



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

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December 7, 2011

TO: Interpreter Services 'Screening Guidelines'
Workgroup Participants

FROM: Todd Slettvet, MA
Community Services Section Manager
Division of Health Care Services

SUBJECT: Preliminary Interpreter Services Screening Guidelines

On behalf of the Health Care Authority (HCA), I want to express to you my appreciation for your participation in the Interpreter Services Screening Protocol Workgroup. The workgroup's task was to "...elicit subject matter experts' advice on when a particular modality of interpretation (in-person, telephonic, or video remote) is appropriate for a medical service appointment."

We agree with the workgroup's feedback that medical providers, instead of the new interpreter services contracted entity (ies), should select the mode of interpretation. We will make this recommendation to HCA executive leadership.

We will share the following preliminary screening guidelines with medical providers for their consideration. A final version of the screening guidelines should be in place by June 1, 2012, subject to legislative budget determinations to continue funding the Interpreter Services Program:

- Medical providers will select the interpreting mode (in-person, telephonic, or video remote) to be used for each authorized appointment.
- Telephonic interpretation is the default modality to be utilized for interpreter services medical appointments, followed by video remote and in-person.
- Medical providers should select the least costly modality of interpretation available that is appropriate to the specific request while respecting cultural, religious, and individual needs.
- Medical providers will provide justification in the form of a signed written statement to the contracted entity (ies), if the least costly mode(s) of interpretation available is not selected for the authorized appointment.

Thank you again for the time you committed to this workgroup. If you have any questions about the Interpreter Services Program, please contact Walter Neal at (306) 725-1703 or Walter.Neal@hca.wa.gov.

cc: Preston W. Cody, Assistant Director, Division of Health Care Services
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