



Instructions for Requesting Interpretive Services

1. Please fax a completed Molina Service Request Form (same form that is used for requesting diagnostic procedure, durable medical equipment, etc.) requesting face-to-face interpreter services to Molina's Prior Authorization Department at **(800) 811-4804**. A blank copy of the Service Request Form is available under the **"Frequently Used Forms"** link:
<http://www.molinahealthcare.com/medicaid/providers/ca/forms/fuf.html>
2. The code for face-to-face interpreter services is: **T1013 – Sign language or oral interpretive services** (A sample completed Service Request Form is also found under the **"Frequently Used Forms"** link).
3. Upon receipt of the approved Service Request Form back (via fax) from Molina, **the interpretive services can be scheduled by the provider office**. Please note, a request for face-to-face interpreter services is usually automatically approved by Molina, unless the patient is no longer enrolled in Molina Healthcare.
4. Molina maintains a short list of approved interpretive services vendors in each of its counties of operation. A grid of our approved vendors and interpreter request forms they use are posted on Molina's website in the provider resources area under the heading **"Frequently Used Forms"**:
<http://www.molinahealthcare.com/medicaid/providers/ca/forms/fuf.html>. Forms and status updates can be obtained by calling Molina's Prior Authorization Department at **800-526-8196, ext 126400**.
5. Interpreting Services International, Inc. (ISI), which is an interpreter services vendor who can be used in all counties, only requires that the Molina Service Request Form be faxed to them. All other vendors require that the Molina Service Request Form **and** their agency request form be sent to them.
6. Please let the agencies know about an appointment at which an interpreter is needed at least 5-7 business days in advance. Some requests (such as sign language) might require more lead time.
7. **Please make sure to contact the vendor at least 48 hours in advance if the appointment needs to be cancelled or rescheduled.**
8. While Molina cannot guarantee the availability of an interpreter at all times, we will provide assistance to you if you encounter problems scheduling these services. Please contact our Cultural & Linguistic Services Department at **800-526-8196, ext. 127421** should you need assistance.
9. We have made arrangements with our approved interpreter services vendors to send their invoices directly to Molina for payment.