

# Capitol Dental

## Provider Language Assistance Guide



### Equity and Civil Laws

According to the

- Civil Rights Act–Title VI&ACA1557
- Oregon Administrative Rule (OAR) 410-141-3515(12)(d),,and the
- ADA

Providers, CCOs, and DCOs must ensure all services preserve meaningful language access.

### Reporting

Report language services for dental visits that are provided by Qualified or Certified HCIs by using: CDT Code D9990

According to the Centers for Disease Control and Prevention, **health equity** is defined as the state in which everyone has a fair and just opportunity to attain their highest level of health. Capitol Dental is committed to demonstrating efforts to work towards achieving health equity for our members. To this end, we measure the rate of utilization of interpreter services for our members.

If a member requires certified translation services, you may request these services via [Interpreter@CapitolDentalCare.com](mailto:Interpreter@CapitolDentalCare.com).

When you utilize translation services for a member, please bill the CDT code D9990 – certified translation or sign-language services – for each. Billing the code allows us to document and track all utilization of certified interpreter services.

### CLAS Standards

- ✧ Provide effective and equitable quality care and services that are responsive to cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.
- ✧ Promote and sustain CLAS with a diverse leadership and workforce that are trained in culturally and linguistically appropriate policies.
- ✧ Inform and offer language assistance to individuals with limited English proficiency at no cost, and ensure the competence of those providing language assistance.
- ✧ Establish and integrate CLAS throughout an organization and conduct regular assessments and community health assets and needs.

## Working with a Health Care Interpreter (HCI)

### Before a Session:

Providers should consider and plan a few things before meeting with a patient (client).

- Determine in advance if an interpreter is needed
- Determine if topic discussed is extremely technical or involves potentially emotionally-charged information
- Provide interpreters with as much information as possible in advance

### During a Session:

Keep in mind to:

- Speak to the other party and not the interpreter, maintaining eye contact when possible
- Allow the HCI to complete interpreting before continuing
- Refrain from having side conversations as the HCI's role is to interpret that

The following vendors use Certified and Qualified Health Care Interpreters (HCIs) and provide onsite interpreting (Consecutive and Simultaneous), telephonic, video, and translation services.

To Schedule and Interpreter, please contact CDC at 800-525-6800 or by email at [interpreter@capitoldentalcare.com](mailto:interpreter@capitoldentalcare.com)

#### Passport To Languages

Phone: 503-297-2707, (800-297-2707)  
 Fax: 503-297-1703  
 erik@passporttolanguages.com  
<https://www.passporttolanguages.com>

#### Linguava

Phone: 503-265-8515, (800-716-1777)  
 Fax: 503-954-1038  
 info@linguava.com  
<https://linguava.com>

#### Professional Interpreters

Phone: 971-304-7330  
 office@professionalinterpretersor.com  
[https://www.professionalinterpretersor.com`](https://www.professionalinterpretersor.com)

Have additional questions? Contact: [interpreter@capitoldentalcare.com](mailto:interpreter@capitoldentalcare.com) or call 800-525-6800

### “I Speak...” cards are available via OHA:

OHA has business sized “I Speak” cards that can fit in your wallet. You can print I Speak cards at <https://www.oregon.gov/oha/OEI/Pages/HCI-Resources-EventsPolicy-Laws.aspx>.