

Ryan White HIV/AIDS Program: linguistic services policy and procedures

Any Ryan White HIV/AIDS Program (RWHAP) client can receive RWHAP fundable services in their preferred language. The Hennepin County (HC) RWHAP manages the funding for all RWHAP linguistic services in Minnesota, including RWHAP subrecipients contracted through the Minnesota Department of Human Services (DHS). The HC Office of Multicultural Services (OMS) will coordinate interpreter services with any RWHAP subrecipient (<https://bit.ly/HCMulticultural>). Translation services are, also, available through OMS, but any translation services need to be pre-approved by the RWHAP subrecipient contract manager. Interpreter services do *not* require pre-approval.

Background

The purpose of the interpretation and translation policy and procedures is to ensure that all Ryan White HIV/AIDS Program (RWHAP) Part A, Part B, and rebate funded providers can access existing RWHAP funding for interpretation and translation services. Providers are required to report client-level data to HC RWHAP through an online form developed in Qualtrics.

Policy

Hennepin County Human Services and Public Health Department (HSPHD) contracts with vendors to provide interpretation and translation services to Ryan White HIV/AIDS Program (RWHAP) funded providers. These vendors have experience in providing culturally and linguistically responsive translation and interpretation services to a wide range of clients and environments. Interpretation and translation services will only be available to agencies receiving RWHAP funds and to clients who meet all eligibility criteria to receive RWHAP funded services. Interpretation and translation services provided to clients who do not meet all RWHAP eligibility criteria are not eligible for reimbursement. Following the interpretation and translation services policy and procedures will ensure timely payment of invoices. Providers that do not follow the requirements outlined in the policy and procedures will be responsible for the interpretation and translation costs incurred.

Payer of last resort

The Ryan White HIV/AIDS Program (RWHAP) is the payer of last resort. If clients have healthcare coverage, such as Medical Assistance, RWHAP funded providers must make a reasonable effort to have other programs pay for interpretation and translation if they are covered.

If the client is enrolled in one of the Prepaid Medical Assistance insurance plans (PMAP) such as HealthPartners, Medica, Hennepin Health, or UCare and interpreter services are covered through the client's insurance plan, contact the insurance company to follow their procedure for interpretation services.

Procedures

Telephone interpretation

If the expected length of call is less than 15 minutes (Somali, Spanish, and Hmong only), start with Hennepin County Interpreter Services at 612-348-9069 to request a spoken language interpreter and say you are a Ryan White HIV/AIDS Program (RWHAP) provider. These HC employees receive training on the RWHAP and HIV services. They have the following interpreters available Monday – Friday excluding county holidays (<https://bit.ly/HCPaidHolidays>).

Language	Available hours
Hmong	7:30 AM – 11:30 AM
Somali	8:00 AM – 4:45 PM
Spanish	8:30 AM – 5:00 PM

Language Line

If the language for interpretation is not available through Hennepin County, will last longer than 15 minutes, or it is outside business hours, the Language Line is available.

- Contact the Language Line: 888-259-5761
- Give the telephonic interpretation provider the following information
 - Language
 - Department ID: 536099
 - Return phone number

In-person interpretation

In-person includes in office, in home, or virtual (example: Teams, Zoom) interpretation. Call Hennepin County Interpreter Services at 612-348-9069. You will need to provide the following information:

- Department ID: 536099
- Project: 1008469
- Activity code
 - Before Apr 1, 2022: YEAR9
 - Apr 1, 2022 – Mar 31, 2023: FY22
- Requester (your agency and your name)
- Date and time of appointment
- Expected duration
- Language
- If it will be an in-person or virtual appointment
- Client's first name and last initial
- If asked, Jonathan Hanft is the Hennepin County contact

American Sign Language interpretation

For American Sign Language (ASL) interpretation services email HSPH.ASL.Interpreter@hennepin.us to request an ASL interpreter and say you are a Ryan White HIV/AIDS Program provider. Give the ASL interpretation coordinator the following information:

- Department ID: 536099
- Project ID: 1008469

Reporting linguistic services usage (Exhibit A)

Exhibit As are collected through an online form developed in Qualtrics. We do *not* accept emails or faxes with this information. For each phone and in-person interpreter service provided, report the information as indicated below by the 5th of the month following which services were provided. County of residence is no longer needed, since there is only one funding source for linguistic services. The following information must be provided:

- Subrecipient name
- Your name and contact information
- Date of service
- CAREWare URN
 - If they are a new client, be sure they are entered in CAREWare before submitting the Exhibit A. If you need assistance entering a new client into CAREWare or looking up a client URN, contact CAREWare help desk for assistance: health.cwpems@state.mn.us
- Ryan White service(s) provided
- Language
- Length of time (in minutes)

Submit the Exhibit A here: <https://bit.ly/RWPEXhibitA>

Translation of materials

Email the document(s) to be translated to RyanWhite@hennepin.us to request document translation services.

Contact

Ryan White HIV/AIDS Program
Hennepin County Public Health
525 Portland Ave, MC L963
Minneapolis, MN 55415
RyanWhite@hennepin.us
Hennepin.us

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