

SCAN Interpreter Services

For the Provider

Per [POM Ch. 5 Network Standards](#):

Providers are responsible for ensuring that all services are provided in a culturally competent manner and are accessible to all Members including those with limited English proficiency, low literacy levels, hearing, sight or cognitive impairment, or those with diverse cultural and ethnic backgrounds. See **42 CFR 422.112(a)(8) and MMCM Chapter 4, and appendix B**. To this end, providers are expected to ensure that:

- Referrals are made to culturally and linguistically appropriate community services and agencies, when indicated (See Chapter 2: Key Contacts Resource Guide)
- Interpreter services are available 24/7 at no charge to the Member either directly or through SCAN resources
- Members are encouraged to use interpretive services instead of using family and friends, especially minors, as interpreters (Section 1557 of the Patient Protection and Affordable Care Act);
- Trained and fluent bilingual staff and used in medical interpreting, *Source: Industry Collaboration Effort (ICE) Tips for Communication Across Language Barriers
- Visible signage is displayed to assist Members in requesting an interpreter; and
- The Member's primary spoken language and any request or refusal of interpreter services are recorded in member's medical records.

SCAN also provides free interpreter services to Members. To access free interpreter services for Members, call the Provider Information Line, 24 hours a day at (877) 778-7226 (TTY User: 711) and select the Interpreter Services option when prompted.