



## **Community Behavioral Health: Provider Notification Sending Requests for Interpretation Services via Protected Trust November 26, 2018**

Effective November 26, 2018, requests for language interpretation for CBH members should be sent via secured emails to [CBH.Interpretation.Services@phila.gov](mailto:CBH.Interpretation.Services@phila.gov). Interpretation services should be requested five days (at a minimum) in advance of the scheduled appointment.

When requesting interpretation, please copy, complete, and email the form below:

1. Name of member:
2. Identifying info (DOB and SSN or MA#):
3. Type of service (individual, family therapy, psychiatric evaluation, etc.):
4. Date of appointment:
5. Beginning and end times:
6. Location of appointment, including full address:
7. Contact person at your agency if interpreter needs help finding the location:
8. Language needed:
9. Preferred interpreter (if this applies):
10. Team or individual (American Sign Language only):

Per CBH Bulletin #08-03, the Department of Behavioral Health and Intellectual Disability Services (DBHIDS) will not reimburse providers for costs incurred for use of Spanish interpreters. DBHIDS expects providers to develop sufficient in-house capability to deliver behavioral health services to Spanish-speaking individuals.

CBH interpretation coordination is arranged through the Member Services Department. Member Service Representatives are available 24 hours per day, 7 days per week, to answer any questions you may have and can be reached at 1-888-545-2600.