



Network Notification

Notice Date: January 18, 2019
To: Ohio Medicaid and CareSource® MyCare Ohio Providers
From: CareSource
Subject: Request Interpreter Services Online

Good news – CareSource providers can now request interpreter services online for their Ohio Medicaid and MyCare CareSource patients.

How to Request Services

CareSource partners with Vocalink Global to provide interpreters at no cost to our members. To request an interpreter using Tracker, Vocalink's Interpreting Management System:

1. Ensure you have an account by visiting cspage.vocalinkglobal.com. New users will need to fill out the form to get started. You can also find training materials and guidelines.
2. Visit tracker.vocalinkglobal.com to submit interpreter service requests.

Eligibility

CareSource Ohio Medicaid and Ohio MyCare members are eligible for interpreter services for their covered medical, dental and vision appointments at no cost to them.

Standard Request Timeframes

- American Sign Language (ASL) requests require five (5) business days advance scheduling.
- All other languages require three (3) business days advance scheduling.

Requests that are less than the standard timeframe will be reviewed and an onsite (OSI), video (VRI) or phone (OPI) interpreter *may be* provided but an interpreter is not guaranteed.

What If an Interpreter Is Not Available?

- The requestor will receive an automatic email if an onsite interpreter is not available for the appointment. Standard notification is 24 to 48 hours prior to the appointment.
- OPI interpreters are available as a backup option.
- VRI interpreters are available at the discretion of Vocalink and CareSource. Video is always available as a backup for ASL.

OSI, OPI and VRI are managed by the usage policy at cspage.vocalinkglobal.com.

Available Services

CareSource offers onsite interpreters as well as OPI or VRI for medical appointments outside of the hospital setting. In some instances, providers may request the specific type of interpretation. Hospitals are required, at their own expense, to offer sign and language interpreters for members who are hearing impaired, do not speak English or have limited English speaking ability.

Coverage is available for the following types of appointments:

- Network provider offices
- Mental health – outpatient and counseling

- Dental clinic
- Obstetrician-gynecologist (OB-GYN), mammography and ultrasound
- Optical
- Pool therapy
- Physicals
- Speech therapy
- Ears, nose and throat (ENT)
- Urgent care (available OPI only)
- Private provider offices leasing space in a hospital – if private provider offices are located within a hospital, they must schedule their own appointments
- Sleep center
- Chiropractic care
- Physical therapy (PT) and occupational therapy (OT)
- Home visits (care follow up)
- Diabetes center
- Pediatric dentistry
- Sports medicine
- Diagnostic imaging/ultrasound/MRI

Non-Covered Services

- Surgical procedures
- Preadmission testing
- Same-day surgery
- Any services within the emergency department (ED)
- Any inpatient services

Questions

Contact CareSource's Provider Services at **1-800-488-0134** for any questions. Hours of operation are Monday to Friday, 8 a.m. to 6 p.m. Eastern time.

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