



Missouri Department of Health and Senior Services

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VM-16-14

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MEMORANDUM FOR ALL HOME AND COMMUNITY BASED PROVIDERS

From: Jessica Bax, Bureau Chief
Bureau of Program Integrity

Subject: Interpreter Services/Reassessments: Updated Telephone Interpreter Provider Listing

As previously communicated, Division of Senior and Disability Services (DSDS) will pay for interpreter services utilized by Home and Community Based Services (HCBS) providers for reassessments conducted on behalf of DSDS. Interpreter services can be provided by phone or in-person and includes sign language services. Interpreter providers which are contracted with the State of Missouri and identified in this memorandum must be utilized.

The telephone interpreter providers available have changed and this memo is being sent to update providers conducting reassessments with that information.

Providers shall continue to use the codes listed below for the Regions. In order for DSDS to be billed for the interpreter services, the HCBS provider will need to provide the interpreter representative with the appropriate four digits regional organization code along with the activity code (QAN7) listed below. These codes shall only be utilized for HCBS reassessments. The region selected shall include the county in which the individual is authorized to receive HCBS. The appropriate regional DSDS office will receive the bill for the interpreter services from the interpreter provider based on the regional organization code provided.

Region 1: 4661QAN7

Region 2: 4662QAN7

Region 3: 4663QAN7

Region 4: 4664QAN7

Region 5: 4665QAN7

All HCBS providers requesting interpreter services for an HCBS reassessment must complete a Limited English Proficiency (LEP) Consumer Report Usage Data Sheet and submit to the appropriate regional office. An LEP Consumer Report Usage Data Sheet must be submitted for each interpreter service utilized on behalf of an HCBS participant. The LEP form can be faxed or emailed using the following secure link: <https://securemail.mo.gov/securereader/init.jsf?brand=fbab8553>.

www.health.mo.gov

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Accessing Telephone Interpreter Services

To access telephone interpreter services, contact the agencies listed below using the information provided. Provide the appropriate four digit regional organization code and your location.

CTS Language Link

911 Main Street, Ste. 10
Vancouver, WA 98660-3448
Contact: Alan Bloch
Phone: 360-433-0426

Linguistica International

8819 South Redwood Rd, Suite D
Jordan, UT 84088
Contact: Sabrina Morales
Phone: 866-908-5744

Accessing Hearing Impaired Interpreter Services

To access sign language services, contact one of the agencies listed below using the information provided. Provide the appropriate four digit regional organization code.

Access Interpreters LLC PO Box 126 Rocheport MO 65279 Attn: Katheryn Christensen Phone: 573-445-5890 Fax: 573-445-5892 Email: access.interpreters.llc@gmail.com	Global Village Language Center 8428 Delmar Blvd St. Louis MO 63124-2109 Attn: Sarah Disney Phone: 314-989-9112 Fax: 314-989-9120 Email: info@globalvillagelanguagecenter.com
ASL Communication Services Inc 2021 S 11 th Street PO Box 2092 St. Louis, MO 63158-0092 Attn: Arika Clark Phone: 314-412-6121 Email: arika@aslcs.org	International Language Center 1416 S. Big Bend Boulevard St. Louis MO 63117 Attn: Dede Brunetti Phone: 314-647-8888 ext. 205 Fax: 314-647-8889 Email: dede.brunetti@ilcworldwide.com
Associates in Sign Language LLC PO Box 1883 Nixa MO 65714 Attn: Cindy Lear Phone: 417-889-8377 Email: c.lear@att.net	Interpretek PO Box 954 Lee's Summit MO 64063-0954 Attn: Lisa Bolding Ballenger Phone: 816-246-8770 Fax: 816-246-8531 Email: lboldingballenger@interpretek.com

Columbia Interpreting Services 12600 West Highway EE Rocheport MO 65279 Attn: Kathleen Alexander Phone: 573-442-9876 Fax: 573-442-0060 Email: Kalexcis@aol.com	Interpreters Unlimited 11199 Sorrento Valley Road, Suite 203 PO Box 27660 San Diego, CA 92198 Attn: Shamus Sayed Phone: 800-726-9891 Fax: 800-726-9822 Email: Shamus.Sayed@iugroup.com
Deaf Inc 25 E Frisco Ave Webster Groves MO 63119-3800 Attn: Krystal Nielsen Phone: 314-968-8868 Fax: 314-968-8872 Email: krystal@deafinc.org	MT & Associates LLC PO Box 11584 Clayton MO 63105-2101 Attn: Mishely (Shelly) Tisius Phone: 314-724-2138 Fax: 314-754-9241 Email: mt.associates@ymail.com
Deaf Inter-Link Inc 100 Saint Francois St Ste 206 PO Box 510 Florissant MO 63032-0510 Attn: Alta Bradshaw Phone: 314-223-2215 Fax: 314-731-0453 Email: alta@deafinterlink.com	TLC Interpreting Services LLC 10738 Calvey Hills Rd Catawissa MO 63015-2206 Attn: Torri Ryder Phone: 636-274-1476 Email: torri@tlcinterpreting.com

Accessing Face-to-Face Interpreter Services

To access face-to-face (home visit) services, please review the list of agencies and the counties that each provider serves and provide the appropriate four digit regional organization code as noted above.

A list of Face to Face and Hearing Impaired agencies and the counties, in which they provide services, can be located on the Home and Community Based Services Provider Information Page under Provider Memos (refer to PM/VM-16-11). In addition to these lists, the LEP Consumer Report Usage Data Sheet and a map detailing the Regional Contacts for Language Services can also be found on this page.

Questions should be directed to the Bureau of Program Integrity at 573/526-8557 or via email at programintegrity@health.mo.gov.