**BACKGROUND**

**Language Assistance Services** is the Equitable Access and Promotion’s (EAPU) program which provides language assistance services to SAPC network providers and liaison with language assistance vendors. Currently, EAPU informs network providers of the availability of resources and coordinates access through request process.

**REQUEST PROCESS/PROCEDURES**

1. Download Language Assistance Request Form from SAPC website in the provider portal
   * Link to request form: (insert link)
2. Complete and submit request form for language assistance services by email to SAPC- designated liaison
   * SAPC-designated liaison contact can be found on request form
   * Provide all required information and select appropriate language assistance type
   * Multiple language assistance agencies are available to fulfill request
3. SAPC-designated liaison will review request form to ensure completion and accuracy
4. Upon request approval, SAPC-designated liaison will submit request to appropriate language vendor
5. Language vendor will confirm availability of an interpreter for requested dates and times

- If services have been confirmed, the email should include interpreters full name and email address

1. After receiving confirmation, SAPC-designated liaison will inform agency contact via email of interpreter confirmation
2. SAPC- designated liaison will relay pertinent information to the vendor and the vendor’s point of contact that may include areas related to policy, information, cancellations, and procedural requirements
3. Agency must sign and send a Verification of Service form no later than three (3) days following every appointment service

- Include the facility address

- Include the time interpretation services began and ended, and if necessary, documentation that explains changes to the confirmed appointment