GREATER COLUMBIA BEHAVIORAL HEALTH, LLC. BH-ASO

Interpreter Services

No: CA411

Document Type:[1] X Policy & Procedure ___ Process Guideline ___ Plan ___ System Description

Adopted: 7/29/2020
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Document Scope: (applies to Policy & Procedure only)

X The requirements herein apply only to the GCBH Central Office and its functions.

– The requirements herein apply, verbatim, to GCBH and its network providers[2].

– The requirements herein apply to both GCBH and its network providers[2]. Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

PURPOSE: To provide detailed procedures for contacting interpreter services to facilitate communication between Greater Columbia Behavioral Health personnel and individuals, as stipulated in contract and GCBH Enrollee Rights & Information Requirements policy CA401.

POLICY

A. As necessary to ensure they understand and have access to all their services and rights, interpretive services are provided, at no cost to the individual, to communicate with individuals with a preferred language other than English, and American Sign Language is used to communicate with individuals who are hearing impaired. These services are also available for other interactions between individuals and GCBH BH-ASO or its network providers, including but not limited to customer service, utilization management questions, all appointments for any covered service, crisis services, and all steps necessary to file a grievance or appeal.

B. Staff members who regularly interact with individuals are trained in the provisions of policy CA401.

PROCEDURE

1. Live verbal interpreter services are provided by Language Line Solutions and can be accessed by phone. When customer service personnel have a non-English speaker on the phone and need to access interpreter services to assist them:
   1.1. On the phone, press "…" or "more," then select "conference" to open a second line
   1.2. Dial Language Line Solutions: [redacted]
   1.3. Enter GCBH's Client ID when prompted: [redacted]
   1.4. Follow the prompts to select desired language
   1.5. Enter GCBH's Personal Code when prompted: [redacted]
   1.6. Once the interpreter is on the line, press "conference" again to connect all three parties to the conference call
2. Other interpreter services, such as document translation, are provided through Dynamic Language Center, Ltd.

[1]See definitions of document types in AD100, "Development, Approval & Review of Formal GCBH Documents"
[2]Network Provider" – An organization with which GCBH is contracted for the provision of direct services.

2.1. Requests may also be submitted and discussed over the phone by calling [redacted]

3. Each usage of interpreter services is to be recorded on GCBH's Interpreter Services Log, kept by customer service personnel.

APPROVAL

Sindi Saunders 11/3/2026

Karen Richardson or Sindi Saunders, Directors Date