

## **Health Care Interpreter (HCI) Guidelines and Frequently Asked Questions (FAQ)**

Title VI of the Civil Rights Act of 1964 and state regulations (OAR 410-141-3220 (9)) require Coordinated Care Organization's (CCO's) to provide free certified or qualified interpretation services to their members. This directly aligns with the goals of better health, better care, and lower costs. It also ensures patient safety for the CCO's Limited English Proficiency (LEP) population. This fact sheet is intended to address questions about how to access interpreter services.

### **1. Who pays for the provision of HCI services?**

CCO's are responsible to ensure that members have access to HCI services. Members and potential members may not be charged. HCI services will be paid by the CCO as long as it supports a covered Medicaid service. A list of criteria for covered Medicaid services can be found online at: [www.Oregon.gov/oha/healthplan/Pages/priorlist.aspx](http://www.Oregon.gov/oha/healthplan/Pages/priorlist.aspx).

### **2. 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 the provider has qualified or certified interpreters on staff, the provider may bill the CCO directly adding HCPC code T1013 to the claim.

If the provider does not have qualified or certified interpreters, they may arrange for services through one of the following HCI organizations. 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:

#### **Certified Languages - (800) 362-3241**

- Offers phone interpreting services only.
- Services are offered for PacificSource Community Solutions' members anywhere.
- Providers and/or members may call to schedule the service.
- PacificSource's access code: **COIHS**.
- The caller will need to provide the member's name, date of birth, and identification number.
- To identify which languages are offered, you may view their website at [www.CertifiedLanguages.com/telephone-interpretation/](http://www.CertifiedLanguages.com/telephone-interpretation/)

### **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 identify they are calling on behalf of a PacificSource Community Solutions member and provide the member name, date of birth, and identification number.
- To identify which languages and interpreter services are offered, you may view their website at [www.PassportToLanguages.com/Language\\_List.html](http://www.PassportToLanguages.com/Language_List.html).

### **Bridges to Communications - (541) 385-1238**

- Offers on-site services (including sign language).
- Services are offered to PacificSource Community Solutions members in the Central Oregon area.
- Providers and/or members may call to schedule the service.
- No access code is required for this vendor. The caller should identify they are calling on behalf of a PacificSource Community Solutions member and provide the member name, date of birth, and identification number.

### **3. How much advance notice is required to access an interpreter through the CCO?**

Many 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 those services.

### **4. What is the difference between qualified, certified, and bi-lingual interpretation?**

PacificSource Community Solutions is required by CCO legislation to pay for qualified or certified interpreters as long as they can produce the 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 is an individual who 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:
  - ✓ High school diploma
  - ✓ 60 hours 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: [http://licenseinfo.oregon.gov/index.cfm?fuseaction=license\\_seng&link\\_item\\_id=26499](http://licenseinfo.oregon.gov/index.cfm?fuseaction=license_seng&link_item_id=26499)

- A bilingual individual is a person who has some degree of proficiency in two languages. Bilingualism by itself does not insure 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 to use bi-lingual patient family members for interpretation.

## **5. Are there any resources available to understand how to work with a medical interpreter?**

Many resources online provide guidance on building HCI capacity as well as best practice methods of utilizing medical interpreter services. Below are links to some available resources:

- [www.AAMC.org/students/download/70338/data/interpreter-guidelines.pdf](http://www.AAMC.org/students/download/70338/data/interpreter-guidelines.pdf)
- [www.NCIHC.org/ethics-and-standards-of-practice](http://www.NCIHC.org/ethics-and-standards-of-practice)
- <https://www.oregon.gov/OHA/OEI/Pages/HCI-Program.aspx>
- [www.Oregon.gov/OHA/OEI/Pages/HCI-training.aspx](http://www.Oregon.gov/OHA/OEI/Pages/HCI-training.aspx)

## **6. Who can providers contact with questions about interpreter services?**

Providers may contact our Customer Service Department at:

- (800) 431-4135 Central Oregon
- (855) 204-2965 Columbia Gorge