

# Interpreter Service Update

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November MAC Meeting | David Yount, Presenter

# Agenda

1

Introduction

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2

Accessing  
Interpreter Services

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3

Coordinating  
Interpreter Services

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4

Telephonic  
Interpretation

5

In-Person  
Interpretation

---

6

Interpreter Services  
Benefits

---

7

Conclusion

---

8

Helpful Resources

# Introduction



## Importance of Interpreter Services

Essential for effective communication in healthcare



## Partnership with GLOBO

GLOBO is the chosen partner for interpreter services



## Accessing Interpreter Services

Process for Members and Providers  
Services provided through GLOBO

# Accessing Interpreter Services



## Methods to Access Interpreter Services

Through GLOBO

By calling Passport by Molina Healthcare Provider Contact Center

Contact number: 800-578-0775

Through Case Management



## Types of Interpreter Services Available

Telephonic services

Face-to-face services

# Coordinating Interpreter Services



## Role of Agents in Interpreter Services

Agents initiate interpreter requests and coordinate with Globo



## Telephonic Interpretation

Agents set up conference calls with Globo for immediate connections



## Face-to-Face Services

Agents collect appointment details and requested language



## Scheduling Requests

Lead agent schedules the request via GLOBO's website



## Confirmation of Services

Providers receive confirmation of the scheduled interpreter service via email



# Telephonic Interpretation

- Member Requests Interpreter
  - Member calls Member Service
  - Requests an interpreter
- Language Determination
  - Agent determines the required language
- Three-Way Conference Call
  - Agent initiates call with interpreter from Globo
- Call Script Provided
  - Agent provides script to interpreter
- Member Identity Verification
- Communication Facilitation
- Call Documentation



# In-Person Interpretation

- Interpreter Request
  - Agent receives a request for face-to-face services
- Appointment Details
  - Agent collects details incl. requested language
- Scheduling
  - Lead agent schedules the request via GLOBO's website
- Confirmation
  - Provider receives confirmation via email
- Alternative Services
  - If an in-person interpreter is unavailable, video services are considered
  - GLOBO communicates with Passport for video service feasibility



# Interpreter Services Benefits

- Streamlined Communication
  - Facilitates interaction for non-English speakers
- Improved Satisfaction
  - Enhances experience for both members and providers
- Efficient Request Handling
  - Quick and effective management of interpreter requests
- Enhanced Accuracy
  - Precise interpretation of medical information



# Conclusion

- Importance of Interpreter Services
  - Crucial for effective healthcare communication
- Process for Accessing Services
  - Call the Provider Contact Center
  - Contact Case Management
- Types of Interpretation Available
  - Telephonic interpretation
  - Face-to-face interpretation
- GLOBO's Commitment
  - Ensures prompt language assistance
  - Provides accurate interpretation