8515 (Option 1 → Option 1)

Oregon Certified Interpreters Network

Services Offered: On-site interpretation, Video Remote Interpretation (VRI), Over-the-Phone Interpretation (OPI)

Website: Oregon Certified Interpreter's Network

How to schedule an interpreter with OCIN
- An account must be set up before using services.
    - Request an account (OCIN will send portal invitation, guides, and training options):
        - Submit form: https://oregoncertified.com/contact
        - Email scheduler@oregoncertified.com

Scheduling Methods (Online portal and email preferred)
1. **Online Scheduling Portal:** https://oregoncertified.interpretmanager.com/
2. **Email:** scheduler@oregoncertified.com
3. **Phone (On-Demand only):** 503-461-6409
4. **Fax:** 971-228-2164

Contract Needs:
- Only serving CareOregon members → No contract required.
- Serving non-CareOregon members → Requires a BAA.

Access codes:
- Issued after account setup
- Required for service access and billing
- Lost PIN? Call 503-213-3191 or email scheduler@oregoncertified.com

Appointment Confirmation:
- **Portal requests:** Show on OCIN calendar with reference number + confirmation email
- **Fax/email requests:** Entered by OCIN; confirmation email sent
- Interpreter search begins same day; confirmation sent once secured

Scheduling Appointments for Previous Clients:
- Follow-ups can be scheduled through the portal.
- Recurring appointment instructions provided during onboarding.

National Interpreting Services (NIS)
Specialty: American Sign Language (ASL), Certified Deaf Interpreters (CDI)
Services Offered: On-site interpretation, Video Remote Interpretation (VRI)
Website: National Interpreting Service - National Interpreting Service

How to Schedule an Interpreter with NIS
- An account must be set up before using services.
- *Scheduling Methods*
1. **Online: https://nationalinterpretingservice.org** *For general information, inquires, or quotes only*
2. **Email:** schedule@nationalinterpretingservice.org
3. Phone
- Oregon: 503-932-8460
- **Washington:** 206-337-4447
- **Toll Free:** 877-NIS-SIGN (877-647-7446)
4. **Fax:** 866-411-9742

Appointment Confirmation
- For email or fax requests, NIS will follow up with confirmation as soon as possible.
- NIS will provide a **request number**, which should be retained for:
   o Record keeping
   o Scheduling follow-up appointments

Scheduling Appointments for Previous Clients
- Call NIS and provide previous request number
- NIS creates new appointments, updates details, issues new request number
- Preferred interpreters can be noted (availability not guaranteed)

Important Note
- ASL scheduling requires **more lead time** than spoken language services
- On-demand services are **not guaranteed**

Intake Information for Appointments

Scheduled On-site/Telehealth Appointments	On-demand services
Requestor: Name, Email, Phone **Access code/Pin #** **Clinic/Provider/ Team Name** **Modality:** On-site, Phone, Virtual **Type of Care:** Physical, Dental, Mental/Behavioral, Vision, Social Health, Other **Language** **Service Address or Telehealth Link/Phone (**Confirm how vendor should receive a link, usually via email or uploaded into Portal) **Date, Start/End Time** **Member information:** Full Name, DOB, Phone number, health plan & Member ID **Interpreter Needs To:** Schedule and/or Make a Reminder Call **Relevant context (added to comment box):** Specific interpreter request, Gender preference, Alternative dates/times, Alternative language/dialect, Etc.	**Requester Name** **Access Code/Pin #** **Clinic/Provider/Team Name** **Type of Care:** Physical, Dental, Mental/Behavioral, Vision, Social Health, Other **Language** **Member Information:** Full Name, Health Plan and Member ID, Member Phone number if dialing out to member

Housecall Providers (*for Hospice, AIC, and Primary Care---CareOregon and Non-CareOregon Memebers*)
Requestor: Name, Email, Phone   **Access Code/Pin #**   **Service Type:** Hospice, AIC or Primary Care   **Modality:** On-site, Phone, Virtual   **Type of Care:** Physical, Dental, Mental/Behavioral, Vision, Social Health, Other   **Language**   **Service Address or Telehealth Link/Phone**   **Date, Start/End Time**   **Member information:** Full Name, DOB, Phone number, health plan & Member ID (note if not co member and their insurer or if there is not an insurer)   **Interpreter Needs To:** Schedule and/or Make a Reminder Call   **Relevant context (added to comment box):** Specific interpreter request, Gender preference, Alternative dates/times, Alternative language/dialect, Etc.

Outreach Events / Community Meetings	
Standard Event (No hotel, meals, or extras; interpreters return home same day) **Event Name, Date, Time, Location** **Language(s)** **Number of Interpreters Needed** **Modality:** On-site, Phone, Virtual **Interpretation Type:** Simultaneous or Consecutive **Relevant documents/context**	**Multi-Day Event with Additional Costs** (Meals, lodging, travel reimbursement) **Event Name, Date, Time, Location** **Language(s)** **Number of Interpreters Needed** **Modality:** On-site, Phone, Virtual **Interpretation Type:** Simultaneous or Consecutive - Relevant documents/context **Request for Quote:** Send to laservices@careoregon.org - Requires short-form contract paid by the hosting department/team/program

Telecommunication Relay and Captioned Telephone Services

These services allow individuals who are **deaf, hard of hearing, deafblind, or have speech disabilities** to communicate by telephone in a way that is functionally equivalent to standard phone service.

This service is offered by the federal government through FCC funding.

Website: [Oregon Relay: Overview](#)

Access:

- **Dial 711 or call the toll-free number listed on the website**
- **Provide the phone number you want to reach**

Services Offered

- **TTY (Text Telephone):** Type messages and read responses
- **Voice Carry Over (VCO):** Speak directly, read responses via equipment
- **Hearing Carry Over (HCO):** Listen directly, type responses
- **DeafBlind Service (DBS):** Messages typed and read on braille display
- **Speech-to-Speech (STS):** Communication Assistants trained for speech disabilities
- **CapTel (Captioned Telephone):** Speak and listen while reading captions
- **Voice:** Standard phone users can communicate with assistive device users
- **Spanish Relay:** Available for all relay options; Spanish-English translation in select states