Requesting a Kentucky Commission for the Deaf and Hard of Hearing (KCDHH) Interpreter/Captioner Tip Sheet

1. To request an interpreter/captioner provider go to http://www.kcdhh.ky.gov/forms/ and click on “interpreter/captioner”.

2. Gather the information below before making your request:
   a. What is the event/appointment
   b. Name of Client
   c. Date
   d. Time
   e. Location of the event/appointment
   f. Contact person on site
   g. Contact phone number
   h. Who will be responsible for the interpreter’s invoice from your office or regional office

3. Complete the request form and submit. You will receive a notification when KCDHH receives your request, and then you will receive another notification within a few days to confirm that an interpreter/captioner provider has been scheduled.

4. Your office will upload the interpreter’s invoice into the Kentucky Invoice Tracking System (KITS) for payment.

5. In emergency situations, complete the interpreter/captioner request form and call the KCDHH office at 502-537-2604 and speak to an Interpreter Referral Specialist.

6. Interpreter coordinator may call to obtain pertinent information regarding safety issues. Please ensure a cell phone has been provided for contact.