LEP Guidance

The Limited English Proficiency (LEP) guide is intended to help team members utilize interpreter services provided to our participants at no charge.

The participant has the right to choose which LEP provider to use. If they do not have a preference, a LEP provider will be selected.

Using LEP Services:

- Visit the Office of Administration Division of Purchasing & Materials Management website to randomly select and call a contracted provider from the provider list.
    - Type in “interpreting” as the keyword in the Search box to see a list of available vendors.
- Explain who you are, what agency you represent (Missouri Department of Health & Senior Services), and the purpose of the call to the LEP provider.
- Some contractors will provide a form for you to complete, while others may not require all of the billing information you receive from the PRR team.
- Complete the LEP Form with all the requested information (Provider Reassessors should enter their name and Agency Name to indicate LEP services were utilized).

Billing Account Information:

- **Provider Reassessors:**
    - For billing information, please contact the Provider Reassessor Review Team (PRR): ProviderReassessmentReview@health.mo.gov.
- **DSDS Team Members:**
    - Consult with your supervisor and follow regional protocol.

LEP Form:

- **Provider Reassessors**:
    - A copy of the LEP form can be found on the Provider Reassessor Reassessment Information Page under the “Quick Guide/Resources tab.
    - For LEP provider contact and utilization information, please contact the PRR Team at ProviderReassessmentReview@health.mo.gov
- **DSDS Team Member**:
    - A copy of the LEP form can be found in the Resources/Quick Guides folder on the HCBS Staff Information Page.

Routing LEP Form:

Once the LEP form has been completed:

- **Provider Reassessors:**
  - Email the completed form to ProviderReassessmentReview@health.mo.gov for billing to be processed appropriately.
- **DSDS Team Members:**
  - Follow your regional protocol. (Consult with your supervisor or team lead)