

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Department of Health Care Finance**



Office of the Deputy Director

DHCF Transmittal No. 11- 31

**To: DC Medicaid FFS Providers**

**From: Linda Elam, PhD, MPH**  
**Deputy Director, Medicaid**

**Date: December 1, 2011**

**Subject: Language Access – New Foreign Language and ASL Interpretation Services  
Vendor, Geneva Worldwide**

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The purpose of this Transmittal is to inform all Medicaid fee-for-service (FFS) providers that Geneva Worldwide, Inc. is the designated Department of Health Care Finance contractor for American Sign Language, written translation, and oral language interpreter services in Amharic, Cantonese, French, Korean, Mandarin, Spanish, and Vietnamese for all FFS Medicaid beneficiaries. This transmittal is also intended to reiterate the right of all Medicaid beneficiaries to an interpreter and the requirements for Medicaid providers to ensure an interpreter is provided when needed.

If your office will be providing outpatient medical or dental services for a FFS Medicaid beneficiary who is limited-English proficient (LEP), deaf, or severely hearing impaired, you may be able to utilize this new contractor to provide foreign language or American Sign Language(ASL) interpretation during your appointment, as described below.

**Eligible Providers**

Medical or dental providers who are enrolled with DC Medicaid, are providing out-patient services, and do not have access to other interpreter service are encouraged to schedule interpreters through Geneva Worldwide for appointments with FFS Medicaid beneficiaries. Providers practicing in a federally-qualified health center (FQHC), hospital, or inpatient treatment facility are not eligible to request interpreter services through this DHCF contract. FQHCs, hospitals, and other inpatient service providers must have their own interpreter services available for LEP or hearing impaired/deaf patients in accordance with the requirements set forth in Title VI of the Civil Rights Act of 1964 and 45 CFR 84.52(5)(d) respectively.

## **Eligible Patients**

Patients who speak English less than “very well,” or who are deaf or severely hearing impaired, should be offered an interpreter for medical or dental appointments. This DHCF contract with Geneva Worldwide is intended to provide foreign language or ASL interpretation for beneficiaries who have FFS Medicaid (or “straight Medicaid”) who are being seen by eligible providers. Foreign language interpreters are available for Amharic, Cantonese, French, Korean, Mandarin, Spanish, and Vietnamese. Sign language interpretation is available for American Sign Language.

## **Scheduling Interpreter Services through Geneva Worldwide**

**Interpreters must be requested at least seven (7) business days in advance of the appointment.** Scheduling may be done in writing by emailing or faxing the attached form to [interpreting@genevaworldwide.com](mailto:interpreting@genevaworldwide.com) or (212) 255-8409.

If an appointment is scheduled with fewer than seven (7) business days notice, please call Geneva Worldwide’s toll-free scheduling line 1-877-GO-GENEVA (1-877-464-3638) and Geneva Worldwide will make every effort to accommodate the request. **There is no guarantee that interpreter requests made with less than 72 hours notice will be filled.**

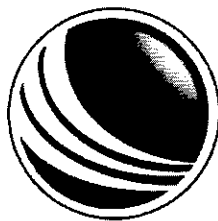
In the event of an appointment cancellation, please contact Geneva Worldwide immediately.

## **Language Access Services for Managed Care Beneficiaries**

If foreign language or ASL interpretation is needed for a Medicaid or Alliance beneficiary served through one of the Managed Care Organizations (MCOs), this service should be provided through the MCO. Instructions for accessing MCO Language Access services are described below:

- **Chartered Health Plan:** For Telephonic Interpreter services, please call (800) 874-9426; providers must provide Chartered ID Number 711050. To schedule On-Site Interpreter services, please call La Clínica del Pueblo at (202) 464-0158. For assistance or questions, please contact our Provider Services Department at (202) 408-2237.
- **Health Services for Children with Special Needs (HSCSN):** Language Access services may be obtained by calling HSCSN’s Customer Care Line at (866) 937-4549.
- **UnitedHealthcare:** Language Access services may be obtained by calling UnitedHealthcare’s Member Services Line at (800) 701-7192 between 8 am and 5:30 pm, Monday through Friday.

If you have any questions about this transmittal or about language access services in general, please contact Valentine Breitbarth at (202) 299-2117.



# GENEVAWORLDWIDE

**PLEASE SIGN AND FAX TO 212-255-8409 OR EMAIL TO  
Interpretingstaff@genevaworldwide.com**

## **Interpreter Request Form for DC Medicaid Fee-for-Service Beneficiaries**

<b>ASSIGNMENT INFORMATION</b>	
<b>DATE REQUESTED:</b>	<b>LANGUAGE:</b>
<b>ASSIGNMENT DATE AND TIME:</b>	<b>PROVIDER NAME:</b>
<b>PROVIDER ID:</b>	<b>PROVIDER ADDRESS:</b>
<b>PROVIDER PHONE:</b>	<b>PROVIDER FAX:</b>
<b>PATIENT INFORMATION</b>	
<b>NAME:</b>	<b>MEDICAID ID NUMBER:</b>
<b>TELEPHONE NUMBER:</b>	<b>DOB:</b>
<b>PATIENT ADDRESS:</b>	

THE ABOVE MENTIONED SERVICE WILL BE BILLED AT THE CONTRACTUAL RATE ESTABLISHED BY DHCF WITH A ONE HOUR MINIMUM CHARGE BILLED IN 15 MINUTE INCREMENTS THEREAFTER.

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CANCELLATION POLICY: GWW REQUIRES 24 HOURS NOTICE. IF CANCELLED IN LESS THAN 24 HOURS, ASSIGNMENT WILL BE BILLED FOR A ONE HOUR MINIMUM.

IF YOU HAVE QUESTIONS ABOUT DC MEDICAID LANGUAGE ACCESS BENEFITS, OR HAVE TROUBLE ACCESSING SERVICES, PLEASE CONTACT VALENTINE BREITBARTH, DC DEPARTMENT OF HEALTH CARE FINANCE, DELIVERY MANAGEMENT ADMINISTRATION AT 202.299.2117 OR VALENTINE.BREITBARTH@DC.GOV.

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