

# Kaiser Permanente Colorado Interpreter Service Process

Member makes the appointment as normal

If interpreter services are needed, the provider's office contacts:

- Mile High Interpreters – In person only – 303-333-7900
- Language Line – Telephone only – 1-855-221-3669

In person Sign Language Resources:

- Professional Sign Language Interpreting, Inc. – Denver/Boulder (M-F, 8:30a-4:30p) (in person)
  - Outgoing calls/setting up for appointments: 303-920-7330
  - TTY/Video Relay 866-327-8877 (incoming calls)
- Sign Language Network Inc – Southern Colorado (M-F 8:30a – 4:30p)
  - 719-599-4517 (during normal business hours)
  - 719-651-2490 (after hours)
- Purple Language Service (M-F, 8:30a-4:30p)
  - 800-900-9478 ext 1362
  - 800-549-6000 (after hours)

The provider's office will need to provide the following information to the interpreter service they will be using so they can bill Kaiser Permanente:

- 1) Identify the member as KP Colorado member
- 2) Member Medical Record Number
- 3) Member Name
- 4) Date and time of the appointment
- 5) Clinic details