



REGION 10 PIHP

SUBJECT Interpretation & Language Services		CHAPTER 05	SECTION 03	SUBJECT 03
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I. APPLICATION:

- PIHP Board CMH Providers SUD Providers
- PIHP Staff CMH Subcontractors

II. POLICY STATEMENT:

It shall be the policy of Region 10 PIHP and its Network Providers to accommodate beneficiaries needing interpretation or translation assistance. All services shall be provided in a manner that takes into consideration an individual’s language proficiency, ethnicity, cultural differences, communication method, and physical limitations. Recognizing and accommodating a beneficiary’s special needs and differences is cost effective for the PIHP, adds customer value to the services being provided, and is fundamental to customer satisfaction.

III. DEFINITIONS:

Interpretation: Conversion of spoken or conversational language into a language understood by others.

Alternative Forms of Communication: Alternative methodologies by which service recipients may communicate if not by the English language or the written word. Examples of alternative forms of communication for persons who cannot speak may include: sign language, TTY machine, poster board, bliss-symbols, etc. For persons who are deaf, alternative forms of communication include braille C.D.’s.

Language: Speech or written characters used by a particular group to communicate, including sign language and Braille.

Limited English Proficiency (LEP): Potential enrollees and enrollees who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be LEP and may be eligible to receive language assistance for a particular type of service, benefit, or encounter.

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Translation: Conversion of written language into a language understood by beneficiaries of the PIHP's service area.

IV. **STANDARDS:**

- A. The PIHP and its Provider Network shall create an atmosphere and service delivery system that ensures staff sensitivity to diversity, and recognition of the need for accommodation. This may require alternative language options, access to and use of interpreters, a physical plant environment that is designed to be accessible, etc.
- B. The PIHP and its Provider Network shall ensure ongoing staff training, policies, procedures, and clinical practices which promote such sensitivity to and accommodation of persons with special language and communication needs.
- C. The PIHP and its Provider Network shall comply with the PIHP policy on Limited English Proficiency. Each CMH/SUD Provider shall develop and implement a local policy for its sub-network that ensures accommodation of persons with limited English proficiency and communication impairments.
- D. All PIHP Network Providers will notify Enrollees and potential Enrollees of their right to have services provided in a language they understand at no cost to themselves. This notice will be provided in the most prevalent languages and will be posted near the front reception area of all provider sites.
- E. Providers will train their staff to use resources to identify an unknown spoken language, and how to refer an individual to Customer Services to address any immediate language issues. Customer Services will notify the site of communication needs of the consumer immediately, so the service staff may make the appropriate arrangements.
- F. Make interpretation services available to each potential enrollee and require the PIHP and its Network Providers to make those services available free of charge to each enrollee. This includes oral interpretation and the use of auxiliary aids such as TTY/TDY and American Sign Language. Oral interpretation requirements apply to all non-English languages, not just those that the State identifies as prevalent.
- G. Each CMH/SUD Provider shall develop a set of local procedures for using a language and interpretation services(s), whether arranged through a PIHP contractual provider, or as arranged locally by the CMH/SUD Provider. The local procedures will include instruction on appropriate documentation, authorization and evaluation of language and interpretation services.

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- H. Providers are encouraged to develop contractual arrangements with local interpreters to augment services provided through a language or interpretation service, for persons who need on-going assistance.
- I. The ability of Network Providers to communicate with limited English proficient enrollees in their preferred language.
- J. Make oral interpretation available in all languages and written translation available in each prevalent non-English language. Written materials that are critical to obtaining services for potential enrollees must include taglines in the prevalent non-English languages in the State, explaining the availability of written translations or oral interpretation to understand the information provided, information on how to request auxiliary aids and services, and the toll-free telephone number of the entity providing choice counseling services as required by § 438.71(a). Taglines for written materials critical to obtaining services must be printed in a conspicuously visible font size.

V. **PROCEDURES:**

- A. The PIHP Provider Network will have policies and procedures to ensure that individuals are notified that oral interpretation is available for any language, written information is available in Telephone (TTY/TDY) and American Sign Language (ASL), and these services are available upon request at no cost, and how to access those services as referenced in 42CFR 438.10 (d)(3) and 438.10(d)(4). Additionally, the provider must also ensure that individuals are notified how to access alternative formats as defined in 42 CFR 438.10(d)(6)(iv).
- B. Region 10 PIHP will monitor the Provider Network annually to ensure that all standards and procedures are being followed.
- C. Region 10 PIHP staff are required to utilize Language Line Solutions to assist individuals with LEP accommodations. (Note: Please see PIHP Language Interpretation instructions for all outlined steps).

VI. **EXHIBITS:** N/A

VII. **REFERENCES:**

- A. (42 CFR 438.10) Information Requirements
- B. MDHHS Customer Service Standards Policy