

Policies & Procedures

INTERPRETATION SERVICES

Section: HR Policies

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Subject: Interpretation Services

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POLICY

Davis Behavioral Health (DBH) will assist in coordinating oral interpretation services for Medicaid clients. Medicaid CAP enrollees will be notified of this service and how to access it via the Medicaid Member Handbook. DBH does provide American Sign Language (ASL) translators for any client and any payor and interpretation services to any individual served by crisis services.

DBH will make available all vital written client information and instructional materials, including the Medicaid Member Handbook in Spanish. Vital documents include things such as applications, consent forms, the release of information forms, privacy notices, etc.

PURPOSE

To reduce communication barriers between practitioner and client and ensure there is ready access to qualified interpreters so that clinically appropriate services (medically necessary) are not denied or delayed.

To ensure client and their families understand treatment services and can actively participate in the development of treatment planning and treatment reviews, and that the client's right to participate in decisions regarding their health care, including the rights to refuse treatment, and to express preference about future treatment decisions, is upheld.

PROCEDURE

1. Upon initial contact, as defined in the "Intake Process" policy, DBH staff will assess the language needs of Medicaid enrollees and/or potential enrollees at the earliest possible opportunity. If it is determined that a client or potential client needs interpretation services, DBH staff will immediately arrange for an interpreter.
2. The DBH Human Resources office will maintain an up-to-date list of all staff members who speak a language other than English. All DBH staff may

access this list via the DBH website or by contacting the Human Resources office for assistance.

3. Oral interpretation services are available free of charge to Medicaid CAP enrollees.
 - a. DBH will facilitate oral interpretation services for all languages and will pass the cost of those services on to the client unless their insurance covers those costs.
 - b. Oral interpretation services will extend to both in-person and telephone/telehealth communications.
4. DBH does not provide or pay for in-person interpreters, instead, clinicians are expected to use Jeenie, the program embedded in its electronic health record.
 - a. Jeenie support can be found at <https://jeenie.zendesk.com/hc/en-us/categories/6605476827671-Getting-Started>
5. Clients enrolled in the following programs will not be charged for interpreter services: the Crisis Response Unit (CRU), Receiving Center (RC), & Prevention and Recovery from Early Psychosis (PREP), MCOT/SMR, Civil Commitment, and clients needing ASL.
6. DBH staff will contract for interpreter services that are not covered by the above.
7. If the client no-shows or cancels their appointment within 24 hours the client will be responsible for the cost of the interpreter for their appointment.

LANGUAGES

1. The Utah State Department of Health determines which languages are considered prevalent, non-English languages.
 - a. In July 2003, the Utah State Department of Health notified Davis Behavioral Health that Spanish was the prevalent non-English language in Davis County.
 - b. A language is considered prevalent when it is spoken by five percent or more of the County's enrolled population.
2. DBH utilizes information from the 834 Eligibility Database. The report analyzes the data from Sync, Additional, and Reinstatement records. The analysis is of distinct counts of the enrollee's PACMIS ID so that no duplicate records are counted.
 - a. If the 834 Language Analysis report determines that there are additional prevalent non-English languages in Davis County, the Chair of the Cultural Humility Workgroup will immediately notify the Cultural Humility Workgroup to coordinate the translation of all written client information and instructional materials into the prevalent language(s).
 - b. The 834 Language Analysis data will be reviewed by the Chair of the Cultural Humility Workgroup by January 31st and July 31 of each calendar year to determine if there are additional prevalent non-English languages in Davis County

CERTIFICATE OF UNDERSTANDING AND COMPLIANCE

I have read and have been provided with a personal copy of the Interpretation Services Policy for Davis Behavioral Health.

I understand this Interpretation Services Cancellation Policy, and I will comply with it. I have had an opportunity to ask questions and seek clarification about the Policy, and my questions have been answered to my satisfaction and understanding.

I am aware that if I no-show or cancel my appointment within 24 hours I will be responsible for the cost of the interpreter services and appointment, Jeenie at \$75 and InterWest (in person) at \$120 per session for late cancel fees.

Authorized Signature: _____ **Date:** _____

