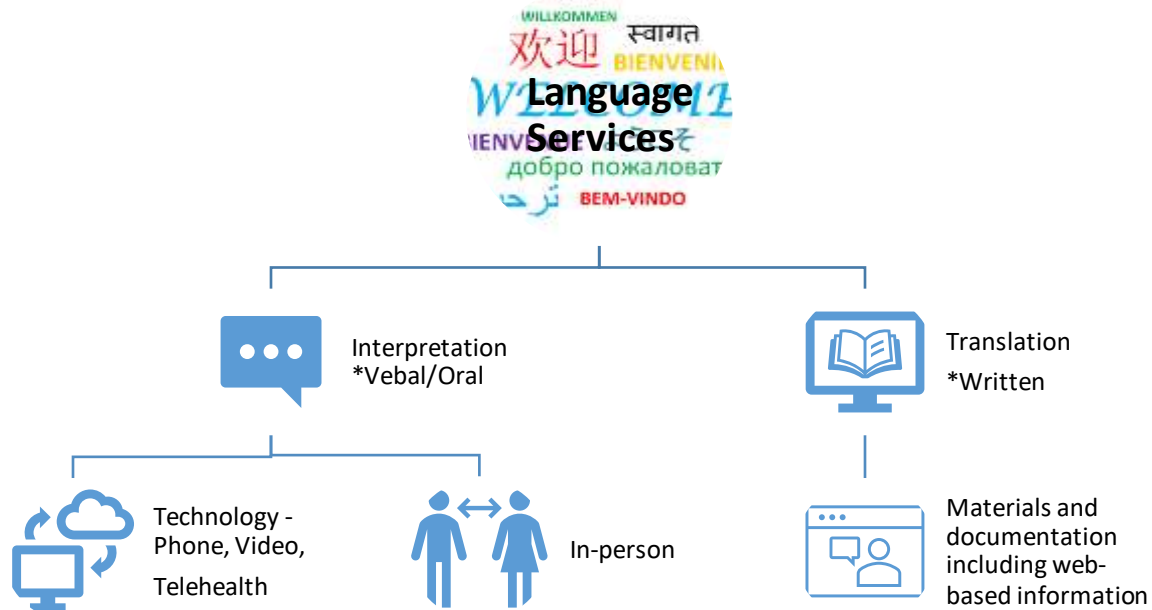


## Provider Job Aid: Language Services

Health Choice is proud to serve over 200,000 diverse members in the Central GSA and Northern GSA. Our providers are critical in supporting the diversity of our members along with their cultural and language needs. These services are necessary to facilitate communication between providers and their patients. These services must be provided at no cost to the member. The purpose of this document is to outline the language services that our providers and subcontracted providers are required to deliver as required by federal contract.



Language services may include various modalities: interpretation services (over the telephone, telehealth, in-person), translation services, American Sign-language, services for the blind, deaf, hard of hearing, or speech-impaired, auxiliary aids and alternative formats.

### Description

It is part of the federal requirements that providers and subcontractors ensure access to oral Interpretation, translation, sign language, disability-related services, and provide auxiliary aids and alternative formats upon request, and at no cost to the member.

- The provider should check the patient’s language needs prior to scheduling an appointment to make the appropriate language arrangements to satisfy their needs.
- These services must be accurate, timely, and protect the privacy and independence of the individual with limited English proficiency.
- The translation/interpretation services shall be provided by a qualified interpreter/translator.



\* Members are not permitted to rely on a minor child for translation/interpretation except in an emergency when there is no qualified interpreter immediately available.

## Definitions

Definitions (Reference: AHCCCS Policy ACOM 405 CULTURAL COMPETENCY, LANGUAGE ACCESS PLAN, AND FAMILY/ MEMBER CENTERED CARE)

It is important to understand the definitions related to language services and the federal requirements, respectively.

<p><b>Linguistic Need</b> For the purposes of the ACOM 405 Policy, linguistic need is defined as the necessity of providing services in the member’s primary or preferred language, including sign language, and the provision of interpretation and translation services.</p>
<p><b>Language Assistance Services</b> Services as specified in 45 CFR 92.4 including, but not limited to: 1. Oral language assistance, including interpretation in non-English languages provided in-person or remotely by a qualified interpreter for an individual with limited English proficiency, and the use of qualified bilingual or multilingual staff to communicate directly with individuals with limited English proficiency, 2. Written translation, performed by a qualified translator, of written content in paper or electronic form into languages other than English, and 3. Taglines</p>
<p><b>Interpretation</b> The conversion of oral communication from English into the member’s preferred language while maintaining the original intent.</p>
<p><b>Translation</b> The conversion of written communication from English into the member’s preferred language while maintaining the original intent.</p>
<p><b>Qualified Translator</b> A translator who: adheres to generally accepted translator ethic principles, including client confidentiality; has demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology [45 CFR 92.4].</p>

## Interpretation Services

Interpreting services are verbal/oral. When providing interpretation services, a professional interpreter, or a team of interpreters verbally translate information in native or preferred language to deliver the health care message to the patient.



All providers and subcontracted providers (no matter what type of contract you hold) are expected to offer and deliver language services to Health Choice Members by a qualified interpreter and/or translator. These services can be provided by qualified staff or a qualified or outside agency (vendor). However, *If the provider is using an outside agency for language services, then the provider must coordinate directly with the agencies who are qualified in providing these services.*

#### Fee for Service (FFS) vs. Sub-capitated contract providers

Fee for Service (FFS) provider: Interpretation Services is not considered an encounter. Therefore, FFS provider will be billed directly by the language services vendor.

Sub-capitated contract providers: Providers with a sub-capitated contract may be able to encounter these services as defined within their contract.

#### Translation Services

Translation is taking what is written in one form and changing it to another form. It includes taking words from one language and changing to another language. All written materials must be in English and Spanish. Providers and subcontracted must translate materials in the preferred language of the member when requested. Providers and subcontractors must ensure that translation services are available to persons and/or their families with Limited English Proficiency (LEP) at all points of contact to ensure appropriate delivery of mental health and physical health services for individuals. Health Choice provides all materials in English and Spanish.



## Quick Reference Job Aid: Language Service Vendors

Providers and subcontracted providers can use their own vendor for language services. Here is a list of vendors if needed.

Language Service	Language Service Vendor	Phone Numbers
Video Relay, Translation, Interpretation and Face to Face	Cyracom	1-800-713-4950 ext. 1 (call to set up an account) 1-866-745-5010 (call if you already have an account)
Video Relay, Translation, Interpretation and Face to Face	Transperfect	1-855-886-2909 (call to set up an account) 1-855-866-2901 (call if you already have an account and your client ID/PIN)
Deaf and Hard of Hearing	AZ Relay Services	1-800-842-4681 (TTY:711)
Video Relay, Translation, Interpretation and Face to Face	A Foreign Language Services	480-813-4242

\* Members are not permitted to rely on a minor child for translation/interpretation except in an emergency when there is no qualified interpreter immediately available.