

Provider Notice

To: PerformCare Provider Network
From: PerformCare
Date: 10/16/23
Subject: AD 23 118 DEI Provider News regarding Interpreter & Translation Services - More Than a Requirement

Provider Memo AD 23 116 described the importance of using equitable language to increase Member engagement. Equally important in engaging Members is using their primary language, even when it is not a language for which staff are fluent. This should include both written and spoken language. There are multiple reasons for using interpreter and translation services, including but not limited to:

- Interpreter and Translation Services are Person-centered.
 - Members should comprehend what they are agreeing to in services and respond in a way that ensures they are understood.
- Leads to Increased Engagement
 - Members feel valued.
 - Members feel respected.
 - Members are more likely to return to treatment.
- Increased Independence
 - Members for whom translation services are required may often have to use family and/or friends to navigate their environment. Translation services can allow them independence when in your office.
- It's required:
 - PerformCare Provider Manual and Contracting
 - Federal laws: Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI), 42 U.S.C. 2000d, Federal Executive Order 13166, Title III of the Americans with Disabilities Act (ADA) of 1990 and Section 1557 of the Patient Protection and Affordable Care Act of 2010 (Pub. L. 111-148)
 - State requirements: Medical Assistance Bulletin 99-17-11

PerformCare contributes to the cost for interpreters to assist providers with meeting members language needs as described in PerformCare Policy PR-027: Interpreter Costs in Service Delivery. Information about translation services and how to receive the additional funds are available on the PerformCare website. The Language Resources Presentation (which includes listing of PerformCare and county partner interpreter resources): https://pa.performcare.org/providers/training-education/performcare-presentations.aspx#collapse3_2

Please contact your Account Executive if you have questions about this notice.

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