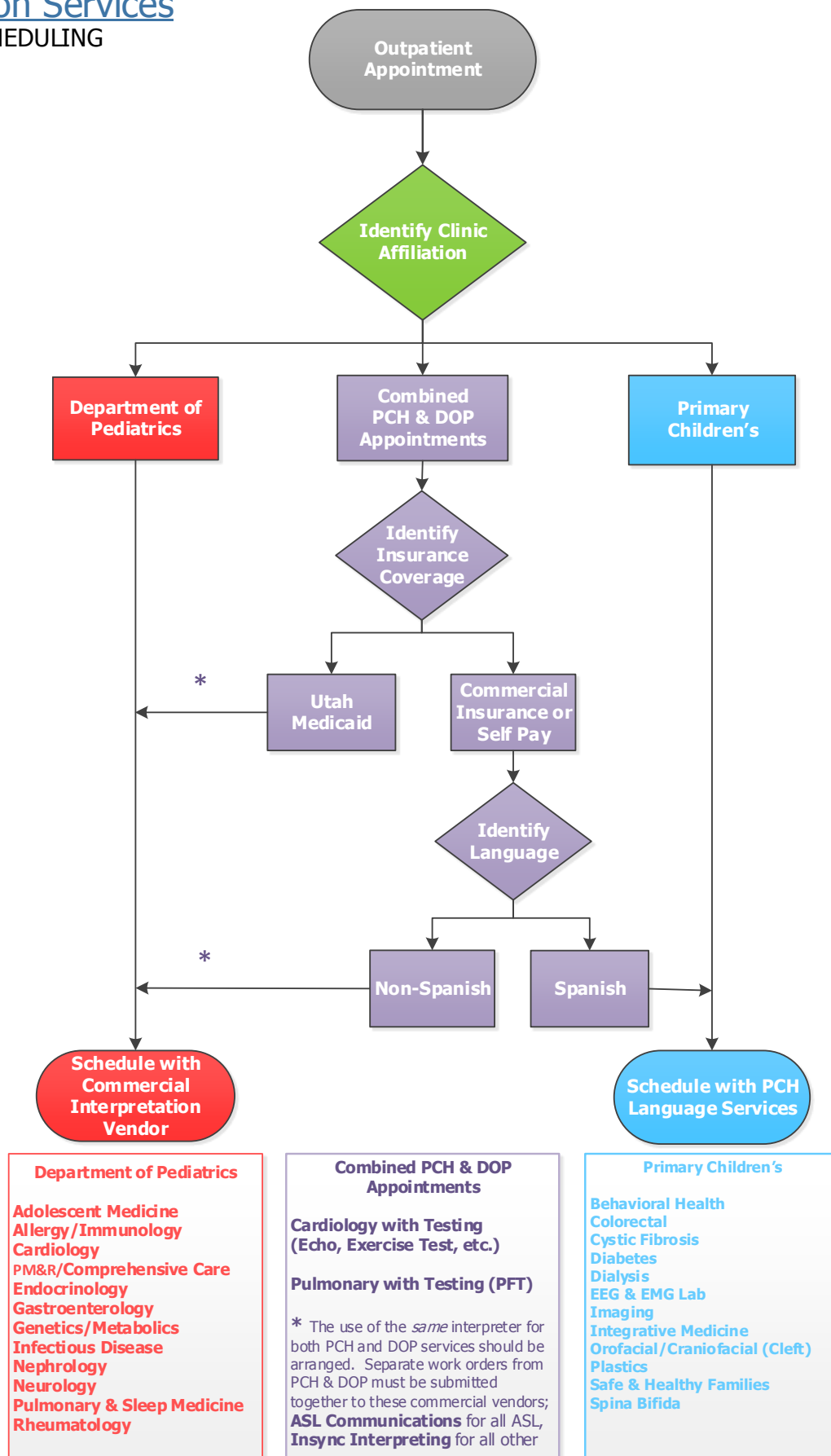


Interpretation Services

OUTPATIENT SCHEDULING

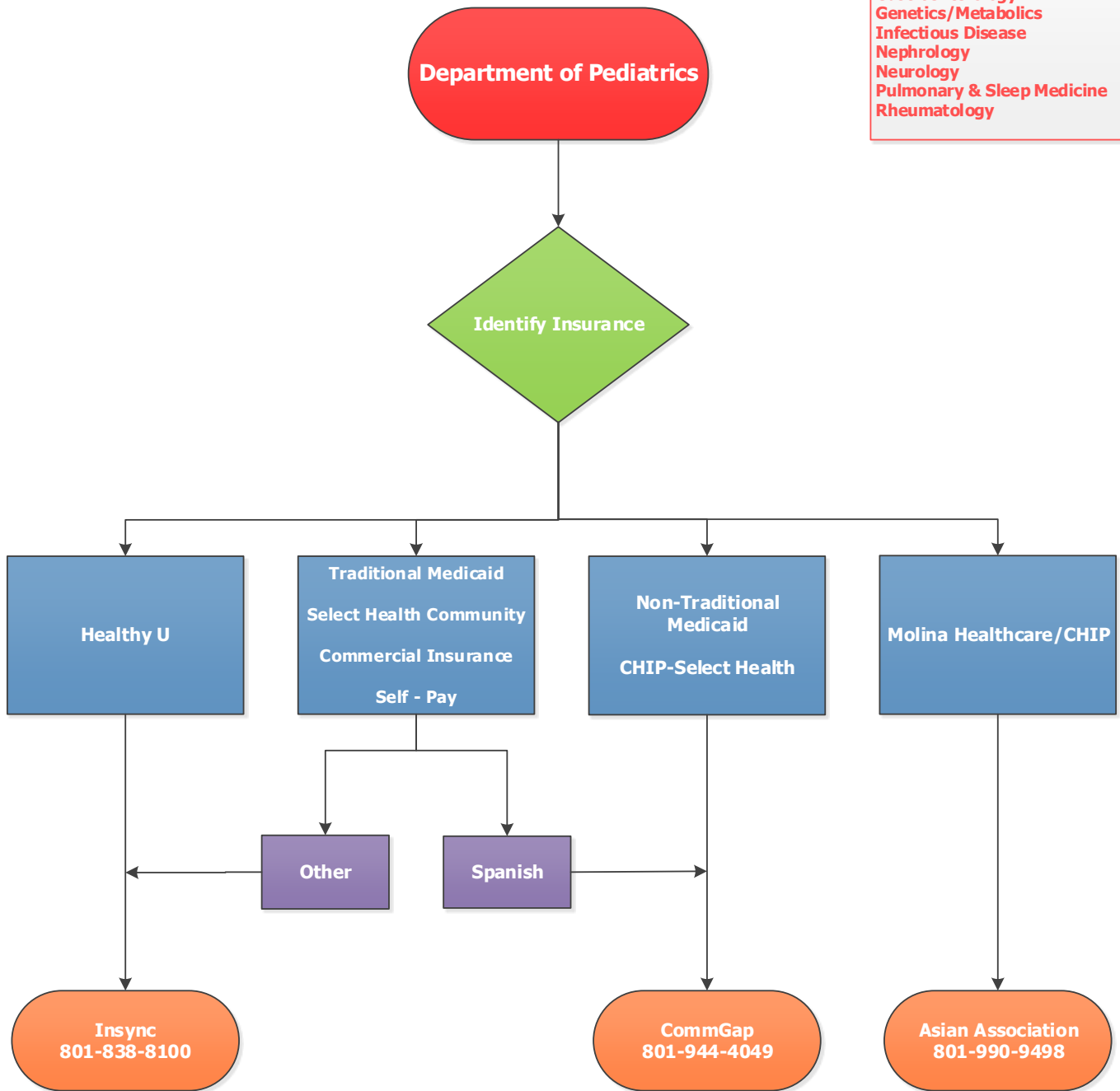


Refer to Face-to-Face Encounter flowcharts for Department of Pediatrics vendor scheduling information

Interpretation Services

FACE-TO-FACE ENCOUNTERS

- Department of Pediatrics**
- Adolescent Medicine
 - Allergy/Immunology
 - Cardiology
 - PM&R/Comprehensive Care
 - Endocrinology
 - Gastroenterology
 - Genetics/Metabolics
 - Infectious Disease
 - Nephrology
 - Neurology
 - Pulmonary & Sleep Medicine
 - Rheumatology

