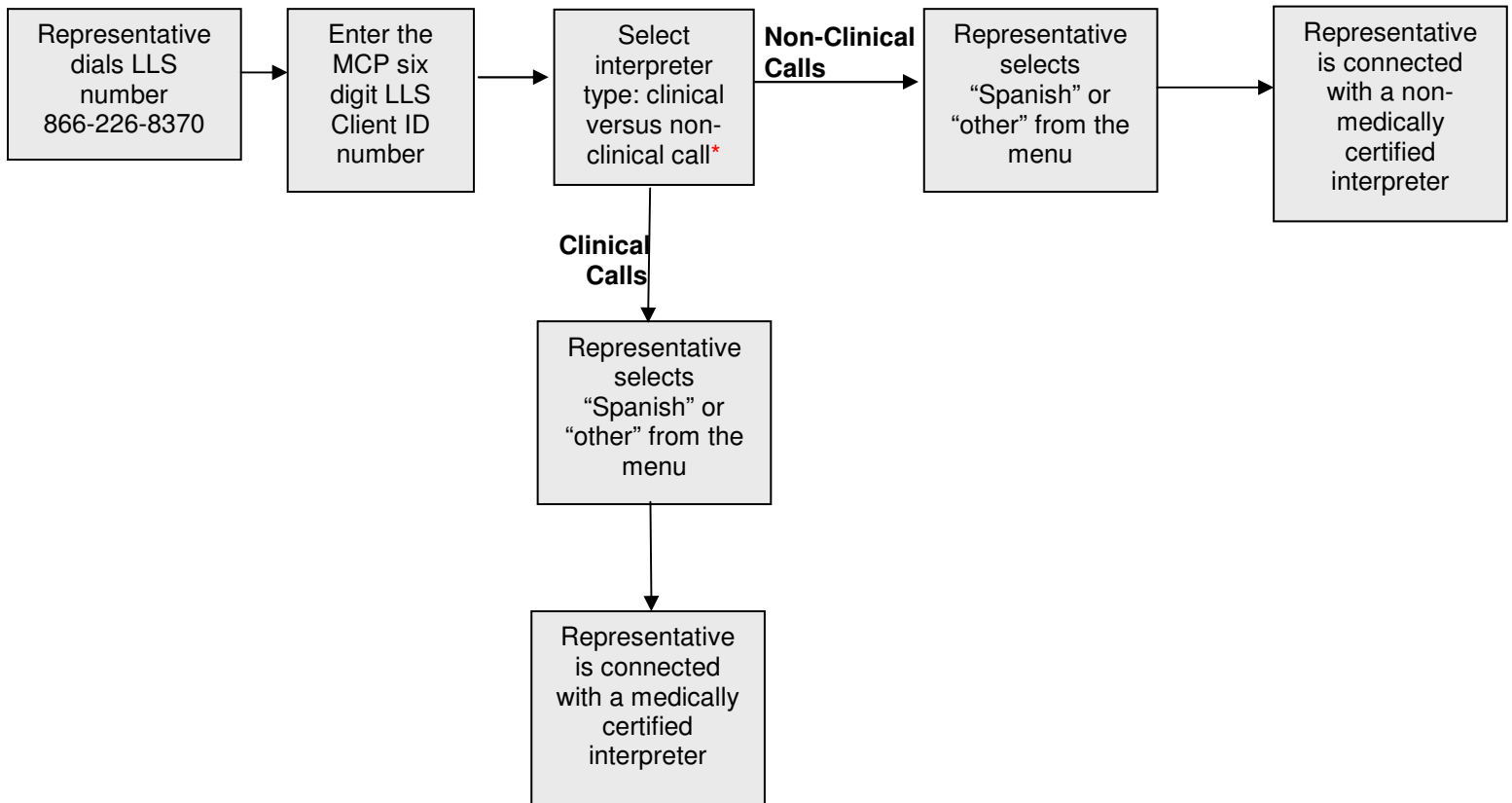


## Mercy Care Language Line Services new Call Process Effective 07-01-08



### \*Determining Interpreter Type: Clinical versus Non-Clinical Call

Non-Clinical	Clinical
Use standard non-clinical interpreter service, when the call is in regards to: <ul style="list-style-type: none"> <li>• General customer service issues including eligibility, benefits, or claims questions</li> <li>• Issues that can be generally expressed in "layperson" terms and where medical terminology would not be critical to the successful outcome of the call</li> <li>• General services such as case management or disease management, where only basic information is shared (i.e., initial outreach calls)</li> </ul>	Use medically certified (clinical) interpreter service, when the call is in regards to: <ul style="list-style-type: none"> <li>• Specific clinical conditions or situations not expected to be understood by a "layperson"</li> <li>• Complex case situations where understanding of medical terminology would be critical to the successful outcome of the call</li> <li>• Previous efforts to use a standard non-clinical interpreter may have been difficult E.g., You've spoken with the member before and he/she had difficulty understanding medical terminology or concepts.</li> </ul>