

Criteria and Authorization Requirements for Interpreting Services

Telephonic or Video Remote Interpreter Services

- a. Member or patient (non-member) is being seen at a PHC contracted provider site.
- b. Member or patient does not have other health coverage (OHC) that covers the requested/required interpreting service.
- c. Telephonic or Video Remote Interpreter Services do not require prior authorization through PHC's Member Services.

Sign Language Interpreters

- a. Member is enrolled in PHC at the point the service is required.
- b. Member does not have OHC that is primary to PHC, that covers the requested/required interpreting service.
- c. Appointment is for a service that is covered by PHC.
- d. Member has hearing and/or speech impairment.
- e. Sign Language Interpretation services require prior authorization through PHC's Member Services department. Requests can be made by calling Member Services in advance at (800) 863-4155.

Face-to-Face Interpreter Services

- a. Member is enrolled in PHC at the point the service is required.
- b. Member does not have OHC that is primary to PHC, that covers the requested/required interpreting service.
- c. The appointment is for a service that is covered by PHC.
- f. Face-to-face interpretation services require prior authorization through PHC's Member Services department. Requests can be made by calling Member Services in advance at (800) 863-4155.
- d. Behavioral Health Treatment (BHT) services for members under 21 years of age, such as evaluations and Applied Behavior Analysis, in a therapeutic and/or home setting are a PHC benefit and fall under PHC responsibility to arrange and schedule face-to-face interpreter services.
- e. If face-to-face interpreter services are being requested at a hospital, PHC staff contacts the Patient Services department at the hospital for these services. If the hospital refuses to provide these services, PHC arranges the service. The Provider Relations department is notified of the hospital's refusal to provide service.
- f. If face-to-face interpreter services are being requested for PHC Medi-Cal covered mental health services, the caller is referred to Carelon Behavioral Health (formerly Beacon Health Options) at (855) 765-9703. Carelon is responsible to provide face-to-face interpreting services. Members are advised to contact Carelon three (3) business days in advance of their appointment to arrange the service.