

# Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	<b>Translation and Interpretation Services</b>	Policy No. <b>6020.02</b>
Category:	Clinical	Date Adopted: 03/13/2020 Date Revised: 11/3/2021 Date Reviewed: 06/09/2021, 5/15/2023
Reference:	Washington Health Care Authority (HCA) Contract	

## POLICY

- 1.1. Great Rivers Behavioral Health Administrative Services (Great Rivers BH-ASO) will ensure that individuals will have access to oral interpretation services and written translation of materials in their preferred language if other than English.
- 1.2. Great Rivers BH-ASO will ensure that contracted Behavioral Health Agencies (BHA) provide for equal access for all individuals when oral or written language creates a barrier to such access for individuals with communication barriers. Great Rivers BH-ASO will ensure that BHA's utilize agencies that can produce documentation that they utilize individuals who are qualified as certified interpreters and translators.

## PROCEDURE

- 2.1. Oral Information
  - 2.1.1. BHA's will ensure that interpreter services are provided for Individuals with a preferred language other than English, free of charge. Interpreter services include the provision of interpreters for Individuals who are deaf or hearing impaired at no cost to the Individual, including American Sign Language (ASL). Interpreter services will be provided for all interactions between such Individuals and Great Rivers BH-ASO or any of its providers including, but not limited to:
    - 2.1.1.1. Customer service;
    - 2.1.1.2. All appointments with any provider for any covered service;
    - 2.1.1.3. All steps necessary to file Grievances and Appeals; and
    - 2.1.1.4. All Crisis related services.
- 2.2. Written Information
  - 2.2.1. Great Rivers BH-ASO will ensure that BHA's provide all generally available and Individual-specific written materials in a language and format which may be understood by each individual in each of the prevalent languages that are spoken by five percent (5%) or

- more of the Regional Service Area (RSA) based on information obtained from Health Care Authority (HCA).
- 2.2.2. For Individuals whose preferred language has not been translated as required in this section, BHA's may meet the requirement of this section by doing any one of the following:
- 2.2.2.1. Translating the material into the individual's preferred reading language;
  - 2.2.2.2. Providing the material in an audio format in the Individual's preferred language;
  - 2.2.2.3. Having an interpreter read the material to the Individual in the Individual's preferred language;
  - 2.2.2.4. Providing the material in another alternative medium or format acceptable to the Individual. The BHA will document the Individual's acceptance of the material in an alternative medium or format in the Individual's record; or
  - 2.2.2.5. Providing the material in English, if the BHA documents the Individual's preference for receiving material in English.
- 2.2.3. Great Rivers BH-ASO will ensure that all BH-ASO and BHA written information provided to Individuals is accurate, is not misleading, is comprehensible to its intended audience, is designed to provide the greatest degree of understanding, is written at the sixth (6<sup>th</sup>) grade reading level and fulfills other requirements of the Contract as may be applicable to the materials.
- 2.2.4. HCA may make exceptions to the sixth (6<sup>th</sup>) grade reading level when, in the sole judgment of HCA, the nature of the materials do not allow for a sixth (6<sup>th</sup>) grade reading level or the Individual's needs are better served by allowing a higher reading level. HCA approval of exceptions to the sixth (6<sup>th</sup>) grade reading level must be in writing.
- 2.2.5. BHAs will be required to submit all written materials to Great Rivers BH-ASO. Great Rivers BH0-ASO will submit all written materials to HCA for approval according to requirements of the BH-ASO contract.
- 2.2.6. Educational materials about topics or other information used by BHA's for health promotion efforts must be submitted to HCA, but do not require HCA approval as long as they do not specifically mention the Contracted Services.
- 2.2.7. Educational materials will meet all contractual requirements, as well as State and Federal regulations, regarding reading level requirements and approvals.
- 2.2.8. For individual-specific written materials, BHA's may use templates that have been pre-approved in writing by HCA. Great Rivers BH-ASO will provide HCA with a copy of all approved materials in final form.
- 2.3. Monitoring of Translation and Interpretation Services

- 2.3.1. Great Rivers BH-ASO will monitor the provider network to ensure adequate and appropriate translation and interpretation services are being provided.
- 2.3.2. Monitoring reviews may evaluate:
  - 2.3.2.1. Frequency and use of translation and interpretation services;
  - 2.3.2.2. Supplemental demographic data;
  - 2.3.2.3. Request for service data containing requests for translation and interpretation services;
  - 2.3.2.4. Review of services provided and billing codes; and
  - 2.3.2.5. Provider accounting information verifying not billing the client.
- 2.3.3. Great Rivers BH-ASO will initiate actions, based on monitoring results, to ensure or improve access.

**ATTACHMENTS**

None.

**POLICY SIGNATURE**

DocuSigned by:  
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10/19/2023

Trinidad Medina,  
Chief Executive Director

Date