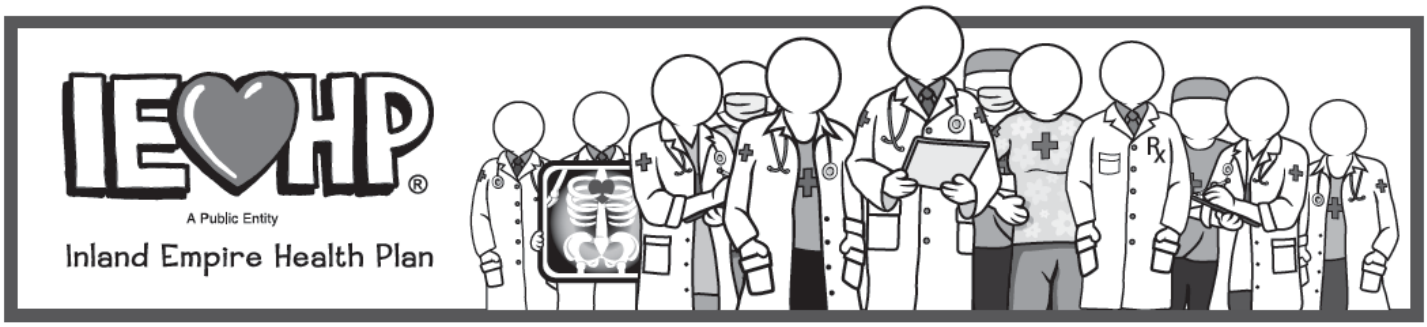


To: Medi-Cal IPAs

From: IEHP Delegation Oversight

Date: September 8, 2022

Subject: **Authorization Timeframes & Notice of Action Translation**

Inland Empire Health Plan (IEHP) has updated its Medi-Cal Policies and Procedures to inform IPAs of delegated requirements pursuant to DHCS APL 21-011, **"Grievance & Appeals Requirements, Notice and 'Your Rights' Templates."**

IPA Authorization Timeframes

Per California Health & Safety Code Section 1367.01, IPAs may extend the authorization timeframes by up to fourteen (14) calendar days only if:

1. The Member or the Provider requests an extension; or
2. The Delegate can justify its need for additional information and demonstrate how the extension is in the Member's interest.

Please review Policy 25E1, "UM Delegation and Monitoring" and Attachment, "UM Timeliness Standards in Section 14, for information on Member and Provider notification requirements.

Full Translation of Notice of Action

In addition to existing Member notification requirements, IPAs are required to send, within regulatory timeframes, fully translated Notices of Action (NOA) (including the clinical rationale), in the Member's required language. The Plan has contracted with Hanna Interpreting Services, Inc. for on-demand translation services, which also serves as a resource for IPAs. Attached is the training guide, which provides detailed instructions for submitting NOAs for translation.

Monitoring and Oversight

IEHP will continue to conduct monthly oversight activities to ensure compliance with IEHP UM and regulatory standards. The Plan expects IPAs to report extended referrals using the updated Referral Universe template in Section 25 of the IEHP Provider Manual of Policies and Procedures, starting with the October 15, 2022 submission.

Acknowledgement of Receipt & Translation Tool Users

Please submit the following to Juan Ortega by email at Ortega-j2@iehp.org, **no later than Friday, September 23, 2022:**

1) Completed Acknowledgement of Receipt (see next page); and
2) Total number of account log-ins needed for the online translation tool.

If you have any questions, please do not hesitate to contact Provider Relations at (909) 890-2054.

Attachment: Hanna – Service Access Instructions.pdf

A Public Entity

ACKNOWLEDGEMENT OF RECEIPT

Communication	Authorization Requirements: Timeframes and Notification
Date of Issuance	September 8, 2022

By signing this statement, I acknowledge on behalf of the organization that:

1. I have reviewed the preceding communication and referenced policies and procedures;
2. To the extent required, all appropriate staff have received and reviewed the information contained; and
3. I further attest that a plan/timeline is in place to train staff on this communication.

IPA Name:			**Date:**
Department/Position	**Title**	**Name (Please Print)**	**Signature (Required)**
Administration			
Compliance Officer			
Medical Directors			
Utilization Management (UM)			

Please complete and send to Juan Ortega by email at Ortega-j2@iehp.org no later than **Friday, September 23, 2022**.

