

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



Office of the Senior Deputy Director and Medicaid Director

Transmittal # 22-35

TO: DC Medicaid Providers

FROM: Melisa Byrd
Senior Deputy Director and Medicaid Director

DATE: October 27, 2022

SUBJECT: **Language Access and Interpretive Services**

Purpose

The purpose of this transmittal is to notify Medicaid fee-for-service (FFS) providers that the Department of Health Care Finance (DHCF) implemented a paperless process to submit interpretive services requests effective **October 13, 2022**.

DHCF modified the Language Access and Interpretive Services contract to include a customer service center, requester/provider training, and a paperless submission process for interpretive services requests. These enhancements will facilitate access to interpretive services for DC Medicaid FFS beneficiaries.

Interpreter/Communication Access Real-Time (CART) Services Requests

Providers must submit interpreter services requests for face-to-face interpretive services requests to Context Global, Inc. at 202-800-8278 (M-F 9AM to 5PM) or via e-mail at interpreterinfo@contextglobal.com.

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 Ms. Adaeze Okonkwo, Management Analyst, at adaeze.okonkwo@dc.gov or (202) 899-3653.

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