

NEWS UPDATES

CONTINUING EDUCATION OPPORTUNITIES:

[Infection Control and Industrial Safety for Medical Interpreters.](#)

[NOTIS – Northwest Translators & Interpreters Society Resources](#)

[2015-2017 Language Access Providers - WFSE CBA](#)

External links to other Internet sites and course announcements should not be construed as a Health Care Authority endorsement of the views, course content, or privacy policies contained therein. Prices may vary.

SPECIFIC INTERPRETER REQUESTS

Specific Interpreters should only be requested when Medically Necessary.

Requesting a specific interpreter is an optional field used only when it is medically necessary to have a specific interpreter. HCA is requiring that requests for specific interpreters meet the outlined requirements below and providers must provide supporting documentation from the specialist or person providing treatment. If the exact interpreter is unavailable, the **Provider** may contact CTS for options. Per the contract, we will only honor specific interpreter requests under the following circumstances:

- Continuing counseling sessions
- Applied behavior analysis therapy sessions (regardless of age)
- Cancer treatment as requested by the provider
- Effectiveness of treatment plan where a change in interpreter will impact the effectiveness and efficacy of the appointment.

A provider may still request a specific interpreter for gender appointments where it is appropriate for effectiveness of the treatment. If providers feel that none of these options apply or they need further clarification they may contact CTS at hcaproviders@ctslanguagelink.com or by phone at 800-535-7358. For further assistance or clarification, contact HCA by email at INTERPRETERSVCS@hca.wa.gov

By following the guidance provided above, together we can ensure the good stewardship of State and Federal funds and ensure this program continues to support you.

PROVIDERS

CONFIRMATION PHONE CALLS:

Providers should never request interpreters to make client confirmation calls. The only contact the interpreter may have is at a face-to-face appointment, Video-Remote Interpretation or during a scheduled telephonic call with provider. Per the “Code of professional conduct for language interpreters and translators” WAC 388-03-050 11.c & d Interpreters/translators must not have unsupervised contact with clients; and have direct telephone contact with clients UNLESS requested by DSHS staff. Interpreters may not be asked to deliver any information to your patient outside of the scheduled appointment.

Did you know! It is important, as providers to provide feedback to CTS LanguageLink when an interpreter has gone beyond the standards. You can provide this information on your portal under “Feedback On Interpreters”.

UPDATE FOR INTERPRETERS

Did you get your immunizations updated? Flu season is upon us and once again, the requirement to have the Flu Vaccine is important for Interpreters to continue to provide medical services to clients.

To find out more about the Influenza (Flu) Vaccine visit the [Department of Health](#).
To report your vaccines contact CTS LanguageLink at hcainterpreters@ctslanguagelink.com.

Remember to check your immunization status to ensure they are up to date and avoid any potential limitations to your portal access.

EXPECTATIONS AS THE INTERPRETER

- *SIGN AND COMPLY WITH THE [INTERPRETER CODE OF ETHICS](#) FOR SPOKEN LANGUAGE INTERPRETERS*
- *PRESENT AT APPOINTMENTS, UPON REQUEST FROM PROVIDER OR LEP CLIENT, PICTURE IDENTIFICATION AND DSHS CERTIFICATE OR AUTHORIZATION LETTER*
- *ADHERE TO THE [RID-NAD PROFESSIONAL CODE OF CONDUCT](#) FOR SIGN-LANGUAGE INTERPRETERS*
- *ADHERE TO HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ([HIPAA](#)) REQUIREMENTS*
- *HAVE A VALID [WASHINGTON STATE UNIFIED BUSINESS IDENTIFIER \(UBI\)](#) NUMBER OR TAX REGISTRATION NUMBER*

INFORMATION FOR INTERPRETERS AND PROVIDERS

For provider training, submit your request along with contact information to CTS either by email or by phone. A member from the CTS LanguageLink Quality Assurance team will schedule training for you and your staff.

National Standards on Culturally and Linguistically Appropriate Services (CLAS)	https://www.thinkculturalhealth.hhs.gov/
WA Department of Social and Health Services Language Interpreter and Translator Code of Professional Conduct	https://www.dshs.wa.gov/fsa/language-testing-and-certification-program
Limited English Proficiency (LEP) Federal Interagency	http://www.lep.gov/
CTS LanguageLink Provider Frequently Asked Question	http://hca.ctslanguagelink.com/landing-page/providers/existing-providers/provider-faqs/
Collective Bargaining Agreement	http://www.ofm.wa.gov/labor/agreements/15-17/nse_lap.pdf