Document Translations

Service Access Instructions

Document Translation

Service Access Instructions

Welcome to Hanna Interpreting Services' client portal for document translations. This written guide will enable you to manage all aspects of the requesting process. For a video tutorial, click here.

Step 1:

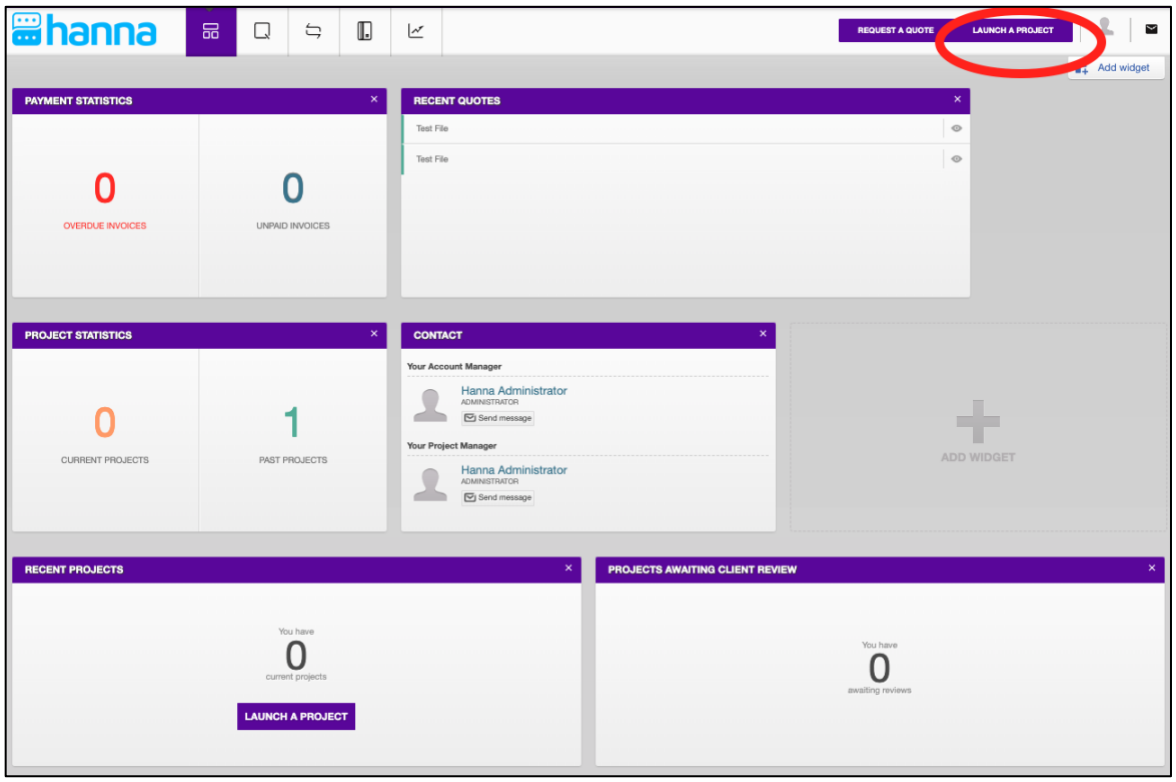
You will be provided with your login credentials. Upon sign in, please reset your password. This process must be completed prior to moving to Step 2.

Step 2:

Sign In – Visit https://xtrf.hannais.com/customers and enter your credentials.

