

Name:	Interpreter Services
Date of Origin:	10/23/2002
Current Effective Date:	07/29/2024
Scheduled Review Date:	07/29/2025

I. INTERPRETER SERVICES POLICY:

Capitol Dental Care (CDC) lets its dental providers and members know that it continuously strives to provide a welcoming environment to its non-English speaking members. It accomplishes this by communicating to its members and providers, on its website and by verbal communication that members have interpreter services available to them at no charge. Whenever possible, certified and qualified interpreters are used in the rendering of these services.

II. INTERPRETER SERVICES PROCEDURES:

- A. CDC receives enrollment information from the Medical Assistance Program (MAP), which identifies non-English speaking households. The CCOs Member Handbook (available through our website), provides information and guidance in Spanish, Russian, Vietnamese as well as information to aid its hearing and visually impaired members on how to access plan benefits or simply gets answers to questions. The Members respective CCO Handbook is accessible on the CDC website at: www.capitoldentalcare.com
- B. The Member Welcome Letter instructs a member in multiple languages how to contact CDC if they need interpreter services to receive their dental care.
- C. The ‘Provider Manual’ advises CDC providers and office staff how to order interpreter services for those Members who request one, to receive their dental care.
- D. Due to the significant number of Spanish speaking members enrolled, CDC has Member Service Representatives who are fluent in Spanish and are capable of assisting Spanish-speaking members.
- E. If a Member is in need of an interpreter, our network of Providers has been instructed to contact the Members CCO approved Interpreter Vendor and schedule the interpreter through their service. Here is the list of numbers for ordering interpreter services by CCO:

IHN Members	Passport to Languages	800-297-2707
	Linguava	800-716-1777 code 9027
	Oregon Certified Interpreters	503-213-3191
	Tri-County Sign Language	503-931-3465
Trillium Members	Passport to Languages	800-297-2707
Pacific Source	Linguava	800-716-1777 code 9027
YCCO		
ODS/Cap Pland		

- F. CDC will schedule an interpreter through a professional interpreter service, for all new patient

appointments. Interpreter services are either in the form of a translator attending an appointment with a member, a translator available by phone to converse with the member, or written translator services.

- G. A member can also waive their right to a Certified or Qualified Interpreter if they prefer a family member conduct the translation for them. This would need to be documented in the record.
- H. CDC encourages and assists providers in obtaining member education materials in other languages.
- I. A record is maintained of all members who have used interpreter services arranged by CDC.

III. Revision Activity

Modification Date	Change or Revision and Rationale	Effective Date of Policy Change
04/15/2005	Annual Update/Review	04/15/2005
10/01/2006	Annual Update/Review	10/01/2006
12/01/2008	Annual Update/Review	12/01/2008
04/28/2010	Annual Update/Review	04/28/2010
08/22/2012	Annual Update/Review	08/22/2012
02/25/2015	Annual Update/Review	02/25/2015
04/20/2017	Annual Update/Review	04/20/2017
04/19/2019	Annual Update/Review	04/19/2019
4/19/2020	Review	4/19/2020
1/5/2021	Review	1/5/2021
2/16/2022	Review	2/16/2022
7/01/2022	Revision	7/01/2022
10/18/2023	Review	10/18/2023
02/17/2024	Revision	02/17/2024
07/29/2024	Revision	07/29/2024

IV. Affected Departments:

All CDC Staff, Providers, Members

V. References:

Oregon Administrative Rule 410-141-3220
 CDC Provider Manual Service Guide