

## Memorandum

To: All ACBH Contracted Providers

From: ACBH Quality Assurance Office

Date: May 24, 2019

Subject: **Language Line Solution Services Extended to ACBH Contractors**  
**Effective Immediately**

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ACBH is excited to roll out Language Line Solutions services to all contracted CBOs. This contract provision allows Behavioral Health Plan (BHP) to insure all contracted providers can offer consumers services in their preferred language as well as monitor utilization of telephonic interpretation encounters.

**Language Line Solutions shall be used for telephonic interpretation of consumers inquiring, obtaining, and following-up on mental health and substance use disorder treatment services.**

### **Implementation:**

During the week of May 27<sup>th</sup>, 2019, the QA Office will email the Executive Director and QA contacts of each contracted agency a Quick Reference Guide that has been configured for their agency. This guide will provide direction and the *unique eight digit number* assigned to your agency for access to Language Line Solutions. If you do not receive an implementation email by May 30<sup>th</sup>, please contact [Tiffany Lynch](#).

### **Using the service:**

When encountering a consumer with limited English proficiency, staff will:

- Call: 855-938-0124
- Select needed language
- Enter your agency's unique eight digit number

### **How does this impact use of provider-specific language-lines?**





ACBH will be requiring all programs noted above to use Language Line Solutions as of July 1, 2019, including those programs which may have historically accessed these services through an in-house system. This is needed to accurately capture data about usage of these services as required by funders. Providers should not incur costs related to in-house language lines beyond June 30, 2019.

### **Have questions?**

For Language Line technical assistance & Quick Reference Guides, contact [Tiffany Lynch, ACBH QA](#).

Tools:

- [“Partnering with an Interpreter”](#) information sheet
- [On Demand Interpreting is Fast and Easy](#) – online tutorial
- See a [Sample](#) Guide

Thank you for being a part of ACBH’s commitment to providing accessible communication to all its consumers.

