

Hennepin County Human Services and Public Health Department
Ryan White HIV/AIDS Treatment Extension Act Parts A & B
Program Policy Guidance
Interpretation and Translation Services
As of April 1, 2011

BACKGROUND

This policy serves as guidance on how Ryan White HIV/AIDS Treatment Extension Act (hereafter referred to as the Ryan White Program) funded providers may utilize interpretation and translation funds allocated by the Minnesota HIV Services Planning Council. Funds are available only to those agencies funded through either Part A or B of the Ryan White Program. Funds may be used for interpretation and translation services during core medical or supportive service appointments to facilitate culturally appropriate language interpretation and document translation services to clients with Limited English Proficiency (LEP).

POLICY

Hennepin County Human Services and Public Health Department (HSPHD) contracts with vendors to provide interpretation and translation services to Ryan White Program funded providers. These vendors have experience in providing culturally and linguistically competent translation and interpretation services to a wide range of clients and environments. Interpretation and translation services will only be available to agencies receiving Ryan White Program funds, and to clients who meet all eligibility criteria to receive Ryan White Program funded services. Interpretation and translation services provided to clients who do not meet all Ryan White Program eligibility criteria are not eligible for reimbursement.

The Ryan White Program is the payer of last resort. If clients have health care coverage, such as Medical Assistance, Ryan White funded care providers must make a reasonable effort to have other programs pay for interpretation and translation if they are covered.

The purpose of the Interpretation and Translation Policy is to ensure that all Ryan White Program Part A and Part B providers are aware how to access existing RYAN WHITE PROGRAM funds for interpreter and translation services. By developing this policy HSPHD hopes to promote the efficient use of interpretation and translation resources. Providers are required to report Unique Record Number (URN) code generated by CAREWare to the vendor providing the service. URN codes will be used to complete interpretation and translation service utilization within Minnesota CAREWare.

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PROCEDURE
FOR INTERPRETATION AND TRANSLATION SERVICES

FOR FACE-TO-FACE INTERPRETATION ONLY

The following procedure will be followed by Ryan White Program funded providers in accessing and utilizing face-to-face interpretation services:

- 1) Contact **Hennepin County Interpretation & Translation Coordination Project at 612-348-9069** to schedule a face-to-face interpretation or translation service. Hennepin County will make arrangements with one of the following vendors.
 - 2) Hennepin County interpretation and translation vendors will send invoices directly to Hennepin County for processing (see Reimbursement section below). Provide the vendors with the client's CAREWare unique record number (URN) to include on the invoice. Vendors should not include client name on the invoice (see Data Privacy section below).
 - 3) Provide Thuan Tran with the attached Exhibit A information. (The client's URN, date and time of service, and length of service.)
- ❖ Request may be made on behalf of clients for the same interpreter. Availability is not guaranteed.
 - ❖ If an interpreter is not available in greater Minnesota, please contact Thuan Tran at (612) 596-2001.

FOR TELEPHONIC INTERPRETATION ONLY

The following procedure will be followed by Ryan White Program funded providers in utilizing telephonic interpretation services:

- 1) Contact the Language Line at 800-752-6096 telephonic interpretation needs. Let the Language Line staff-person know you're a Ryan White funded provider and give them Cost Center Code 509123.
- 2) Complete Exhibit A (attached) and send it to Thuan Tran by the 5th of the month.

FOR DOCUMENT TRANSLATION ONLY

The following procedure will be followed by Ryan White Program funded providers in utilizing document translation services:

- 1) Contact Thuan Tran to request document translation services.
- 2) Once you've received approval to have a document translated and paid through Ryan White Program, contact Hennepin County Interpretation & Translation Coordination Project at 612-348-9069 for the translation service. Hennepin County will make arrangements to have your document translated.
- 3) A copy of all documents translated by contracted vendors – both the English and translated versions – must be submitted to Thuan Tran so that he can make these translations available to other Ryan White contracted vendors where appropriate. Electronic copies can be emailed to

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Thuan.Tran@co.hennepin.mn.us and hard copies can be mailed to:

**Thuan Tran
Ryan White Program
Hennepin County Community Health Department
525 Portland Avenue South, Mail Code L963
Minneapolis, MN 55415**

If you have questions, please call Thuan Tran at (612) 596-2001.

REIMBURSEMENT

The Hennepin County vendors contracted to provide interpretation and translation services know to bill our Interpretation & Translation Coordination Project office directly.

DATA PRIVACY

It is imperative that any forms submitted to interpretation and translation contracted vendors provide for appropriate data privacy protections to clients served and to ensure compliance with HIPAA.

UNDER NO CIRCUMSTANCES SHOULD CLIENT NAMES BE INCLUDED ON INVOICES SUBMITTED TO OUR OFFICE BY THE VENDOR PROVIDING INTERPRETATION OR TRANSLATION SERVICES.

Interpretation and translation contracted vendors should be instructed to only submit invoices to the above address indicating the Minnesota CAREWare Unique Record Number (URN) as a way to track individual client service utilization and billing.

UNIQUE CLIENT IDENTIFIER NUMBERS MUST BE PROVIDED TO RYAN WHITE PROGRAM & INTERPRETATION VENDOR IN ORDER FOR REIMBURSEMENT APPROVAL.

Questions regarding this policy should be directed to Thuan Tran.

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Interpreter Service

Exhibit A

For each phone interpreter service provided, please report the information as indicated below by the **5th of the month** following which services were provided.

Please fax, email, or mail Exhibit A to:

Thuan Tran

Fax: (612) 348-3830 Mail Code: L963

Email: thuan.tran@co.hennepin.mn.us

Date of Service	CAREWare URN #	County of Residence	Agency Contact / Phone	Language	Length of Time (minutes)

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Exhibit B

Face-to-Face Interpreting & Document Translation Vendors

Agency (legal)	Contract number	Phone	Fax	Address	City	State	Zip
AAA A-Z Friendly Languages	A091661	763-566-4312	763-503-3977	3818 Brookdale Circle N	Brooklyn Park	MN	55443
All Nations Translations	A091664	763-219-1787		5615 Brooklyn Blvd, Ste 106	Brooklyn Center	MN	55429
All in One Translation Agency, LLC	A091657	952-435-0799	952-435-0696	1109 158th St. W	Burnsville	MN	55306
ARCH Language Network	A091659	651-789-7897	651-789-7898	1885 University Ave W, Ste 75	St. Paul	MN	55104
Garden & Associates, Inc	A091662	952-920-6160	952-922-8150	4301 Highway 7, Ste 140	St. Louis Park	MN	55416
Surad Interpreting & Translation	A091660	612-236-3382		207 E. Lake St	Mpls	MN	55408
The Minnesota Language Connection	A091658	651-644-7100	651-644-7600	2550 University Ave W, Ste 245-N	St. Paul	MN	55114
University Language Center, Inc	A091715	612-379-3823	612-379-3832	1313 5th St. SE, Ste 201	Mpls	MN	55414

American Sign Language Vendor

ASL Interpreting Services	A091663	763-478-8963	763-478-3093	6517 Hunter Rd	Corcoran	MN	55362
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Telephonic Interpreting Vendor

Language Line Services	A092116	800-752-6096 Hennepin County client id: 509123		One Lower Ragsdale Drive, Building Two	Monterey	CA	93940
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