AHCCCS Contractors' Interpreter Services – Quick Reference Guide

The Cultural Competency Coalition, C3, is comprised of members from the AHCCCS Health Plans and AHCCCS program contractors. The C3 work together to build consistent messaging tools and practices to help the provider community deliver services in a culturally competent and equitable manner. The mission of the C3 Committee is to develop and improve cultural competency, health literacy, and health equity within the common provider network.

The C3 Committee members are committed to ensuring quality language services (oral interpretation, American Sign Language, and written translation) are available to our members. In order to ensure timely and efficient services, this guide has been developed to reflect each of the Health Plan processes for interpretation (oral language services and American Sign Language).

All Providers must have interpretation resources available during all hours of operation. It is the responsibility of the Providers to ensure interpretation is arranged for each applicable appointment. Best practice for providing language assistance is to have qualified bilingual staff available to meet the language assistance needs, rather than relying on a vendor. [Please note: any staff providing language assistance must be qualified-this means demonstrating proficiency via testing.] For oral interpretation and American Sign Language, if a Provider does not have certified bilingual staff or licensed American Sign Language interpreters available, the Provider needs to arrange the interpretation at no cost to the members. For additional information see ACOM 405 Cultural Competency, Language Access Plan, and Family/Member Centered Care.

Providers are responsible for coordinating and paying for the interpretation needs of their members and Providers are required to contract with language vendors to meet these needs as required under Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, and the Affordable Care Act Section 1557. For more information: https://www.medicaid.gov/medicaid/financial-management/medicaid-administrative-claiming/translation-and-interpretation-services/index.html.

Please note that the Health Plans have different policies and processes regarding interpretation on behalf of their Providers. Please see the chart below for further details.

Tips:

- Family members (including minors) and friends are prohibited from interpreting unless it's an emergency and there are no qualified interpreters immediately available. If this occurs, the member with LEP must request the accompanying adult to interpret or facilitate the communication and the accompanying adult must agree to provide the communication assistance when reliance on the accompanying adult for assistance is reasonable under the circumstances.
- Members are not permitted to rely on a minor child for translation and /or interpretation except in an emergency when there is no qualified interpreter immediately available.
- Unknown Language – if you do not know which language to request, the language vendors will be able to assist.
- Working With an Interpreter – talk directly to the member. The interpreter will relay the information between you and the member.
- Appropriate Use of Medical Interpreters – https://www.aafp.org/afp/2014/1001/p476.html

When scheduling interpretation, ensure you have:

- Member Name • Member ID • Member Date of Birth • Language needed
- Type of interpretation needed; telephone, face-to-face, virtual face-to-face
- Reason for appointment/type of appointment or service needed

In addition, please note that per ACOM 405 Cultural Competency, Language Access Plan, and Family/Member Centered Care, Providers must provide auxiliary aids or licensed sign language interpreters that meet the needs of the member upon request. Auxiliary aids include but are not limited to computer-aided transcriptions, written materials, assistive listening devices, or systems, closed and open captioning, and other effective methods of making aurally delivered materials available to persons with hearing loss. The Arizona Commission for the Deaf and the Hard of Hearing provides a listing of licensed interpreters, information on auxiliary aids, and the complete rules and regulations regarding the profession of interpreters in the State of Arizona.

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Health Plan	Provider Process	Comments
Arizona Complete Health (AzCH)	Contact the Health Plan Provider Services Call Center at 866-796-0542 (TTY 711).	AzCH will coordinate and pay for interpretation when AzCH vendors can meet the needs. When AzCH vendors are unable to meet a need, Providers are responsible for the interpretation by utilizing qualified provider staff and/or vendors. For more information see the AzCH Provider Manual, Section 9.2 Cultural Competency https://www.azcompletehealth.com/Providers/resources/provider-manual/pm_section_9.html
Banner University Health Plans	Contact the Customer Care Center at (800) 582-8686 (TTY 711).	For more information https://www.bannerufc.com/acc/resources/language-services#
Care1st	For the individuals who are deaf or hard of hearing, Care1st works with Valley Center of the Deaf to provide ASL interpreters at no cost to members and providers. Services are arranged through Member Services 1-866-560-4042 (TTY/TDD 711). Valley Center of the Deaf recommends setting up services seven (7) business days in advance of the appointment. For interpretation services, Care1st providers have access to CyraCom's interpretation services at no cost, and each practice is assigned a PIN # that is required to access CyraCom's interpretation services. To obtain the PIN #, contact Care1st Network Management at 1-866-560-4042 (option 5, 7). Call CyraCom at 1-800-481-3293 to access this service. CyraCom's customer service is also available to provide assistance at 1-800-481-3289.	For more information, review the Care1st Provider Manual, Section III, Language Services and American Sign Language Interpretation, at https://care1staz.com/az/providers/providermanual.asp
DDD	Qualified Vendors should reference Chapter 26 of the Division's Provider Manual and the Rate Book. Please contact Customer Service at 1-844-770-9500 TTY/TDD Services: 7-1-1.	Members requiring language support will be identified through the Division's service planning, vendor call, and placement processes. a. Service may be provided by identifying a Direct Service Professional (DSP) who speaks their primary language or by providing support through an interpreter who speaks their language, including American Sign Language. b. In the event it is not possible to find DSP speaking the member's primary language, Qualified Vendors may bill separately for interpreting for non-prevalent languages (Not English, Spanish, or Navajo), through the claims submission process and by utilizing the Division's Rate Book. For more information https://des.az.gov/services/disabilities/developmental-disabilities/vendors-Providers/current
Health Choice	Providers should reference Chapter 4 in the BCBSAZ Health Choice provider manual and the BCBSAZ Health Choice provider Language Services Job Aid.	Please go to Health Choice provider site for more information. Provider Language Services Job Aid Final 821.pdf (healthchoiceaz.com) https://www.healthchoiceaz.com/wp-content/uploads/mdocs/Chapter_04_Cultural%20Competency_HCA_12.29.21.pdf
Mercy Care	Please contact Please contact Member Services at: • Mercy Care ACC/DDD/ALTCS: **1-800-624-3879** • Mercy Care RBHA: **1-800-564-5465** • Mercy Care Advantage: **1-877-436-5288** • Mercy Care DCS CHP: **1-833-711-0776**	For more information https://www.mercycareaz.org/Providers/completecare-forProviders/language
MCC of AZ, Molina Healthcare	Call MCC at (800) 424-5891 to request interpretation services. MCC's telephone language line is available 24 hours a day, 7 days a week.	For more information https://www.molinahealthcare.com/Providers/az/medicaid/manual/medical.aspx

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United Healthcare Community Plan	Contact LanguageLine Solutions at 1-866-874-3972 and enter your client ID. For American Sign Language, call 888-225-6056. Virtual: You can request a meeting between the care provider, member and the interpreter by completing a Request for Virtual Onsite Interpreting Services form. Telehealth virtual meeting: Access on-demand ASL and Spanish translation sessions by submitting a LanguageLine solutions telehealth video interpreter request	App: Use the LanguageLine Insight Interpreting app when you and the member are in the same room. You can install the app from the App Store or Google Play or download it on a Mac or PC. ASL Services: Available in-person or virtually. Call Provider Services at one of the numbers listed to schedule ASL services. More information is in the Provider Manual: UnitedHealthcare Community Plan of Arizona Complete Care, DD-CRS and ALTCS Provider Manual (uhcprovider.com)