
Name:	Interpreter Services
Date of Origin:	10/23/2002
Current Effective Date:	07/01/2022
Scheduled Review Date:	07/01/2023

I. INTERPRETER SERVICES POLICY:

Capitol Dental Care (CDC) lets its dental providers and members know that it continuously strives to provide a welcoming environment to its non-English speaking members. It accomplishes this by communicating to its members and providers, on its website and by verbal communication that members have interpreter services available to them at no charge. Whenever possible, certified and qualified interpreters are used in the rendering of these services.

II. INTERPRETER SERVICES PROCEDURES:

- A. CDC receives enrollment information from the Medical Assistance Program (MAP) which identifies non-English speaking households. CDC's Member Handbook (available in print or on our website), provides information and guidance in Spanish, Russian, Vietnamese as well as information to aid its hearing and visually impaired members on how to access plan benefits or simply gets answers to questions. Upon request we will translate the Member Handbook into their languages as needed or requested. CDC Member Handbooks are mailed out to all new members, as well as those who request them. The CDC Member Handbook is available on the CDC website at: www.capitoldentalcare.com
- B. The Member Handbook instructs a member in multiple languages how to contact CDC if they need interpreter services to receive their dental care.
- C. The 'Provider Manual' advises CDC providers and office staff to call CDC if a member needs interpreter services to receive their dental care.
- D. Due to the significant number of Spanish speaking members enrolled, CDC has Member Service Representatives who are fluent in Spanish and are capable of assisting Spanish-speaking members.
- E. When a member or provider calls requesting interpreter services, or CDC reasonably believes the member would benefit from interpreter services, CDC schedules an interpreter through a professional interpreter service. Interpreter services are either in the form of a translator attending an appointment with a member, a translator available by phone to converse with the member, or written translator services.

- F. CDC encourages and assists providers in obtaining member education materials in other languages.
- G. A record is maintained of all members who have used interpreter services arranged by CDC.

III. Revision Activity

Modification Date	Change or Revision and Rationale	Effective Date of Policy Change
04/15/2005	Annual Update/Review	04/15/2005
10/01/2006	Annual Update/Review	10/01/2006
12/01/2008	Annual Update/Review	12/01/2008
04/28/2010	Annual Update/Review	04/28/2010
08/22/2012	Annual Update/Review	08/22/2012
02/25/2015	Annual Update/Review	02/25/2015
04/20/2017	Annual Update/Review	04/20/2017
04/19/2019	Annual Update/Review	04/19/2019
4/19/2020	Review	4/19/2020
1/5/2021	Review	1/5/2021
2/16/2022	Review	2/16/2022
7/01/2022	Revision	7/01/2022

IV. Affected Departments:

All CDC Staff, Providers, Members

V. References:

CDC Provider Service Guide
 CDC Member Service Guide