



Provider communication

General information and system updates

August 24, 2023

In-Person Interpretation Services

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP, and Mercy Care Advantage

Recipients of Federal financial assistance, such as Medicaid funding, must take reasonable steps to provide meaningful access to Limited English Proficient (LEP) persons. Recipients include, but are not limited to, managed care organizations, providers, and subcontractors.

In compliance with the law, Mercy Care provides its enrolled members with interpretative services.

Mercy Care contracted providers and subcontractors are also recipients of federal financial assistance. Accordingly, those providers and subcontractors are required to provide interpretative services to Mercy Care members accessing covered services through the provider or subcontractor.

Considering potential impact of workforce challenges of American Sign Language (ASL) interpreters and Certified Deaf Interpreters (CDI) for member in-person appointments, it is important providers are considering all options for interpretive services including On-Demand Video Remote Interpreting (VRI) or Scheduled Virtual Interpreting (SVI).

If a provider is unable to meet a member's interpretive needs for a particular in-person visit, the provider may consider using Mercy Care's On-Demand Over-the Phone, On-Demand Video Remote Interpreting (VRI) or Scheduled Virtual Interpreting (SVI).

On-Demand Over the Phone

Providers can connect with an interpreter for spoken languages 24 hours a day, 7 days a week over the phone. Language Line's phone interpreting solution is easy to use on any phone, connecting you to an interpreter. If needed, interpreters can dial an outbound call to connect the provider to the member with limited English proficiency (LEP). Please visit Mercy Care's Language and Translation webpage for more information:

[Mercy Care Complete Care](#)

[Mercy Care ACC-RBHA](#)

[DCS Comprehensive Health Plan \(CHP\)](#)

[Mercy Care Advantage](#)
[Mercy Care Long Term Care](#)
[Developmental Disabilities](#)

[On-Demand Video Remote Interpreting \(VRI\)](#)

Remote services expand the pool of ASL interpreters to support member appointments and prevent cancellations or need to reschedule. On-Demand Services- VRI is only useful when the provider and the member are in the same location and the interpreter can join remotely via cell phone, tablet, or computer. Staff can access Mercy Care On-Demand Services - Video Remote Interpreting (VRI) 24 hours a day, 7 days a week through Purple's VRI application or web. **Prior setup is required.** Providers interested in learning more and setting up VRI to serve Mercy Care members, please contact CulturalCompetency@MercyCareAZ.org.

[Scheduled Virtual Interpreting \(SVI\)](#)

Scheduled Virtual Interpreting (aka-Video) allows providers to set a scheduled time to have an interpreter join an appointment remotely. This method can support appointments that are set up as in-person or telehealth. When submitting a request, providers **must** include the appointment link, meeting code and password for the appointment.

If in-person interpretation is needed for appointments, contact Mercy Care Member Service to request interpretation at the time the member's appointment is scheduled. Whenever possible schedule no more than 30 days and no less than 5 days prior to the appointment. Mercy Care cannot guarantee appointment will be filled in person. Please be advised that due to workforce shortages, services may not be available upon request. On-Demand Services are available 24 hours a day, 7 days a week to assist with continuity of a member's appointment.

Mercy Care makes every effort to fulfill requests as they are received. If Mercy Care is not able to fulfill the request through scheduled or on demand interpretation, it remains the providers responsibility to meet the member's language needs.

Please don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

We appreciate your continued assistance, support, and cooperation!

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