

## USCRI'S INTERPRETATION METHODS

The interpretation method selected is based on the below criteria and availability. USCRI prioritizes in-person interpretation for OFMA enrollees, when possible.

**In-person interpretation** is a service in which an interpreter is physically present at a client's appointment.

In-person services shall be used for the following:

- When a visit is longer than 1 hour
- For procedures that require demonstrations such as patient education and therapy
- For appointments with behavioral health professionals
- For patients with speech and hearing problems
- If there is no telephonic or video remote interpreting (VRI) capacity in the provider's office

**Telephonic interpreting** is a service in which the interpreter is added to a conference call, also referred to as "over-the-phone interpreting" or "tele-interpreting". Telephonic interpreting is consecutive, meaning the interpreter and client, or provider, take turns speaking. Telephonic services shall be used for the following:

- For scheduling, front desk inquiries and follow-up calls
- Short appointments that are less than an hour
- When a provider needs to call his/her patient
- When a provider needs to assess a patient's condition quickly
- When waiting for an in-person interpreter to arrive or when an in-person interpreter is not available due to the location where services are needed

### Questions?

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