

The SMA/CA and Provider Network Responsibilities for Interpretation Services:

- We must offer FREE trained interpreters to participate in assessments and other service contacts.
- If a person with Limited English Proficiency (LEP) declines the right to free interpreter services, we may use a family member or friend if using this person does not compromise the effectiveness of services or violate the confidentiality of the individual.
 - We must document the offer of a free interpreter and declination in the individual's file.
- Even if the individual elects to use a family member or friend, we should suggest that a trained interpreter sit in on the contact to ensure accurate interpretation.

Language Identification of persons who walk in to any service providing office of the Southwest Michigan Affiliation:

Please direct individuals to the "I Speak" posters in the lobby areas. Individuals should be able to identify their language from those identified on the posters.

Providers

- **Voices for Health** – In-person language interpretation, telephonic interpretation, sign language interpretation, and translation of written documents.
- **Deaflink** – sign language interpretation
- **Michigan Relay**- telephonic interpretation for individuals with hearing impairments.

Authorization of Telephonic Interpretation and In-Person Interpretation (All Providers)

HCPC Codes

T1013: Sign Language or Oral Interpretive Services, per 15 minutes
T1013:GQ Oral Interpretive Services Telephonic, per 15 minutes

New Requests for Interpreter Services

KCMHSAS contract providers and direct operations must contact the Access Center for authorization of interpreter services.

Existing Authorizations for Interpreter Services

KCMHSAS contract providers and direct operations can contact the provider of interpreter services directly to schedule the services.

Tracking Utilization of Interpreter Services

Each Primary Clinician is to record the utilization of interpreter services within the record/file of each person served who uses the service.

"Inquiry" notes posted in the Streamline system will suffice. For approval of alternative documentation strategies, KCMHSAS contract providers will need to coordinate with the Access Center.

Voices for Health (VFH)

Telephonic Interpretation

- For individuals calling or presenting at the office with no interpretation assistance available.
- If caller is on the line, place the call on hold
- Dial 1-800-650-0310 and select option 3 to reach Voices for Health
- All calls are answered by associates of VFH who will ask for the **KCMHSAS access code 917829**.
- The VFH associate will ask for the language requested, as well as additional information to set up the interpreter services.
- The Interpreter will be connected to the call. Brief the Interpreter on what you need to accomplish with the call, summarize the situation and give any special instructions.
- If necessary, return the caller to the line or if walk-in, utilize a speaker-phone capability to communicate with the individual and the interpreter.
- This telephonic service does not require service **pre-authorization**, however does require authorization within 20 days of service. Voices for Health will bill KCMHSAS for services and VFH invoices will be reviewed to assure services have been authorized.

Voices for Health (VFH)

In-Person Interpretation

- For scheduled appointments or times in which a telephonic service is not sufficient to meet the language need of someone on-site.
- Call 1-800-650-0310 to reach Voices for Health.
- Follow the prompts given within their phone menu. All calls are answered by associates of VFH.
- If necessary for urgent or emergent in-person interpretation, VFH can usually find someone to help within an hour.
- Urgent or emergent in-person interpretation does not require service **pre-authorization**, however does require authorization within 20 days of service. Voices for Health will bill KCMHSAS for services and VFH invoices will be reviewed to assure services have been authorized.
- Routine in-person interpretation needs authorization from the KCMHSAS Access Center (if being provided by KCMHSAS direct operations or contract provider). Other CMH agencies of the SMA may require authorization as well. For KCMHSAS, please contact Access to make arrangements if an Access Specialist is not already involved. And, if the interpretation is needed more than once or on an on-going basis as part of regular KCMHSAS services, that can be arranged with assistance from the Access Center.

Written Translation for KCMHSAS/Affiliation Documents

- Contact Customer Services at CMH if assistance is needed to make arrangements for written translation of documents. Customer Services will work with the individual or department seeking translation to have the job completed.

Deaflink

In-person Interpreter Services for deaf or hard of hearing individuals.

- Deaflink can be reached at 269-288-0464 or TDD 269-288-0465.
- Urgent or emergent in-person interpretation does not require service **pre-authorization**, however does require authorization within 20 days of service. Deaflink will bill KCMHSAS for services and VFH invoices will be reviewed to assure services have been authorized.
- Routine in-person interpretation needs authorization from the KCMHSAS Access Center (if being provided by KCMHSAS direct operations or contract provider). Other CMH agencies of the SMA may require authorization as well. For KCMHSAS, contact the Access Center to make arrangements if an Access Specialist is not already involved. And, if the interpretation is needed more than once or on an on-going basis as part of regular KCMHSAS services, that can be arranged with assistance from the Access Center.

Michigan Relay Center (MRC)

Telephonic Contacts with Deaf or Hard of Hearing Individuals

- Michigan Relay is a FREE service to individuals throughout the state of Michigan.
- Educational and Promotional materials of the SMA will include information to direct individuals to use the Michigan Relay Center (MRC) for assistance reaching CMH offices or provider agencies.
- Contact MRC at 1-800-649-3777 or 7-1-1.
- Staff within the SMA network are also encouraged to use MRC to reach individuals who use TDD/TTY equipment.

Example of a call when using MRC

- Call placed to MRC. Caller will give MRC the number they wish to call.
- MRC contacts intended party. Either voice phone or TTY equipment.
- MRC representative relays the call to both parties exactly as the information is shared (said/typed). Tips:
 - MRC representatives will ask both parties if they are familiar with MRC.
 - MRC representative may ask that you speak slower than usual as they are typing everything that is said.
 - Please speak as if you are talking directly to the other party, not MRC.
 - At the end of each part of the conversation, the signal “go ahead” should be said or typed to let the other party know to respond.

Working with Interpreters: In-Person Interpretation

- When communicating with a person with LEP, questions, comments and eye contact should be directed to the individual being served, not the Interpreter.
 - TIP: It may be beneficial to have the interpreter sit behind the person with LEP to aid in meaningful communication. (For interpretation of Sign-Language, the interpreter could sit behind the staff member for the same reason.)
- If you do not believe you are getting enough information during a contact, re-phrase your questions to promote alternative translation of your message – this may clarify the information.