



Equity and Civil Laws

According to the

- Civil Rights Act–Title VI&ACA1557
- Oregon Administrative Rule (OAR) 410-141-3515(12)(d),,and the
- ADA

Providers, CCOs, and DCOs must ensure all services preserve meaningful language access.

Reporting

Report language services for dental visits that are provided by Qualified or Certified HCIs by using: **CDT Code D9990**

According to the Centers for Disease Control and Prevention, **health equity** is defined as the state in which everyone has a fair and just opportunity to attain their highest level of health. Capitol Dental is committed to demonstrating efforts to work towards achieving health equity for our members. To this end, we measure the rate of utilization of interpreter services for our members.

If a member requires certified translation services, you may request these services via Interpreter@CapitolDentalCare.com.

When you utilize translation services for a member, please bill the CDT code D9990 – certified translation or sign-language services – for each. Billing the code allows us to document and track all utilization of certified interpreter services.

CLAS Standards

- ✧ Provide effective and equitable quality care and services that are responsive to cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.
- ✧ Promote and sustain CLAS with a diverse leadership and workforce that are trained in culturally and linguistically appropriate policies.
- ✧ Inform and offer language assistance to individuals with limited English proficiency at no cost, and ensure the competence of those providing language assistance.
- ✧ Establish and integrate CLAS throughout an organization and conduct regular assessments and community health assets and needs.

Working with a Health Care Interpreter (HCI)

Before a Session:

Providers should consider and plan a few things before meeting with a patient (client).

- Determine in advance if an interpreter is needed
- Determine if topic discussed is extremely technical or involves potentially emotionally-charged information
- Provide interpreters with as much information as possible in advance

During a Session:

Keep in mind to:

- Speak to the other party and not the interpreter, maintaining eye contact when possible
- Allow the HCI to complete interpreting before continuing
- Refrain from having side conversations as the HCI's role is to interpret that

To Schedule and Interpreter, please contact them directly at the numbers listed below by CCO:

IHN Members	Passport to Languages Linguava Oregon Certified Interpreters Tri-County Sign Language	800-297-2707 800-716-1777 code 9027 503-213-3191 503-931-3465
Trillium Members Pacific Source YCCO ODS/Cap Plan	Passport to Languages Linguava	800-297-2707 800-716-1777 code 9027

Have additional questions? Contact: interpreter@capitoldentalcare.com or call 800-525-6800

“I Speak...” cards are available via OHA:

OHA has business sized “I Speak” cards that can fit in your wallet. You can print I Speak cards at <https://www.oregon.gov/oha/OEI/Pages/HCI-Resources-EventsPolicy-Laws.aspx>.