

Background:

New York State issued recent guidance which states that Medicaid Managed Care (MMC) plans must (1) arrange for language-assistance services when Behavioral Health-Home and Community Based Services (BH-HCBS) providers cannot meet the language needs of enrollees with limited English proficiency and (2) make providers aware of how to access translation services for clients.

Healthfirst has contracted with an external vendor to enable three-way translation calls among the BH-HCBS provider, the member, and the translator. Healthfirst will not reimburse BH-HCBS providers who use translation services outside the process described below.

Once the member's eligibility is verified, the provider will connect with the Healthfirst-contracted translation service.

How to use Healthfirst's language-assistance service:

STEP 1 Call Voiance, the language translations vendor, toll free at **1-833-745-0432**.

STEP 2 Enter Healthfirst's four (4)-digit PIN, **7990**, when prompted.

STEP 3 When prompted, say the language needed as the first option.

Note: If the Interactive Voice Response (IVR) does not recognize the spoken language, the Service Agent (SA) will say 'Help' or 'Customer Service' for assistance from a Voiance operator.

STEP 4 Advise the interpreter that you are calling from Healthfirst and provide a brief explanation of the call.

- Document the interpreter's language, name, and ID number.

STEP 5 Three-way discussion: member, translator, and HCBS provider

- Once the SA confirms that all parties are connected, the SA will disconnect from the line.
- When the Voiance representative takes over the call, he/she will verify the Healthfirst transaction PIN and proceed to assist with the call.

Note: The interpreter calls will not be recorded.

NOTE:

- Do not use the language-assistance service for members in Psychosocial Rehab group settings. The language-assistance service is designed to be a three-way call among one member, the HCBS provider, and the translator.
- Please be aware that the translator is trained to express the tone and affect of the member's voice, to reflect the feeling conveyed by the member. If the translator sounds emotional, it is an intentional echo of the manner in which the member presented their words for interpretation.