Health Care Interpreter (HCI) Guidelines and FAQ

Federal and state regulations require Coordinated Care Organizations (CCOs) to provide free certified or qualified interpretation services to their members. This aligns with the goals of better health, better care, and lower costs. It also improves patient safety for the CCO’s Limited English Proficiency (LEP) population.

This fact sheet is intended to address questions about interpreter services.

Who pays for the provision of HCI services?

CCOs are responsible for ensuring member access to HCI services. Members and potential members may not be charged. HCI services will be paid by the CCO as long as they support a covered Medicaid service. A list of criteria for covered Medicaid services can be found at the Oregon Health Authority’s website: Oregon.gov/OHA.

How can a provider arrange and bill for HCI services?

Interpreter services may be arranged by physical health, behavioral health, oral health, and home health providers. If a provider has qualified or certified interpreters on staff, the provider’s office may bill the CCO directly, using the HCPC code T1013.

The claim must be billed to the CCO with the certified interpreter staff who rendered the service, not the provider. Providers are not separately reimbursable for interpreter services. Please contact our Contracting Department for an Interpreter contract.

Providers who do not have interpreters on staff may arrange for services through one of the organizations below. These contracted HCI vendors bill PacificSource Community Solutions directly; therefore, neither provider nor member should receive a bill for these services.

PacificSource Community Solutions’ contracted HCI vendors include:

**Passport to Languages: (800) 297-2707**
- Offers phone, on-site (including sign language), and video interpreter services.
- Services are offered for PacificSource Community Solutions members anywhere.
- Providers and/or members may call to schedule the service.
- No access code is required for this vendor. The caller should state that they are calling on behalf of a PacificSource Community Solutions member, and provide the member’s name, date of birth, and identification number.
- For more information, visit: PassportToLanguages.com.

**Global Interpreters USA: (503) 409-2559**
- Service area includes Lane, Marion, and Polk counties.
- For more information, visit GlobalInterpretersUSA.com.

**Linguava Interpreters: (800) 716-1777**
- Service area includes Benton, Clatsop, Clackamas, Columbia, Jackson, Lane, Lincoln, Linn, Marion, Multnomah, Polk, Tillamook, and Washington counties in Oregon; and Clark County in Washington.
- For more information, visit Linguava.com.

**National Interpreting Service, Inc.: (503) 932-8460**
- Offers sign language services only.
- Services are offered for PacificSource Community Solutions members anywhere.
- For more information, visit NationalInterpretingService.org.

**Professional Interpreters, Inc.: (971) 304-7330**
- Services are offered for PacificSource Community Solutions members anywhere.
- For more information, visit ProfessionalInterpreters.com.

Continued >>
How much notice is required to schedule an interpreter through the CCO?

Generally, HCI companies require at least 48 hours’ advance notice to arrange for on-site HCI services. Telephonic and video interpretation services are readily available through the organizations that offer them.

What is the difference between qualified, certified, and bilingual interpretation?

PacificSource Community Solutions is required to pay for qualified or certified interpreters as long as they can provide evidence of training.

- A **certified interpreter** has the highest level of medical interpreter training. Certified interpreters are certified as competent by a professional organization or government entity, through rigorous testing based on appropriate and consistent criteria. This includes passing a standardized national test.
- A **qualified interpreter** has been assessed for professional skills, demonstrates a high level of proficiency in at least two languages, and has the appropriate training and experience to interpret with skill and accuracy while adhering to the National Code of Ethics and Standards of Practice, published by the National Council on Interpreting in Health Care. A qualified interpreter will have:
  - A high school diploma
  - 60 hours of interpreter training approved by the Oregon Health Authority (OHA)
  - Proof of language proficiency in English and target language
  - Their name listed on the OHA’s HCI Registry. More information is available at: apps.Oregon.gov/SOS/LicenseDirectory
- A **bilingual individual** is a person who has some degree of proficiency in two languages. Bilingualism does not by itself ensure the ability to interpret. A bilingual employee may provide direct services in both languages but, without additional training, is not qualified to serve as an interpreter and therefore **not eligible for reimbursement**. Providers are discouraged from using bilingual patient family members for interpretation.

What resources are available for learning to work with a medical interpreter?

For guidance on building HCI capacity, as well as best practices for using medical interpreter services, try these pages:

- aamc.org/system/files/c/2/70338-interpreter-guidelines.pdf
- NCIHC.org/ethics-and-standards-of-practice
- MassGeneral.org/interpreters/working-with-an-interpreter
- Oregon.gov/oha/oei/Pages/hci-training.aspx

Who can providers contact with questions about interpreter services?

Providers may contact our Customer Service Department at (800) 431-4135.