

Instructions for Providers to Request Interpreter Services for Passport by Molina Healthcare (Passport) Members

On-Demand Service

Telephonic Interpreter Requests for Phone Calls or Medical Appointments

- Passport members may require a foreign language interpreter during phone call interactions or provider appointments when their preferred primary spoken language is not English. Language services allow members to obtain important information about their health coverage and benefits in their preferred language for easier processing and understanding.
- Passport uses GLOBO as their interpretation services vendor.
- Time Frames
 - Telephonic interpreter services can be requested on demand.
 - You do not need to schedule ahead for on demand telephonic interpreter service.
- How to Request On-Demand Telephonic Interpreters
 - Call the Provider Services Contact Center at 1-800-578-0775.
 - Tell the Passport representative that you need a telephonic interpreter for a member who is in your office for an appointment.
 - The representative will ask what language the member needs.
 - The representative will put you on a brief hold while they contact the interpreter services vendor, Globo.
 - The representative will come back on the line with the interpreter. The interpreter will introduce themselves. The representative will drop off the call unless you need additional services from them.
 - You may begin your appointment with the member, allowing time for the interpreter to interpret what you are saying.

Scheduled Services

You have the option to schedule interpreter services in advance. This is particularly helpful if the appointment time is scheduled outside of the Provider Services Contact Center hours of Monday-Friday, 7 am to 7 pm. If you are running late for a scheduled appointment, Globo interpreters will stay on the call for 15 minutes if no one has joined. If someone from your office can help the member access the call or video remote interpreting, the Globo interpreter can remain on the call with the member waiting for the provider for up to 30 minutes.

Scheduled Telephonic Interpreter Requests

- Time Frame
 - If you would like to schedule a telephonic interpreter, we need at least **twenty-four (24) hours** advance notice.
- How to Request a Scheduled Telephonic Interpreter
 - Call the Provider Services Contact Center at 1-800-578-0775.
 - Tell the Passport representative that you would like to schedule a telephonic interpreter for a member for an upcoming appointment.
 - The representative will ask the date and time of the appointment to make sure it falls within the service request timeframes.
 - The representative will gather the following information and connect you with a lead team member to complete the request:
 - Appointment date and time
 - Language required
 - Provider's name
 - Provider's specialty
 - Provider's address
 - Provider appointment contact email address
 - Provider appointment contact phone number
 - Type of appointment
 - Duration of appointment
 - Once the appointment is scheduled, you will receive an email from Globo with a phone number to call and an access code for that scheduled appointment.

Face-to-Face Interpreter Requests for Provider Appointments

- For complex medical appointments when using a telephonic interpreter isn't effective, providers may request face-to-face interpreter services for a foreign language or American Sign Language (ASL) for members.
- Two types of face-to-face interpretation services are available:
 - **Video Remote Interpreting (VRI)** is language or ASL interpretation done over a videophone call. (PREFERRED METHOD). VRI is HIPAA compliant. It can be accessed from any standard smartphone, tablet, or laptop equipped with a webcam and requires no special software.
 - **Onsite face-to-face interpretation** services are provided in-person.
- Time Frames
 - **VRI:** at least **twenty-four (24) hours** advance notice
 - **Onsite face-to-face interpretation:** at least **three (3) business days** advance notice

- How to Request Face-to-Face Interpreters (either VRI or onsite)
 - Call the Provider Services Contact Center at 1-800-578-0775.
 - Tell the Passport representative that you would like to schedule a face-to-face interpreter (either VRI or onsite) for a member for an upcoming appointment.
 - The representative will ask the date and time of the appointment to make sure it falls within the service request timeframes.
 - The representative will gather the following information and connect you with a lead team member to complete the request:
 - Appointment date and time
 - Language required
 - Provider's name
 - Provider's specialty
 - Provider's address
 - Provider appointment contact email address
 - Provider appointment contact phone number
 - Type of appointment
 - Duration of appointment
 - Once the appointment is scheduled, you will receive an email from Globo with either the information about the onsite interpreter or with the link for the video remote interpreter services.

Tips for Working with an Interpreter

- ALWAYS speak directly to the member in the first person
- Use short, but complete phrases as the interpreter has to process two languages
- Avoid slang, jargon, and metaphors
- Allow the interpreter to clarify linguistic and cultural issues
- Remember to demonstrate patience, as the interpreter has to repeat everything