

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



Office of the Senior Deputy Director/Medicaid Director

Transmittal # 22-15

**TO:** DC Medicaid Providers

**FROM:** Melisa Byrd  
Senior Deputy Director and State Medicaid Director

**DATE:** April 7, 2022

**SUBJECT:** **New Language Access and Interpretive Services Contractor**

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**Purpose**

The purpose of this transmittal is to notify Medicaid fee-for-service (FFS) providers that the Department of Health Care Finance (DHCF) has a new language access and interpretive services contractor, ContextGlobal, Inc. effective **April 7, 2022**.

**Interpreter/Communication Access Real-Time (CART) Services Request Form**

Please complete and submit the Interpreter Services request form for face-to-face interpretive services to DHCF via fax at **202-722-5685**.

Please allow 5-7 business days for approval. If your request is outside of this timeframe, there is no guarantee that an interpreter will be available. However, urgent requests may be fulfilled depending on an interpreter's availability.

**For MCO Enrollees:** Providers should follow the guidelines established by the enrollee's managed care organization (MCO) for receiving authorization for interpretive services. Please contact below the appropriate MCO for more information:

- AmeriHealth Caritas DC Provider Services: 202-408-2237 or 1-888-656-2383
- CareFirst Community Health Plan DC Provider Services: 202-821-1100
- Health Services for Children with Special Needs (HSCSN) Provider Services: 202-467-2737
- MedStar Family Choice DC Provider Services: 1-855-798-4244
- UnitedHealthcare Community Plan DC Provider Services: 1-888-350-5608

**Contact**

If you have any questions about this transmittal, please contact Antonio Lacey, DDS, Program Analyst, at [antonio.lacey@dc.gov](mailto:antonio.lacey@dc.gov) or (202) 442-5847.

**Cc:** DC Hospital Association  
DC Primary Care Association  
DC Health Care Association  
DC Home Health Association  
DC Behavioral Health Association  
DC Coalition of Disability Services Providers  
Medical Society of DC