



## SALISH BH-ASO POLICIES AND PROCEDURES

**Policy Name:** TRANSLATION AND INTERPRETATION SERVICES      **Policy Number:** CA401

**Effective Date:** 1/1/2020

**Revision Dates:** 3/12/2020

**Reviewed Date:**

**Executive Board Approval Dates:** 11/1/2019; 5/22/2020

### PURPOSE

Salish Behavioral Health Administrative Services (SBH-ASO) provides equal access for all Individuals when oral or written language creates a barrier to such access.

### POLICY

SBH-ASO assures that all subcontractors provide equal access for all Individuals when oral or written language creates a barrier for those with communication barriers. SBH-ASO subcontractors utilize interpreter services that can produce documentation that they utilize people who are qualified as certified interpreters and translators.

### PROCEDURE

1. Oral Information:

SBH-ASO and its subcontractors provide interpreter services free of charge for Individuals with a preferred language other than English. This includes the provision of interpreters for Individuals who are Deaf, Deaf and Blind, or Hard of Hearing. This includes oral interpretation Sign Language (SL), and the use of Auxiliary Aids and Services as defined in the current HCA BH-ASO contract. Interpreter services are provided for all interactions between such Individuals and the Contractor or any of its subcontractors including, but not limited to:

- a) Customer service;
- b) All appointments with any provider for any covered service;
- c) All steps necessary to file grievances and appeals;
- d) All Crisis related services.

2. Written Information:

SBH-ASO and its subcontractors 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 5 percent or more of the population of the RSA based on information obtained from HCA.

For Individuals whose preferred language has not been translated as required in this Section, the SBH-ASO or its subcontractor may meet the requirement of this section by doing any one of the following:

- a) Translating the material into the Individual's preferred reading language;
  - b) Providing the material in an audio format in the Individual's preferred language;
  - c) Having an interpreter read the material to the Individual in Individual's preferred language;
  - d) Providing the material in another alternative medium or format acceptable to the Individual. The subcontractor will document the Individual's acceptance of the material in an alternative medium or format in their record; or
  - e) Providing the material in English, if the SBH-ASO or the subcontractor documents the Individual's preference for receiving material in English.
3. SBH-ASO ensures that all SBH-ASO and subcontractor written information provided to Individuals is
    - a. accurate,
    - b. not misleading,
    - c. comprehensible to its intended audience,
    - d. designed to provide the greatest degree of understanding,
    - e. written at the sixth (6<sup>th</sup>) grade reading level, and
    - f. fulfills other requirements of the HCA BH-ASO Contract as may be applicable to the materials.
  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.
  5. Subcontractors will submit all written materials to SBH-ASO upon request. SBH-ASO will submit all written materials to HCA for approval according to requirements of the HCA BH-ASO contract.
  6. Educational materials about topics or other information used by SBH-ASO or subcontractors 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.
  7. Educational materials that are not developed by SBH-ASO or its subcontractors are not required to meet the sixth (6<sup>th</sup>) grade reading level requirement and do not require HCA approval.

For Individual-specific written materials, SBH-ASO and its subcontractors may use templates that have been pre-approved in writing by HCA. SBH-ASO will provide HCA with a copy of all approved materials in final form.