Interpretation Services
OUTPATIENT SCHEDULING

Outpatient Appointment

Identify Clinic Affiliation

Department of Pediatrics

Combined PCH & DOP Appointments

Primary Children's

Identify Insurance Coverage

Utah Medicaid
Commercial Insurance or Self Pay

Identify Language

Non-Spanish
Spanish

Schedule with Commercial Interpretation Vendor

Combined PCH & DOP Appointments
Cardiology with Testing (Echo, Exercise Test, etc.)
Pulmonary with Testing (PFT)

* The use of the same interpreter for both PCH and DOP services should be arranged. Separate work orders from PCH & DOP must be submitted together to these commercial vendors; ASL Communications for all ASL, Insync Interpreting for all other

Schedule with PCH Language Services

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

Primary Children’s
Behavioral Health
Colorectal
Cystic Fibrosis
Diabetes
Dialysis
EEG & EMG Lab
Imaging
Integrative Medicine
Orofacial/Craniofacial (Cleft)
Plastics
Safe & Healthy Families
Spina Bifida

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

Updated 3/2016
* If an interpreter is unavailable for a face-to-face encounter use telephonic interpretation:  
CTS Language Link  (877) 650 - 8022 

Updated 3/2016
Interpretation Services
FACE-TO-FACE ENCOUNTERS – AMERICAN SIGN LANGUAGE

Department of Pediatrics

Identify Insurance

Traditional Medicaid
Healthy U

Molina Healthcare/CHIP
Select Health Community

Other

Interwest
801-224-7683

American Sign Language Communications
801-403-6606

Kajika
877-307-1265

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

Updated 3/2016
## Interpretation Vendor Contacts & Rates

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>CONTACT</th>
<th>PHONE</th>
<th>INSURANCE</th>
<th>IN-PERSON SPANISH</th>
<th>IN-PERSON OTHER</th>
<th>ASL</th>
<th>TELEPHONIC</th>
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<tbody>
<tr>
<td>CommGap</td>
<td>Alice Dave</td>
<td>801-944-4049</td>
<td>Traditional Medicaid, Non-Traditional Medicaid, CHIP-Select Health, Select Health Community Partners, PCN</td>
<td>$28/HR</td>
<td>$35/HR</td>
<td>$59/HR</td>
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<td>InSync</td>
<td>Tim Ormond</td>
<td>801-838-8106</td>
<td>Traditional Medicaid, Select Health Community Partners, PCN, Healthy U</td>
<td>$28/HR</td>
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<tr>
<td>Interwest</td>
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<td>801-224-7683</td>
<td>Traditional Medicaid, Healthy U</td>
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<td>$55/HR</td>
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<td>Kajika</td>
<td>Allyn Betancourt</td>
<td>877-307-1265</td>
<td>NONE/TBD</td>
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<tr>
<td>PCH</td>
<td>Elenora Cardenas</td>
<td>801-662-3785</td>
<td>NONE</td>
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<td>CTS Language Link</td>
<td>Alan Bloch</td>
<td>360-433-0426</td>
<td>NONE</td>
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<td>$0.62/MIN</td>
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<td>Asian Association</td>
<td>Elizabeth Hendrix</td>
<td>801-990-9454</td>
<td>Healthy U, Molina Healthcare/CHIP</td>
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<td>$0.50/MIN (1HR MIN)</td>
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<td>American Sign Language</td>
<td>Crystina Scott</td>
<td>702-808-6070</td>
<td>Molina Healthcare/CHIP, Select Health Community Partners</td>
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DEPARTMENT OF PEDIATRICS INTERPRETATION STRATEGY

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<th>Language</th>
<th>Site of Service</th>
<th>Insurance</th>
<th>Interpretation Provider</th>
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<tr>
<td>Spanish</td>
<td>DOP</td>
<td>Utah Medicaid</td>
<td>Commercial</td>
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<td>Commercial</td>
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<td>Out of state Medicaid</td>
<td>Commercial</td>
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<tr>
<td>Spanish</td>
<td>DOP</td>
<td>Self-pay</td>
<td>Commercial</td>
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<tr>
<td>Spanish</td>
<td>DOP</td>
<td>Commercial Ins</td>
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</tr>
<tr>
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<td>PCH</td>
<td>Utah Medicaid</td>
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<tr>
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<td>Both - DOP and PCH</td>
<td>Any</td>
<td>Commercial</td>
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</tbody>
</table>

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.