

May 2021

Health Share

Meaning Language Access Collaborative

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Health Share of Oregon

Title VI

" No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives federal financial assistance from any department or agency of the United States or that is conducted by any department or agency of the United States."

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Oregon Health Authority

Oregon Board of Pharmacy

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Last modified: 4/15/2021


Home / Oregon OAR / Oregon Health Authority, Health Systems Division: Medical Assistance Programs / Oregon Health Plan / MCE Member Relations: Educ. & Information

410-141-3500 Definitions
410-141-3501 Administration of Oregon Integrated and Coordinated Health Care Delivery System Regulation: Rule Precedence
410-141-3505 Use of Subcontractors
410-141-3510 Provider Contracting and Credentialing
410-141-3515 Network Adequacy
410-141-3520 Record Keeping and Use of Health Information Technology
410-141-3525 Outcome and Quality Measures
410-141-3530 Sanctions

Together in Health

2019-2023 Community Health Improvement Plan

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Health Share of Oregon



“Of all the forms of inequality, injustice in health care is the most shocking and inhumane.”

- Martin Luther King Jr.

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“The single biggest problem with communication is the illusion that it has taken place.”

- George Bernard Shaw

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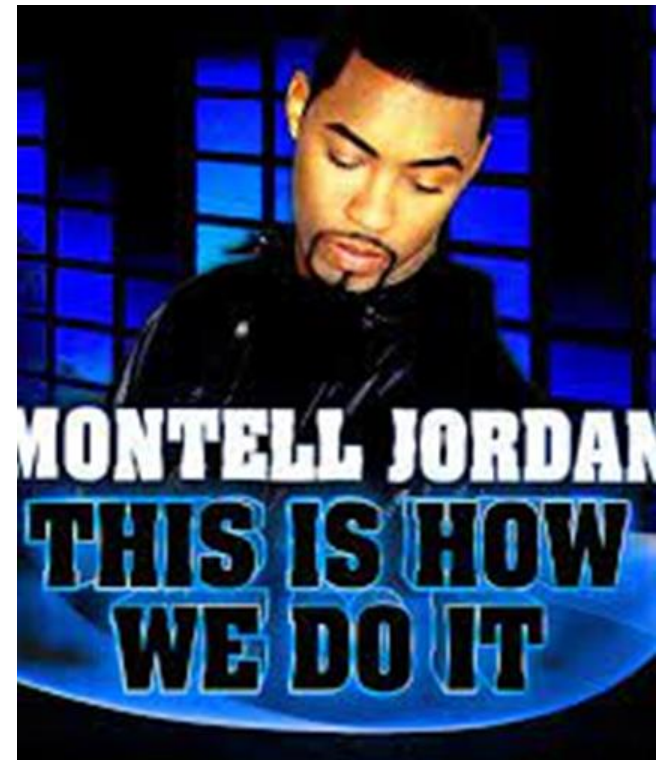
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Our Hope & Intention

- Recognize the unique and essential role of an interpreter, service provider, and how together, they honor the voices that are often unheard;
- Explore how power and privilege impacts access to communication and information;
- Introduce an interpreting framework that reduces interpreter error and improves access.

Explore Power, Privilege & Access

- Your first name, last name and pronoun (optional).
- What is one thing that you are proud of in your work?



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C I F E

- Zarita Araujo-Lane

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Sawubona

“I see you, you are important to me and I value you”.

“All my attention is with you. I see you and I allow myself to discover your needs, to see your fears, to identify your mistakes and accept them. I accept you for what you are and you are part of me.”



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Questions?



