

Interpreter Services exception policy for in-person interpreters

All in-person interpreting are being rescheduled to over-the-phone interpreting during the Governor's Stay Home, Stay Healthy order.

HCA has implemented an emergency amendment to our in-person contract with Universal Language to reschedule all in-person interpretation Apple Health (Medicaid) appointments to over-the-phone (OPI) during the Stay Home, Stay Healthy order by the Governor.

Effective April 16, 2020, all in-person interpreter services appointments requiring a language access provider will be rescheduled as over the phone. This will show in the Universal Language Scheduling Portal as a job having a 'Type of Service' set to "Phone Pre-Scheduled." For more information on scheduling over the phone appointments, including user guides and webinars, please visit: <https://hcauniversal.com/requester-hcaopi/> HCA will only permit in-person interpreter services on an exception basis.

Requesters who need video based interpretation

HCA will continue to allow interpreters to participate in video based appointments when they are scheduled by the healthcare provider. You will continue to schedule through the Universal Language portal as an in-person appointment. In order to get an interpreter for your video appointment you must enter the link in the "interpreter notes" field of the appointment. Any request that is scheduled as in-person and does not include this note will be converted to an OPI appointment. You are required to provide any technical assistance needed to the interpreter.

Requestors who need in-person interpretation

HCA will allow interpreters to attended appointments in-person if the healthcare provider determines it medically necessary to support the client's care needs. You must use your clinical judgement on a case-by-case basis to make this determination and you must provide the interpreter the same level of personal protective equipment (PPE) and infection control measures used by medical professionals in your facility. You will continue to schedule through the Universal Language portal as an in-person appointment. In order to get an in-person interpreter, you must enter a description of the PPE and infection control measures in the "interpreter notes" field of the appointment. Any request that is scheduled as in-person and does not include this note will be converted to an OPI appointment.

Examples of situations that may determine an in-person interpreter is medically necessary to support the client's care needs include:

- Communicating nuances of body language so that messaging would be complicated without in-person interpretation, such as unusually complex assessments, occupational therapy, or behavioral health.
- When phone interpretation could be disruptive to therapeutic care and services, such as Applied Behavioral Analysis (ABA).
- Procedures and care require the patient to move room to room in which the interpreter phone cannot follow the patient, such as radiology.
- End of life care.

Interpreters who will accept in-person assignments

Interpreters are not required to complete in-person requests. If a requestor determines it is medically necessary to have an in-person interpreter, you may request an in-person appointment. A description of the PPE that will be given to the interpreter during the appointment must be provided in the request.