

Attendees:					
<input checked="" type="checkbox"/>	Alexia Elliot Free	<input checked="" type="checkbox"/>	Christina Fogg (Phone)	<input checked="" type="checkbox"/>	Joanna Gaffney (Phone)
<input checked="" type="checkbox"/>	Angelina Garcia (Phone)	<input checked="" type="checkbox"/>	Deborah O'Willow	<input checked="" type="checkbox"/>	Kathryn Byers
<input checked="" type="checkbox"/>	Anthony Pheasant	<input checked="" type="checkbox"/>	Elsie Rodriguez Paz (Phone)	<input checked="" type="checkbox"/>	Kristi Cruz
<input checked="" type="checkbox"/>	Ashley Boysen	<input checked="" type="checkbox"/>	E'lise Maier	<input checked="" type="checkbox"/>	Lisa Lyons
<input checked="" type="checkbox"/>	Barbara Obena (Phone)	<input checked="" type="checkbox"/>	Elsa Swensson	<input checked="" type="checkbox"/>	Luanne Conner
<input checked="" type="checkbox"/>	Berle Ross	<input checked="" type="checkbox"/>	Glena Felker	<input checked="" type="checkbox"/>	Rebecca Carrell
<input checked="" type="checkbox"/>	Brittany Cirineo (Phone)	<input checked="" type="checkbox"/>	Jan Humphrey	<input checked="" type="checkbox"/>	Yasema Tratz
<input checked="" type="checkbox"/>	Carol Doty	<input checked="" type="checkbox"/>	Jayodin Mosher	<input checked="" type="checkbox"/>	Terese Rogmo
		<input checked="" type="checkbox"/>	Jennifer Inman	<input checked="" type="checkbox"/>	Todd Slettvet (Phone)
Tentative Date for Next Meeting:		12/16/2019			

Agenda Items	Lead	Summary Notes
Welcome/Introductions <ul style="list-style-type: none"> • Ground Rules 	Deborah (ODHH)	<ul style="list-style-type: none"> • There will be an interpreter rotation every 15 minutes. We ask that if this rotation occurs while you are speaking that you pause and allow the interpreters time to switch. • When addressing the group always introduce yourself by name and organization. • To ensure that we touch on every item on the agenda, please hold any comments/questions related to a specific agenda item until the Question and Answer session at the end of the meeting. We will write down the names of those who have questions and when we get to the Question and Answer session, we will start answering questions based on that list of names. • Be respectful, engaged, and considerate of others. • Help our interpreters by speaking clearly and slowly.
Transition Status & Next Steps	Jennifer (HCA) / Deborah (ODHH)	<ul style="list-style-type: none"> • On October 1 Universal Language Services will stop accepting 2020 requests • On November 1 the HCA will start accepting 2020 requests. • How to submit a request to the HCA from October 1, 2019 through November 1, 2019 through the Temporary Interpreter Request Process; <ul style="list-style-type: none"> ○ Step 1: Medical provider or appointment requester sends an email to the HCA. ○ Step 2: The HCA will review the request to make sure that all necessary information has been received. ○ Step 3: Once the HCA receives the email request the provider will receive a confirmation of delivery via email. ○ Step 4: Providers will receive an additional email confirmation once an Independent Contractor or Sign Language Agency has accepted the job. • New transition webpage: https://www.hca.wa.gov/about-hca/apple-health-medicaid/sign-language-interpreter-contract-transition. • ODHH procurement timeline; live on 10/01 and ASBs will be announced in November. ODHH is currently going through a recruitment process with Department of Enterprise Services. • HCA is currently developing provider and requestor training and will begin training interpreters and agencies on P1 once ASBs are announced