Our Partners

ADVENTIST HEALTH
PORTLAND





Samaritan
Health Services

Provider Training on Language Access

InterCommunity 
Health Network CCO

Meaningful Language Access Learning Collaborative

Trillium Community Health Plan

Hestian Stoica,

Senior Director of Finance

Debi Farr,

Community Relations Manager

New Provider Orientation



- All new providers receive language access training during orientation
- Overview of interpreter services: telephone, on-site, virtual, ASL.
- Instructions re: Engaging with and scheduling interpreters for appointments
- Two contracted vendors provide access to Interpretation Services

Meaningful Language Access To Culturally Responsive Health Care Services-Best Practices/Resources

- Ensure that solid workflows are in place to identify and provide timely services to patients with interpreter needs for all visit types
- For staff currently providing interpretation services (includes bilingual providers)
- Sign-up staff for certification preparation services
- Allow time for staff to complete training during scheduled hours or pay for off-hours training
- Opportunities for interpreter certification in 2021
- OHA offers a list of approved testing and preparatory agencies here:
<https://www.oregon.gov/oha/oei/Pages/hci-training.aspx>

Interpreter Training



- Trillium is proud to partner with OHCIA to sponsor 20 scholarships for healthcare interpreter training
- 10 week online course, July 10-Sept.18
- Scholarships provide training to bi-lingual individuals serving patients/clients in Trillium service areas
- For more information contact: training@ohcia.org



Health Care Interpreter Training

OHCIA is proud to partner with Trillium Community Health Plan to offer its Authority approved online 60-hour Health Care Interpreter training beginning **July 10 - September 18, 2021**.

This 10-week online course held on Saturdays prepares individuals to pass the State requirements for Health Care Interpreter qualification and certification credentials. This is an outstanding opportunity for provider staff and independent interpreters to:

1. **OPEN DOORS** in Health Care careers with your bilingual ability and medical knowledge
2. **INCREASE PROFESSIONAL SKILLS:** lower the risk of mistakes, keep your community safer and advance equity in healthcare
3. **HELP PREPARE** yourself to meet standards that the health care system requires of interpreters now

These partial scholarships benefit bilingual individuals currently living and working in the counties where Trillium offers services. Space is limited – first come, first served.

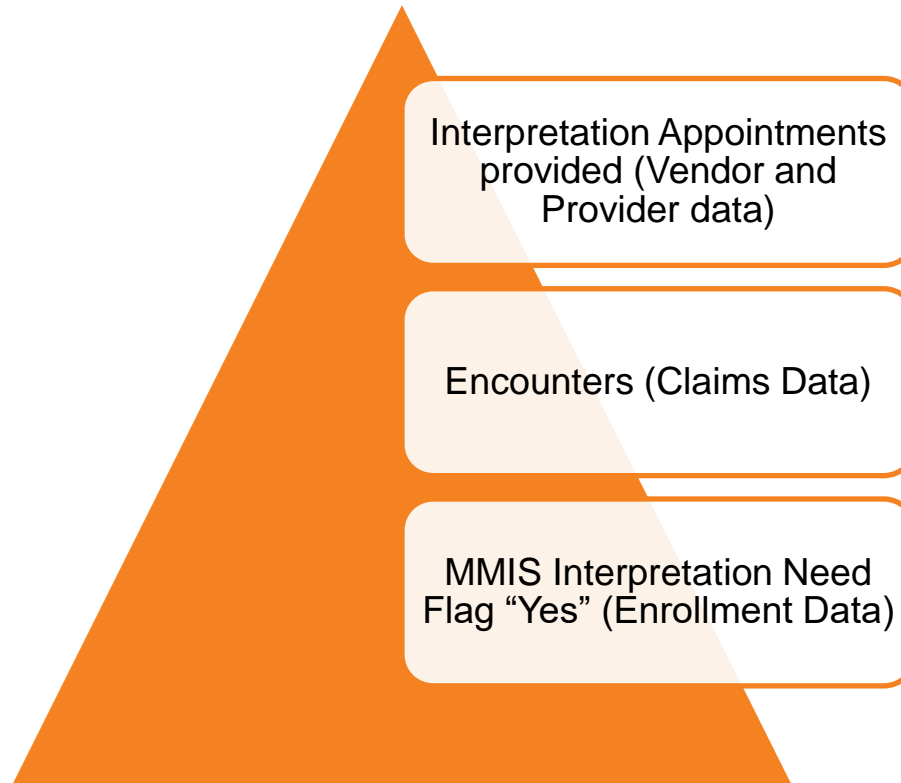
If interested, email:
training@ohcia.org



