

<b>Governing Body:</b> <b>MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS)</b>	<b>Function:</b> <b>INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK</b>	
<b>Subject:</b> <b>Interpreter Services</b>	<b>Prepared By:</b> <b>CAPS</b>	<b>Original Date: 10/01/2007</b> <b>Revised Date: 01/01/2009</b>

**PURPOSE AND SIGNIFICANCE:**

Marion County has a diverse population of individuals with a variety of needs. IDS Providers are responsible to provide interpreter services, as needed, for Members that they serve in the language necessary to communicate to the Member and their families. Below is a guide for developing interpreter services.

**PROCESS AND/OR PROCEDURE:**

IDS Providers are responsible for the following:

- Documentation provided at an IDS agency needs to be in the languages of identified populations served in the community.
- Providers are responsible for obtaining interpreter services.
- Providers must maintain a current list of qualified interpreters or interpretive services.
- Providers are responsible for the payment of interpreters or interpretive services.
- Providers must have the capacity to answer the phone in the language of the caller, such as an interpretive service, and/or a bilingual staff person.
- Providers are to have a policy to not rely on family members to provide interpretation.
- Interpretive services are available within one day for routine situations and within one hour in a crisis situation.
- Providers must train staff on when and how to access interpretive services.
- All enrollment forms, complaint forms and educational materials are provided in the language of the identified populations in the community.
- IDS Providers can use the following encounter code to obtain reimbursement for interpreter services: T1013.