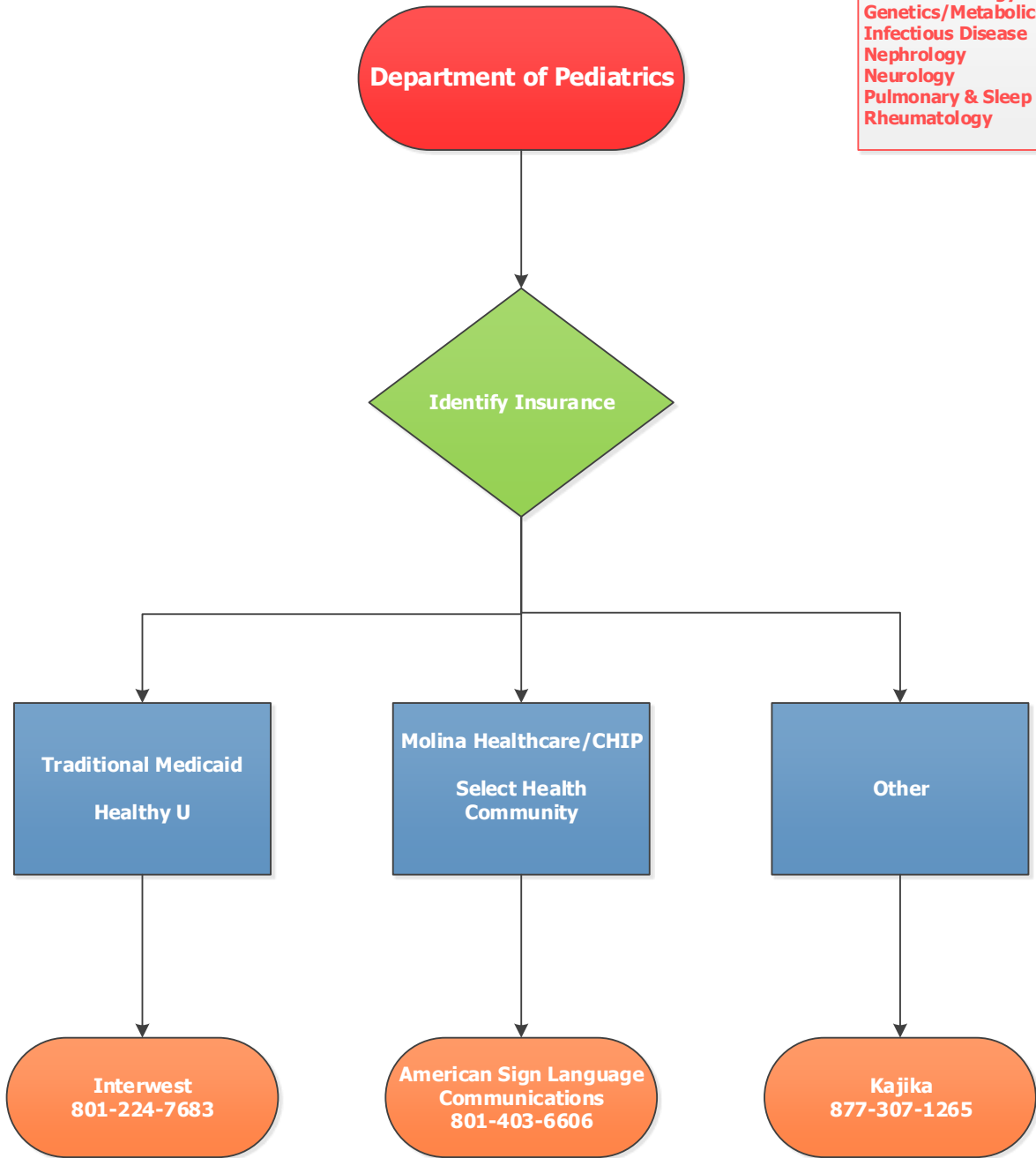


* If an interpreter is unavailable for a face-to-face encounter use telephonic interpretation:
CTS Language Link (877) 650 - 8022

Interpretation Services

FACE-TO-FACE ENCOUNTERS – AMERICAN SIGN LANGUAGE

- Department of Pediatrics**
- Adolescent Medicine
 - Allergy/Immunology
 - Cardiology
 - PM&R/Comprehensive Care
 - Endocrinology
 - Gastroenterology
 - Genetics/Metabolics
 - Infectious Disease
 - Nephrology
 - Neurology
 - Pulmonary & Sleep Medicine
 - Rheumatology



