



STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

MEDICAL ASSISTANCE ADMINISTRATION

PO Box 45534 • Olympia, WA 98504-5534

BROKERED INTERPRETER SERVICES FACT SHEET

LEGAL RESPONSIBILITY: Title VI of The Civil Rights Act of 1964

Medical providers, as recipients of federal funds, are required to ensure equal access to medical care for their patients, as determined by the Office for Civil Rights. For more information, please refer to the website at <http://www.usdoj.gov/crt/cor/>

ADVANCE NOTICE REQUIREMENTS-REGULARLY SCHEDULED REQUEST

Requests for interpreter service appointments must be made to the broker at least 2 full Business Days (BDs) in advance, preferably 3. Weekends/state holidays are not counted as BDs.

ADVANCE NOTICE REQUIREMENTS-URGENT REQUEST

Urgent means the Requester has determined the client must be seen on the same day, or next day. The minimum amount of advance notice a broker must have to set up an appointment is usually 4 hours - applicable to urgent requests only. Sometimes, appointments can be scheduled by the broker with less than 4 hours notice. Short notice requests should be by telephone to the broker, followed by a faxed paper copy, if required by brokers' policy. If Requester can only give 2 hours or less notice to the broker, Requester may, at their own expense, seek interpreters.

ADVANCE SCHEDULING LIMIT

Medical providers are not normally allowed to request services more than 30 days ahead since MAA program eligibility is determined monthly.

UNFILLED REQUESTS

Some appointment requests can't be filled even if the above guidelines are followed. If brokers are unable to locate interpreters via subcontractors, Requesters, at own expense, may seek interpreters.

CONFIRMATION PROCESS

Broker will confirm with Requester when an appointment has been scheduled. Confirmation normally is completed within 2 BDs of the date of request. Some confirmations may take longer than 2 BDs; especially when the requests are for unique languages or remote locations.

Requesters **should not** send another request just because a confirmation has not been received within 2 BDs. Requester should allow additional, reasonable time for the confirmation to arrive, or call the broker one BD (or 24 hours) before the scheduled appointment time.

FEEDBACK PROCESS

DSHS staff, DSHS contract service providers, and medical providers should notify brokers when interpreters do not show up for appointments, or show up and provide unprofessional services. Feedback is important to prevent inappropriate billings; and allows brokers to develop necessary sanctions to prevent future problems.

SPECIFIC INTERPRETER REQUESTS BASED ON MEDICAL NECESSITY

Medical providers may request specific interpreters only when it is medically necessary.

QUESTIONS: Tim Roth at (360) 725-1316 or Nora Guzman-Dyrseth at (360) 725-1313.