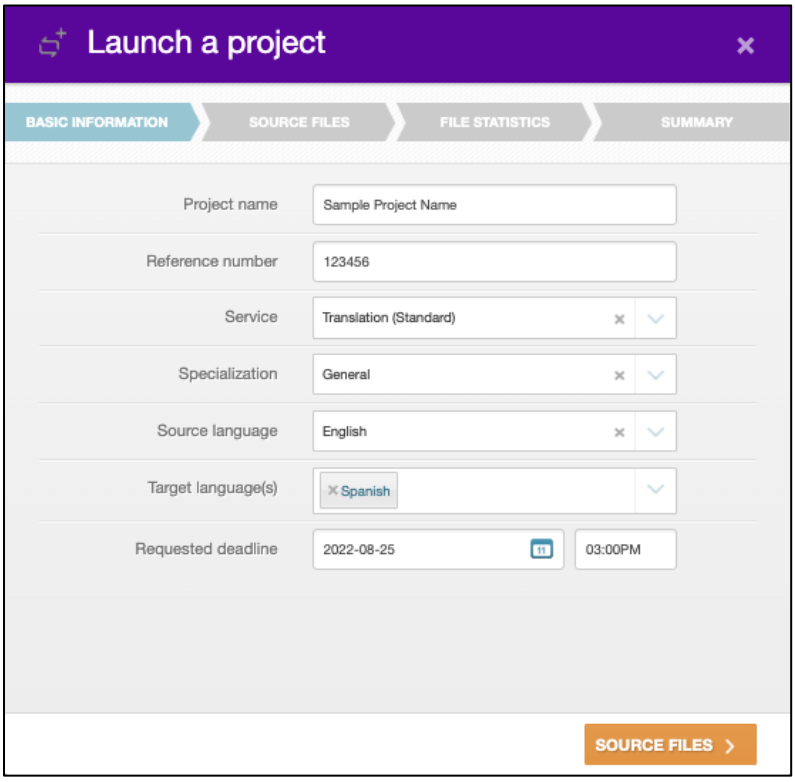
Step 3:

Dashboard Screen – Select 'Request a Project in the top right of the screen.



Step 4:

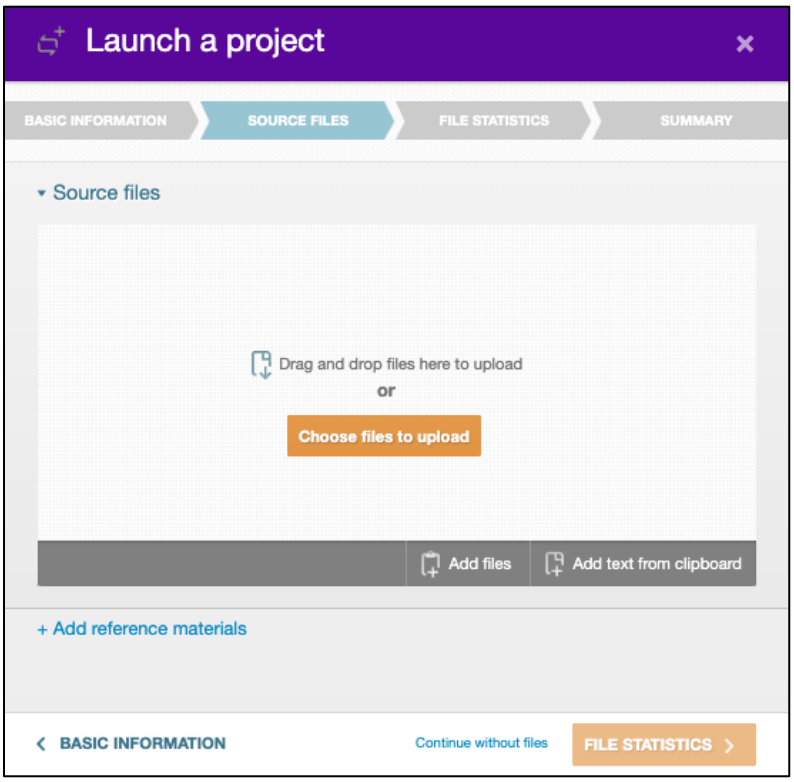
Basic Information – Provide us with the details of the project.



Step 5:

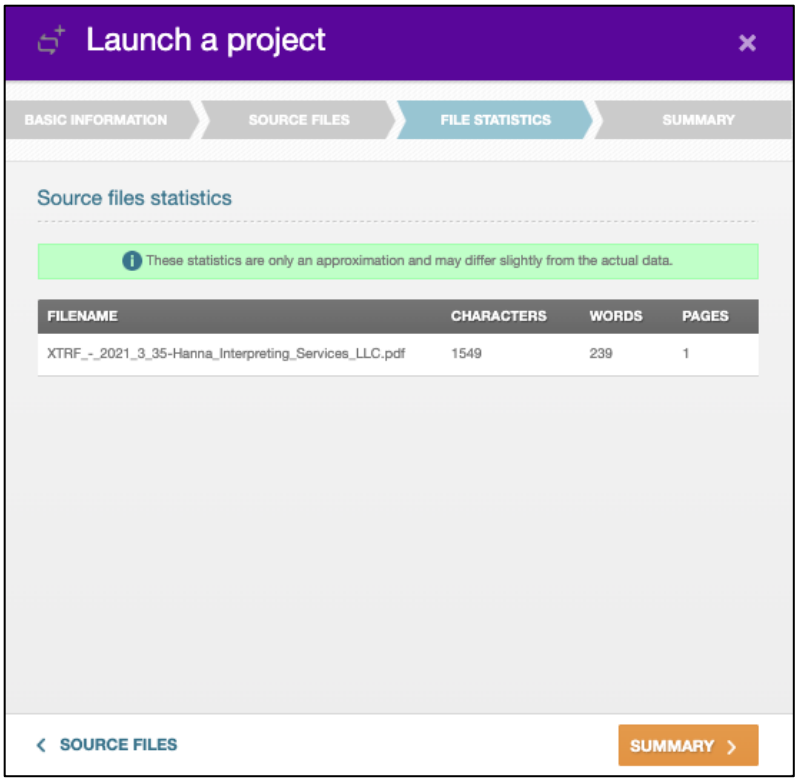
Source Materials – Upload the project file to the portal.

- Any reference materials may be added as well *(glossary, sample text, images, etc.)* by selecting: *'+ Add reference materials'*



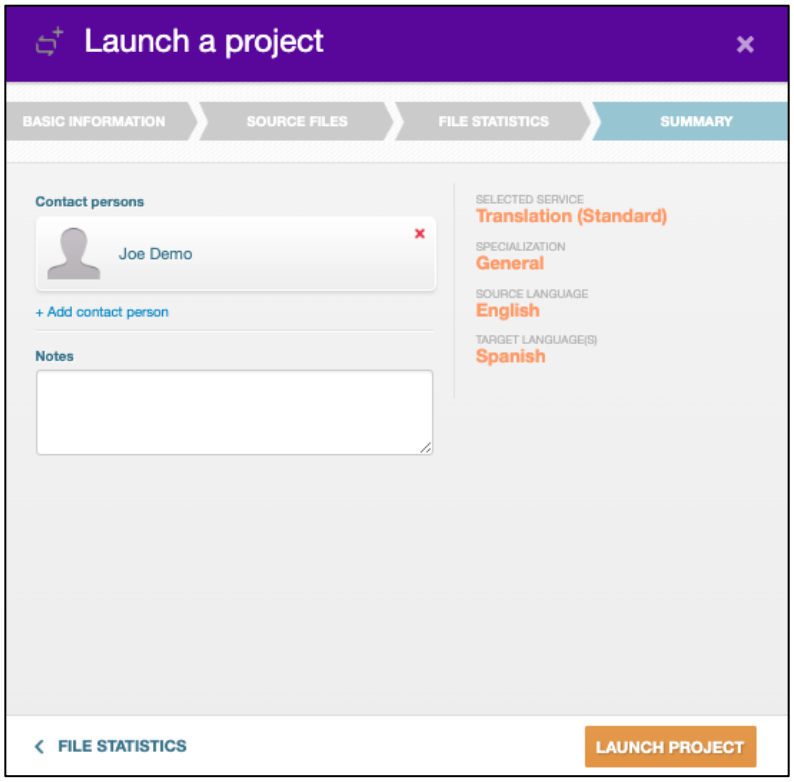
Step 6:

Estimations – The portal will provide a rough estimate of the source document's total word count.



Step 7:

Summary – View the project summary and provide any Client Notes.