Interpretation Reporting

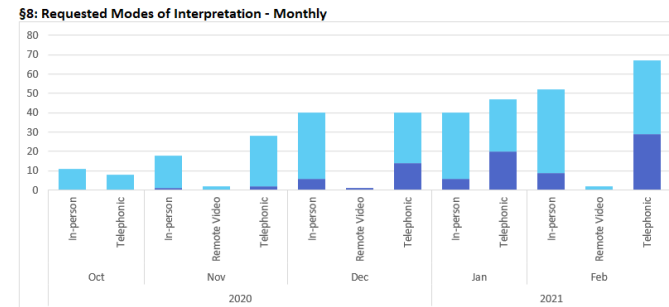
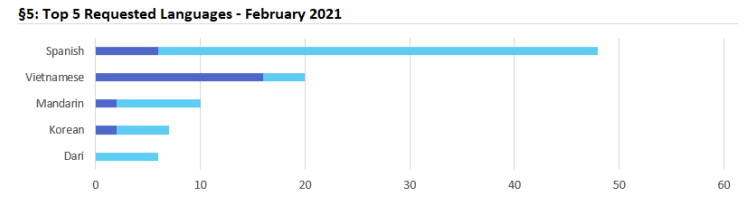
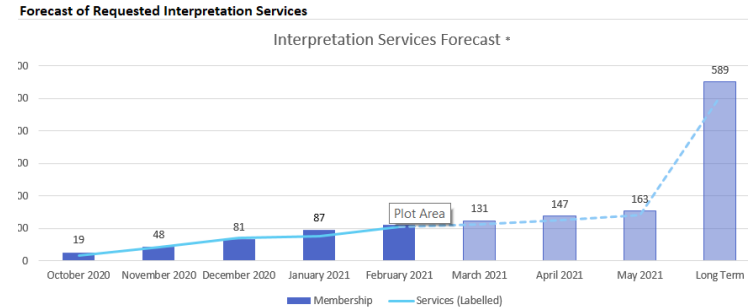
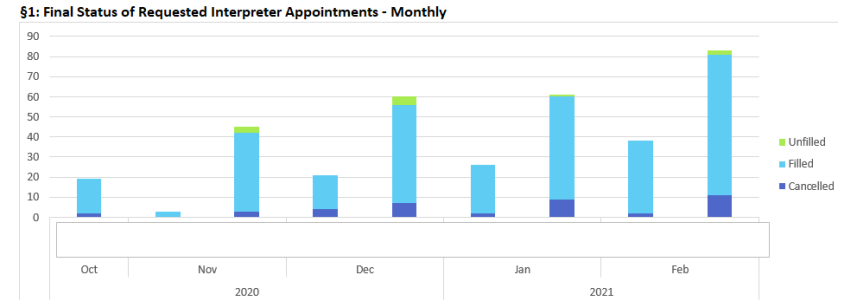


- Quarterly Language Access Reports



Captured Data/KPIs:

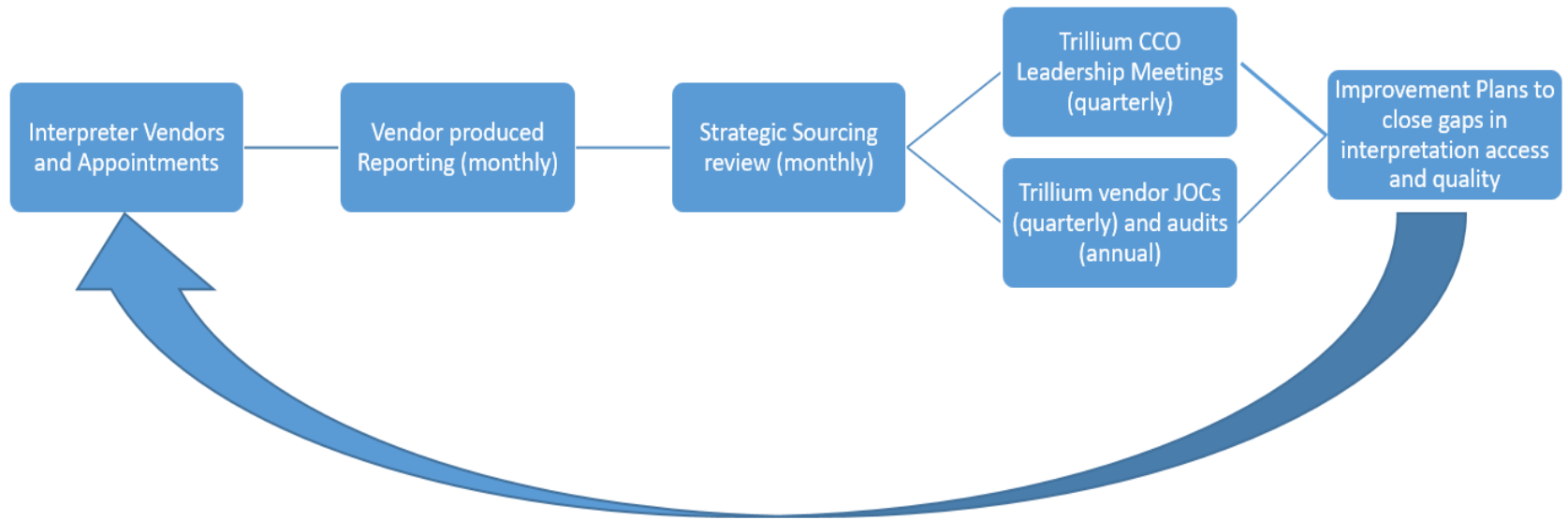
- Monthly utilization trends and forecasts
 - By Modality (in-person, video, telephonic)
 - OHA Certified/Qualified
 - By Provider/location
 - By language
- Findings and action items if/when we notice a trend in “unfilled” requests or a spike in the appointment requests for a particular language
- Monitoring of OHA Certified/Qualified % and top 5 languages requested and top 5 providers/location
- Geomap of members with interpretation requests



Interpretation Reporting



- Trillium' monitoring process of its healthcare interpretation vendors



Health Care Interpreter (HCI) Guidelines and FAQ



Federal and state regulations require Coordinated Care Organizations (CCOs) to provide free certified or qualified interpretation services to their members. This aligns with the goals of better health, better care, and lower costs. It also improves patient safety for the CCO's Limited English Proficiency (LEP) population.

This fact sheet is intended to address questions about interpreter services.

Who pays for the provision of HCI services?

CCOs are responsible for ensuring member access to HCI services. Members and potential members may not be charged. HCI services will be paid by the CCO as long as they support a covered Medicaid service. A list of criteria for covered Medicaid services can be found at the Oregon Health Authority's website: [Oregon.gov/OHA](https://www.oregon.gov/OHA).

How can a provider arrange and bill for HCI services?

Interpreter services may be arranged by physical health, behavioral health, oral health, and home health providers. If a provider has qualified or certified interpreters on staff, the provider's office may bill the CCO directly, using the HCPC code **T1013**.

As of January 2021, the OHA allows an administrative add-on fee for interpreter services at fee-for-service (FFS) healthcare visits (including telehealth visits). PacificSource Community Solutions will continue to allow the add-on fee for interpreter services without an end date. For full billing guidance, please visit [Oregon.gov](https://www.oregon.gov) (search "Interpreter Services Fee").

