



Spoken Language Health Care Interpreter Work Group

Agenda

1:00 - 1:05	Welcome and Housekeeping
1:05- 1:15	Meeting Recap and Project Plan
1:15 - 1:40	Draft Recommendations and Member Discussion
1:40 – 2:20	Vote on Recommendations
2:20 - 2:30	Future Meeting Topic Prep, Next Steps and Closing

Respectful Meeting Guidelines

- When speaking, re-introduce yourself (and member role).
- Speak slowly so everyone can clearly understand what you share.
- Stay present giving your full attention to this discussion; let us know via chat if you need to leave the discussion and when you are back.
- Stay focused on the agenda item being discussed (Jot out notes for reference later).
- Share your main thoughts/key points early when speaking.
- All members have the right to share their ideas and all ideas are valuable.
- Be respectful of other participants - including privacy (avoid sharing private details).

Respectful Meeting Guidelines (continued)

- Listen to other members with an open mind.
- Assume positive intent – embracing a mindset that will lead to something good.
- Focus on the issue, not the person giving input.
- Advocate for all, not individual situations - stories are shared to inform the recommendations.
- Summarize what you heard to ensure understanding before reacting to another's comment.
- Be mindful of the distracting nature of chat messages to both presenters and other members.
- Time has been allotted throughout the meeting for questions and discussion.

Members of the Public

- Invited to listen.
- Submit comments to SLHCIWG.MDH@state.mn.us.

Meeting Recap

- Members did not have a guest speaker and spent the entire meeting discussing aspects of reimbursements for interpreters.
- Issues raised included:
 - Fee schedule is unchanged and outdated.
 - Minimum 30-min requirement for interpreters with MA clients before payment.
 - Cost to agencies to resubmit billing multiple times and each submission costing \$5-\$7.50.
 - Billing portal and process cumbersome, requires specific software and is difficult to navigate.
 - It's difficult to know the appropriate tier for payments.

Meeting Recap - continued

- Non-payment for no-shows when interpreter is present.
- Travel time, transport and parking fees are not reimbursed for interpreters.
- Agencies have difficulty verifying manually entered information, such as addresses, which can contain mistakes.
- Interpreting services can't be billed for unless patient is fully covered by insurance and has submitted all required information.
- Unclear how to make a state recommendation on reimbursement funding from federal source (CMS).
- Rate structures aren't uniform; could consider requiring services included in rates.

Work Group Timeline

Date and Tasks	Oct 30 Nov 13*	Nov 25* Dec 9	Dec 18* Jan 13	Jan 29* Feb 10	Feb 26 March 10	March 26 April 14	April 30 May 12	May 28 June 9
Consumer and Provider Survey	X							
Changing Needs/Emerging Standards		X						
Training and Certification			X					
Changes in Telehealth Requirements				X				
Reimbursements					X			
Barriers to Accessing Roster						X		
Rural Gaps							X	
Design Financial Assistance Meeting								X

Recurrence: 2nd Tuesday and last Thursday of the month

* indicates off-cycle meeting

Meeting Structure

- **Meeting 1** = discussion of research/resources on the topic(s), SME presentations, taking in information on the topic(s)
- Deadline to submit proposed recommendations is the **Thursday before topic meeting 2**
- **Meeting 2** = presentation of proposed recommendations, discussion and consensus from members
- **Work Group Goal** = The goal of the work group is to recommend improvements to support access to health care interpreting services statewide.

Review of Draft Recommendations and Member Discussion

- As submitted

Gradients of Agreement

- Full endorsement – fully approve.
- Support with minor reservations – I can live with it.
- Don't fully like but will support – don't want to hold up the work of the group.
- Major reservations – serious contention; can't count on me for support.

Future Meeting Prep/Next Steps

- **Next meeting** will be Meeting #1 on the topic – Barriers to Accessing the Roster; **Thursday, March 26th from 2:00 – 3:30**
- Consult with the community you represent, subject matter experts and resources in shared folder on topic(s)
- Please submit resources and SME suggestions for this and other future topics to the shared folder and/or SLHCIWG email address (copy Rick)
- Submit Expense Forms **for this meeting** to the SLHCIWG email address, and **copy** Rick.Michals@state.mn.us and Julianna.Leintz@state.mn.us.

Thank You!

SLWG Email:

SLHCIWG.MDH@state.mn.us