Interpretation Vendor Contacts & Rates

| VENDOR | CONTACT | PHONE | INSURANCE | IN-PERSON SPANISH | IN-PERSON OTHER | ASL | TELEPHONIC |
|--|-------------------|--------------|---|-------------------|-----------------|---------|--|
| CommGap | Alice Dave | 801-944-4049 | Traditional Medicaid, Non-Traditional Medicaid, CHIP-Select Health, Select Health Community Partners, PCN | \$28/HR | \$35/HR | \$59/HR | \$1.40/MIN |
| InSync | Tim Ormond | 801-838-8106 | Traditional Medicaid, Select Health Community Partners, PCN, Healthy U | \$28/HR | \$32/HR | \$50/HR | \$0.90/MIN SPANISH \$1.10/MIN OTHER |
| Interwest | Rebecca Jensen | 801-224-7683 | Traditional Medicaid, Healthy U | | | \$55/HR | |
| Kajika | Allyne Betancourt | 877-307-1265 | NONE/TBD | | | \$45/HR | |
| PCH | Elenora Cardenas | 801-662-3785 | NONE | \$33.20/HR | | | |
| CTS Language Link | Alan Bloch | 360-433-0426 | NONE | | | | \$0.62/MIN |
| Asian Association | Elizabeth Hendrix | 801-990-9454 | Healthy U, Molina Healthcare/CHIP | \$30/HR | \$30/HR | | \$0.50/MIN (1HR MIN) |
| American Sign Language Communications | Crystina Scott | 702-808-6070 | Molina Healthcare/CHIP, Select Health Community Partners | | | \$54/HR | |

Department of Pediatrics
Interpretation Services for Outpatient Subspecialty Clinics

February 29, 2016

DEPARTMENT OF PEDIATRICS INTERPRETATION STRATEGY

| Language | Site of Service | Insurance | Interpretation Provider |
|-----------------|------------------------|-----------------------|--------------------------------|
| Spanish | DOP | Utah Medicaid | Commercial |
| Spanish | Both - DOP and PCH | Utah Medicaid | Commercial |
| Spanish | DOP | Out of state Medicaid | Commercial |
| Spanish | DOP | Self-pay | Commercial |
| Spanish | DOP | Commercial Ins | Commercial |
| Spanish | PCH | Utah Medicaid | PCH |
| Spanish | PCH | Out of state Medicaid | PCH |
| Spanish | PCH | Self-pay | PCH |
| Spanish | PCH | Commercial Ins | PCH |
| Spanish | Both - DOP and PCH | Out of state Medicaid | PCH |
| Spanish | Both - DOP and PCH | Self-pay | PCH |
| Spanish | Both - DOP and PCH | Commercial Ins | PCH |
| Non-Spanish | DOP | Any | Commercial |
| Non-Spanish | PCH | Any | Commercial |
| Non-Spanish | Both - DOP and PCH | Any | Commercial |

DOP – Department of Pediatrics PCH – Primary Children’s Hospital

1. In-person translation will be provided if possible.
2. The use of multiple interpreters during a single clinic visit will be avoided if possible.
3. If a Utah Medicaid patient is scheduled for services at both DOP and PCH, arrangements will be made for a single commercial interpreter for both sites of service with a separate invoice for each site of service.
4. Polycom monitors in the clinic rooms will be used if telephone-based services are utilized. (Video interpretation services are more expensive, cumbersome, and more prone to technical failure).
5. In the event that prior arrangements for commercial Spanish interpretation services fail, PCH interpretation services will be utilized regardless of site of service.
6. Staff members scheduling non-English speaking patients will ensure that accurate insurance information is obtained for all patients *at the time of scheduling*.

Additional Notes:

- a. The use of commercial interpretation services for patients covered by Utah Medicaid adds no additional out-of-pocket expense for the DOP or PCH. A recent analysis demonstrated that in the past year, approximately 60% of commercially provided interpretation services for the DOP were covered by Utah Medicaid.
- b. The use of a single commercial interpreter for Utah Medicaid patients served by both the DOP and PCH during their appointment is preferred with the understanding that the interpretation agency will issue a separate invoice to each site of service.
 - i. This eliminates the complexity posed by having multiple interpreters involved throughout a patient’s appointment.
 - ii. In the event the patient does not show up for their appointment, cancels late, or Utah Medicaid rejects the claim for any other reason, then both the DOP and PCH will be invoiced for the uncovered expense by the interpretation agency. This eliminates the need for any contractual agreement between the DOP and PCH for sharing of this uncovered expense.