Claims prior to January 2021 must be billed to the CCO with the certified interpreter staff who rendered the service (not the provider). Providers are not separately reimbursable for interpreter services.

Note: Providers with contracts for interpreter services are not limited to bill under the certified-/qualified-rendering interpreter; providers can bill within the OHA add-on fee for interpreter services (as mentioned above).

Providers who do not have interpreters on staff may arrange for services through one of the organizations below. These contracted HCI vendors bill PacificSource Community Solutions directly; therefore, neither provider nor member should receive a bill for these services. PacificSource Community Solutions' contracted HCI vendors include:

How much notice is required to schedule an interpreter through the CCO?

Generally, HCI companies require at least 48 hours' advance notice to arrange for on-site HCI services. Telephonic and video interpretation services are readily available through the organizations that offer them.

What is a “credentialed” interpreter?

The Oregon Health Authority (OHA) Health Care Interpreter Program recognizes two levels of credentialing: **qualification** and **certification**.

- Both are registered by OHA.
- Both must complete an OHA-approved 60-hour training program.
- Both require 24 hours of OHA-approved continuing education (CE) every four years.
- Certified interpreters get their certification by passing a national exam for medical interpreters.

See OHA's side-by-side [qualification checklist](#) by going to [Oregon.gov](https://www.oregon.gov): Enter HCI Requirements in the search field.

Note: Bilingual employees who are not trained as either qualified or certified medical interpreters are not eligible for reimbursement. For quality and safety reasons, providers should not use untrained bilingual employees or bilingual patient family members for medical interpretation.

What is the difference between qualified, certified, and bilingual interpreters?

PacificSource Community Solutions is required to pay for qualified or certified interpreters as long as they can provide evidence of training. Providers will be asked to sign an attestation letter to indicate qualifying criteria have been met and evidence of training is available.

- A **certified interpreter** has the highest level of medical interpreter training. Certified interpreters are certified as competent by a professional organization or government entity, through rigorous testing based on appropriate and consistent criteria. This includes passing a standardized national test.
- A **qualified interpreter** has been assessed for professional skills, demonstrates a high level of proficiency in at least two languages, and has the appropriate training and experience to interpret with skill and accuracy while adhering to the National Code of Ethics and Standards of Practice, published by the National Council on Interpreting in Health Care. A qualified interpreter will have:
 - A high school diploma
 - 60 hours of interpreter training approved by the Oregon Health Authority (OHA)
 - Proof of language proficiency in English and target language
 - Their name listed on the OHA's HCI Registry. More information is available at [apps.Oregon.gov/SOS/LicenseDirectory](https://apps.oregon.gov/SOS/LicenseDirectory)
- A **bilingual individual** is a person who has some degree of proficiency in two languages. Bilingualism does not by itself ensure the ability to interpret. A bilingual employee may provide direct services in both languages but, without additional training, is not qualified to serve as an interpreter and therefore **not eligible for reimbursement**. Providers are discouraged from using bilingual patient family members for interpretation.

What resources are available for learning to work with a medical interpreter?

For guidance on building HCI capacity, as well as best practices for using medical interpreter services, try these pages:

- [aamc.org/system/files/c/2/70338-interpreter-guidelines.pdf](https://www.aamc.org/system/files/c/2/70338-interpreter-guidelines.pdf)
- [NCIHC.org/ethics-and-standards-of-practice](https://www.ncihc.org/ethics-and-standards-of-practice)
- [MassGeneral.org/interpreters/working-with-an-interpreter](https://www.massgeneral.org/interpreters/working-with-an-interpreter)
- [Oregon.gov/oha/oei/Pages/hci-training.aspx](https://www.oregon.gov/oha/oei/Pages/hci-training.aspx)

Who can providers contact with questions about interpreter services?

Providers may contact our Customer Service Department at **800-431-4135**.