

## M E M O R A N D U M

**Date:** Thursday, June 13<sup>th</sup>, 2019

**To:** Behavioral Wellness and CBO staff and providers

**From:** Yaneris Muñiz, Ethnic Services and Diversity Manager

**Subject:** **REVISED:** Interpreter Utilization Documentation Requirements  
(Original memo dated Tuesday, June 4<sup>th</sup>, 2019)

**CC:** Ana Vicuña, Division Chief of Clinical Operations  
Suzanne Grimesey, Division Chief of Quality and Strategy Management

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**REVISION:** *Guidance on documenting interpreter utilization within the Crisis Template, Comprehensive Assessment, and other Clinician's Gateway templates has been added to this memo (refer to page 3). A new code number, "8 – Collateral phone contact", was also added to the list of Language Line "reasons". All memo revisions are denoted in **red**.*

This memo provides guidance on documentation requirements that will ensure compliance with the Department of Health Care Services (DHCS) Network Adequacy Certification Tool (NACT) submission. All staff and providers must accurately record within Clinician's Gateway when interpreter services are utilized during all client encounters.

Note that these instructions do not apply if staff provides the service directly in the client's preferred/primary language (e.g., bilingual Spanish-speaking staff providing services to a monolingual Spanish-speaking client).

### **Documentation Instructions for Templates with "Interpreter" data fields**

- 1) After indicating the language in which the service was provided in, select "Interpreter".
- 2) In the blank field next to "Interpreter", enter the type of interpreter used. Use the following codes:
  - a. LL – Language Line
  - b. CI – Contracted Interpreter
  - c. FF – Family/friend
  - d. BI – Bilingual Staff (as last resort and when authorized by management)
- 3) **Language Line Only:** If a Language Line interpreter was used, documentation must also include a reason services could not be provided by bilingual staff or a contracted interpreter. Enter the number (i.e., 1-7) that corresponds with the reason:
  - 1 – Last-minute or urgent request

- 2 – Bilingual staff or contracted interpreter that speaks the client’s language was not available
- 3 – Unaware client required language services for this encounter
- 4 – Client and bilingual staff/interpreter did not understand each other (e.g., dialect, client’s language incorrectly identified)
- 5 – Client preference
- 6 – Organization does not utilize bilingual staff or contracted interpreters (contracted providers only)
- 7 – Other
- 8 – Collateral phone contact**

**Example 1:** Staff used Language Line for an urgent walk-in client. In the documentation template, select “Interpreter” and within the blank field enter “**LL-1**”. Entering “LL-1” indicates that Language Line provided the interpreter service and the reason as “last-minute or urgent request”.

**Example 2:** A client’s parents are monolingual Spanish speakers and a contracted interpreter is scheduled for the psychiatric appointment. In the documentation template, select “Interpreter” and within the blank field enter “**CI**”. Entering “CI” indicates that a contracted interpreter was utilized.

### Interpreter Utilization Quick Reference Table

Code	Interpreter Type
<b>LL</b>	Language Line
<b>CI</b>	Contracted Interpreter
<b>FF</b>	Family/friend
<b>BI</b>	Bilingual Staff (as last resort and when authorized by management)
<b>Number</b>	<b><u>LANGUAGE LINE ONLY:</u> Reason Services Not Provided by Bilingual Staff/Contracted Interpreter</b>
<b>1</b>	Last-minute or urgent request
<b>2</b>	Bilingual staff or contracted interpreter that speaks the client’s language was not available
<b>3</b>	Unaware client required language services for this encounter
<b>4</b>	Client and bilingual staff/interpreter did not understand each other (e.g., dialect, client’s language incorrectly identified)
<b>5</b>	Client preference
<b>6</b>	Organization does not utilize bilingual staff or contracted interpreters (contracted providers only)
<b>7</b>	Other
<b>8</b>	<b>Collateral phone contact</b>

### **Crisis Template**

Within “Section 1: Initial Crisis Assessment”, input the interpreter codes in the field titled **“Called to scene by?”**

### **Comprehensive Assessment**

Input the interpreter codes in the field titled **“SPECIAL NEEDS (Vision, Hearing, Mobility, Written/Verbal Language).”**

### **Other Clinician’s Gateway templates**

For any other templates with no fields to input interpreter data, this information should be inputted towards the beginning of the documentation, such as in the “chief complaint” section. While we can’t easily pull data from these narrative fields, it is just as important to have a complete and accurate record of the interpreter service being utilized for the encounter.