

Fully Integrated Managed Care and Interpreter Services Program

What is the Interpreter Services program?

According to Title VI of the Civil Rights Act of 1964, it is the health care practitioner's legal and financial responsibility to establish meaningful communication with their patients. Medical providers registered in the Health Care Authority's (HCA) ProviderOne system may receive interpreter services support at no cost if a client is eligible for Medicaid-covered services at the time of the appointment. **A medical interpreter is a skilled professional** - bound by a code of ethics - who facilitates provider-patient communication. Interpreters are independent contractors covered by a union contract between the State of Washington and WFSE/AFSCME Council 28. Visit www.ofm.wa.gov/labor/agreements/ to read this full agreement.

How do I schedule an interpreter for Medicaid Clients?

HCA contracts with Language Link to schedule interpreters. Scheduling is done through an online portal, with a portion dedicated to HCA that interpreters also use to accept available appointments. Visit <http://hca.language.link/> to create an account and schedule an interpreter. Call 1-800-535-7358 if you have additional questions. Interpretation can be provided through the following modalities (where available): on-site, over the telephone, and video remote interpretation (VRI).

What should I do if my onsite appointment request is unfilled?

Resubmit your request via the online portal. Follow the instructions to select an alternative modality. To sign up to use VRI services, visit the Language Link website for technical instruction at <http://hca.language.link/faqs/how-do-i-sign-up-to-utilize-video-remote-interpreter-vri-through-the-hca-contract/>.

If Language Link is still unable to fill this request and you are providing Crisis Care or Evaluation and Treatment, contact the HCA Interpreter Services program at INTERPRETERSVC@hca.wa.gov and we will work to address your needs.

What if my client is not Medicaid eligible?

For clients that do not have Medicaid eligibility, you should contact Beacon Health Options:

[Beacon Health Options](#) 1 (855) 228-6502



How to work with an interpreter

- During the visit, **look and speak directly to the patient**, not the interpreter. Sit where the Interpreter can see both you and the patient.
- **Please wait for the interpreter** you requested before starting the appointment, unless they are late.
 - **Always speak in first person**, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever, please."
 - After you speak 1-2 sentences or finish a thought, **pause** to give the interpreter enough time to interpret.
 - Some terminology and concepts may not have an equivalent in the target language. **Be prepared to explain some things in more detail** for the interpreter, or that the interpreter may ask for clarification. If they do, they will refer to themselves as "the interpreter."
 - Avoid asking the interpreter for his/her opinion about the situation being interpreted, or having conversations with the Interpreter on the side. **All conversations will be interpreted** so do not make comments to the interpreter that you do not want the patient to hear.
 - **Expect the interpreter to leave the room when a provider is not present.**
 - If you have a long form that is not translated already, you should **state what is on the form** so that the interpreter may interpret your explanation for the client/patient.
 - The interpreter **may use a dictionary** or take notes.

For additional tips visit <http://hca.language.link/faqs/how-to-work-with-your-on-site-interpreter/>