

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Laurie Nakahira, Chief Medical Officer
Date: July 31, 2020
Subject: Quality standard requirements for interpreting services

Dear provider,

In order to ensure that interpreting services are readily available and consistently meet quality standards, Santa Clara Family Health Plan (SCFHP) requires providers to use a verification process for basic interpreting skills such as translation, listening and memory, commitment, and confidentiality.¹

Quality standards for bilingual staff who may act as interpreters include, at a minimum:

- Proficiency in health care and medical terminology demonstrated by a validated test instrument
- Familiarity with interpreting ethics
- Acquisition of native or near-native speaker language skills (near-native speaking language skills are developed by growing up or functioning in a community where the language is primarily used)
- Ability to demonstrate cultural sensitivity in their communication

SCFHP reviews for compliance of interpreting services as part of the state-required facility site review every three years for all primary care providers and staff. If you or your staff are unable to meet the quality standards listed above, SCFHP provides a language vendor whose interpreters meet these criteria and are available at no cost to you or your SCFHP patients. SCFHP is contracted with LanguageLine Services for telephonic interpreting (for SCFHP patients only).

In-person interpreters are also available with advance notice. To schedule in-person interpreting services, contact SCFHP Customer Service and follow the instructions on the Interpreting Services Reference Guide.

Please review the attached documents for more information about the quality standard requirements and how to access interpreting services.

If you have any questions regarding this information, please email Quality@scfhp.com.

Attachments:

1. Quality standard requirements on the use of bilingual/multilingual staff as interpreters
2. SCFHP Interpreting Services Reference Guide

¹California Health and Safety code 1367.04 and Insurance code section 10133.8.

SCFHP provides foreign language and American Sign Language interpreters to members for any covered service — at no cost to members or providers.

Telephone interpreting services (24 hours a day, 7 days a week)

LanguageLine Interpreting Services

Phone: **1-888-898-1364**

How to use LanguageLine:

1. Call LanguageLine at **1-888-898-1364**.
2. Press 1 for Spanish or press 2 for other languages. If you are requesting another language, clearly say the name of the language the member speaks. Press 0 if you don't know the name of the language you need.
3. An agent will come on the line. Take note of the agent's ID number and provide the agent with:
 - a. Provider's office name
 - b. Your first and last name
 - c. Member's first and last name
 - d. Member's date of birth
 - e. Member's ID number

California Relay Services - Available in English and Spanish for members with hearing difficulties.

TTY: **Dial 711**

In-person interpreting services (72 hours advance notice preferred)

Customer Service

Medi-Cal:	1-800-260-2055 Monday – Friday 8:30 a.m. – 5:00 p.m.	Cal MediConnect:	1-877-723-4795 Monday – Friday 8:00 a.m. – 5:00 p.m.
-----------	---	------------------	---

How to request in-person interpreting services:

1. Call SCFHP Customer Service at **1-800-260-2055** (Medi-Cal) or **1-877-723-4795** (Cal MediConnect). Request interpreting services from the Customer Service Representative.
2. Provide the following information to schedule an appointment with an interpreter:
 - a. Member's name and date of birth
 - b. Provider's name and address
 - c. Language needed (If unknown, allow the member to identify the language using the **Language Identification Guide**. To request a copy of the guide, please email Quality@scfhp.com.)
 - d. Appointment date, time, and location
 - e. Type of appointment (doctor's checkup, surgery, consultation, etc.)
 - f. Onsite contact information for appointment (representative name, department location, phone number)
 - g. Gender preference of interpreter

If you have any issues with telephone or in-person interpreters (no-show interpreters, etc.), please email Quality@scfhp.com. Include what service was used and the interpreter's ID number in the email.

Interpreting quality standard requirements for bilingual/multilingual staff

Requirement	Potential evidence	Provider office to note documentation of qualification
Office has a documented policy to offer interpreting support to limited English proficient (LEP) patients	<input type="checkbox"/> Local office written policy; or <input type="checkbox"/> Local office policy that defers and adheres to the policy distributed by medical group Note: Policy includes documentation of patient language needs in medical record.	Written policy available for viewing by an auditor Policy title:
Providers/staff adhere to National Standards of Practice for Interpreter in Health Care, including confidentiality	Signed attestation of understanding of interpreting ethics and patient confidentiality. Must include a review of National Standards of Practice for Interpreters in Health Care published at: https://tinyurl.com/y3hdvcu7	Signed attestations are available: <input type="checkbox"/> Yes <input type="checkbox"/> No
Has demonstrated proficiency in speaking and understanding spoken English and at least one other spoken language	<input type="checkbox"/> Formal assessment of proficiency; or <input type="checkbox"/> Annual job performance evaluations that document proficiency in speaking and communicating in English and one other language	<input type="checkbox"/> Yes, assessment results are available for viewing; or <input type="checkbox"/> Yes, documentation from an annual job performance evaluation for proficiency in speaking and communicating in English and one other language is available <input type="checkbox"/> No
Is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary terminology and phraseology	<input type="checkbox"/> Formal assessment of proficiency; or <input type="checkbox"/> Annual performance evaluation document <input type="checkbox"/> Ability to interpret effectively <input type="checkbox"/> Ability to interpret accurately <input type="checkbox"/> Ability to interpret impartially <input type="checkbox"/> Ability to interpret receptively and expressly <input type="checkbox"/> Ability to interpret to and from English and another language using any necessary specialized vocabulary, terminology, and phraseology Note: See NCIHC National Standards of Practice for Interpreter in Health Care for description above.	<input type="checkbox"/> Yes, assessment results are available for viewing; or <input type="checkbox"/> Yes, documentation from an annual job performance evaluation for proficiency in speaking and communicating in English and one other language is available <input type="checkbox"/> No