Interpreter Service Update

November MAC Meeting | David Yount, Presenter



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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





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

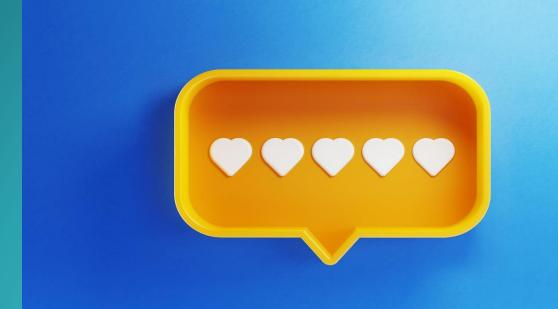




Interpreter Services Benefits

- 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