		<ul style="list-style-type: none"> ○ Details will be sent out through Gov Delivery and will be posted onto our transition website. We are developing a new email for SL Requests. Once this is created we will notify and it will be sent out.
Workgroup Reintroduction	Rebecca (HCA)	<ul style="list-style-type: none"> ● The HCA wants to incorporate Stakeholder feedback to make impactful changes when we are able to. The first meeting is this afternoon, where we will be asking for feedback on how to make the ODHH Interpreter Request Form friendlier for Medicaid SL appointments. The rest of our Sub-Workgroups Meetings will be used to shape different parts of our process. The next scheduled meeting is October 22 at the HCA in Olympia, the topic will be announced closer to the date. The HCA and ODHH are still working on the details of this process on their end, but in the future state of 2020 we will be utilizing the ODHH Request Form. The requestor will fill out the request form and send it to the HCA. The HCA will then check that the medical appointment is a covered Medicaid service and that the person is eligible. The HCA will then send that request to the independent contractors and SL agencies to see if they can fill that appointment. Once the HCA receives confirmation, the HCA will send a confirmation to the provider/requestor. The interpreter will bring the ODHH form to the appointment, where it will be signed to verify services and then submitted by the independent contractor or SL agency.
Break		N/A
Question & Answer Session	Rebecca (HCA)	<ul style="list-style-type: none"> ● Lisa: What are best practices for when an interpreter gets sick day of and there is no replacement available? VRI is offered but is not often wanted. <ul style="list-style-type: none"> ○ Berle: we want a live interpreter, but use VRI as a backup if needed. ○ Therese: In the community, there are issues with providers claiming they secured an interpreter but actually never requested one. This is an on-going issue. ○ Debbie: This was brought up in the new contract for emergency situations. The responsibility needs to be on the agency to help with that. All entities should have a back-up plan if interpreters cancel day of. ○ Becky: we can develop some best practices and post them on our website ● Carol: Often times, providers are not notified that an interpreter was not able to be found. Then a provider and interpreter show up and no interpreter is there. Agency and provider need to communicate to notify and return that appointment. We need a process for this. <ul style="list-style-type: none"> ○ Berle: Jan 1, the ODHH contract has a 48-hour rule, hopefully this will help resolve the issue. ○ Becky: The HCA will be taking appointments and working with agencies directly starting Jan 1 and using ODHH Contract rules. ● Kristi: How many FTEs do the HCA and ODHH envision hiring to manage this process? <ul style="list-style-type: none"> ○ Jennifer: The HCA has absorbed the work we will be doing in house. We have developed and are in the process of re-defining a look alike process. The HCA will not be hiring anyone additional and will be using internal resources. IS team is 3 staff who manage all Language Access in Medicaid, but work will be done in other sections as well. ● Kristi: As we head-into the afternoon, I am questioning use of paper form and emails? HCA has invested in an online scheduling for spoken. I am very concerned in how a paper form that is either faxed or email in is do-able. Have staffing concerns. Email correspondence does not sound prone to human error. Data reporting from other providers? How will we know when things are being filled when there is no online portal... leads into next question? ● Kristi: How will or who will be tracking fill-rate data? Will the IC or agency have to report fill-rate monthly? We must have data on how this process is working. <ul style="list-style-type: none"> ○ Jen: The HCA PA process enters all information into P1, our record database that the HCA uses to report out on any client data. The HCA will put every request into P1 and will track all information. It will look very different. IT

		<p>will be in P1 Encounter database. The PA request will be linked to ODHH Request form we receive as well as the payment. We will be collecting all data.</p> <ul style="list-style-type: none"> Jayodin: How can we be a support for agencies? There have 5 locations across state who have interpreters on the phone who are doing VRI. How can this organization let the VRI interpreters leave and go fill appointments when there are last minute cancelations? <ul style="list-style-type: none"> Berle: We have off-contract rules.
Action Item Review	Rebecca (HCA)	<ul style="list-style-type: none"> Minutes will be sent out to registered attendees and will include the link to the transition website, link to data dashboard and other reports we put out, and direct link to Gov Delivery to subscribe. Provide more information on the 10/22 Sub-Workgroup closer to the date. Develop a best practices document for medical providers and SL Agencies.
Wrap-Up/Conclusion	Deborah (ODHH)	Thank you for coming!

Action Items				
Action Item	Assigned To:	Date Assigned:	Date Due:	Action Taken:

Additional Resources	
Description	Hyperlink
HCA Fill Rate Data	Interpreter Services Data Dashboard Interpreter Services Interpreter Coverage Report
HCA Transition Webpage	Sign Language Interpreter Contract Transition