Step 8:

Process After Submitting Quote – Project Review, Translation Process, Project Download

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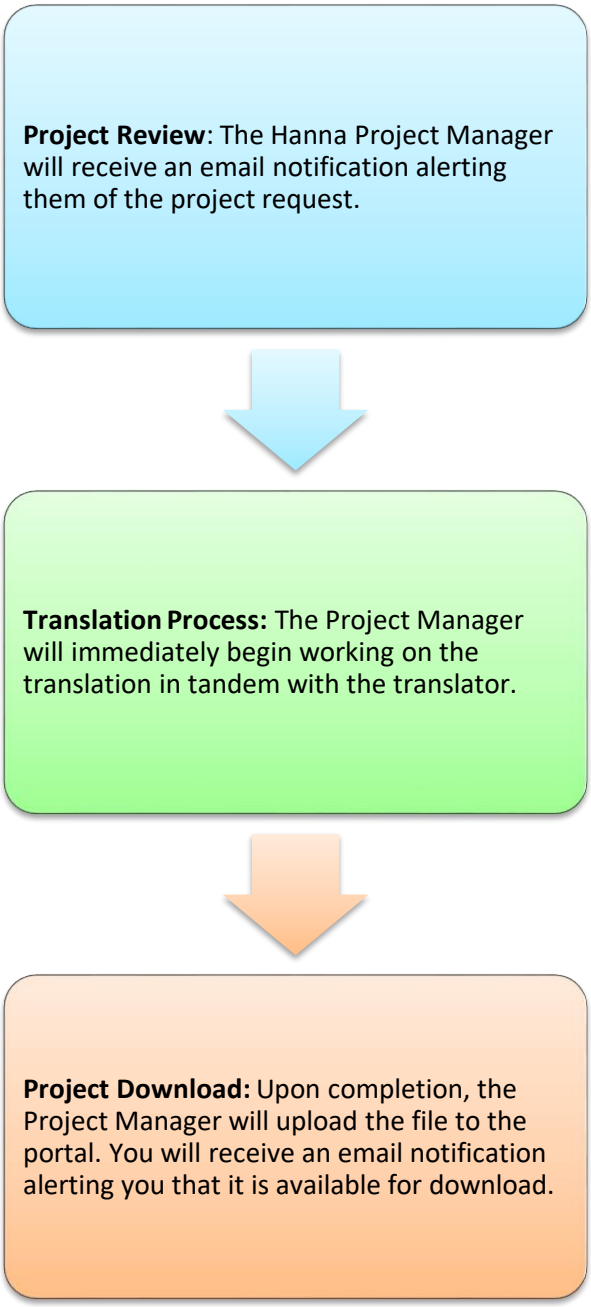

Sample Language List

Afrikaans
Akan
Albanian
American Sign Language
Amharic
Arabic
Armenian
Ashante
Assyrian
Azerbaijani
Azeri
Bajuni
Bambara
Basque
Behdini
Belorussian
Bengali
Bosnian
Bulgarian
Burmese
Cantonese
Certified Deaf
Chaldean
Chaochow
Chavacano
CherokeeChin
Chuukese
Cree
Croatian
Czech
Danish
Dari
Dinka
Diula
Dutch
Estonian
Ewe

Farsi (Persian)
Fijian Hindi
Finnish
Flemish
French
Canadian
Fukienese
Fula
Fulani
Fuzhou
Ga
Gaddang
Gaelic
Garre
Georgian
German
Greek
Gujarati
Haitian Creole
Hakka
Hakka – China
Hassaniyya
Hebrew
Hindi
Hmong
Hokkien
Hunanese
Hungarian
Ibanag
Ibo
Icelandic
Igbo
Ilocano
Indonesian
Inuktitut
Italian
Jakartanese
Japanese
Javanese

Kanjobal (Q'anjob'al)
Karen
Kashmiri
Kazakh
Khmer
(Cambodian)
Kinyarwanda
Kirghiz
Kirundi
Korean
Kosovan
Krio
Kurdish
Kurmanji
Laotian
Latvian
Lingala
Lithuanian
Luganda
Luo
Luxembourgeoi
Maay
Macedonian
Malagasy
Malay
Malayalam
Maltese
Mam
Mandarin
Mandingo
Mandinka
Maninka
Marathi
Marshallese
Mexican Sign Language
Mien
Mina
Mirpuri
Mixteco

Moldavan
Mongolian
Montenegrin
Moroccan
Arabic
Navajo
Neapolitan
Nepali
Nigerian
Pidgin English
Norwegian
Nuer
Oromo
Pahari
Pampangan
Pangasinan
Pashto
Patois
Pidgin English
Polish
Portuguese
Creole
Pothwari
Pulaar
Punjabi
Putian
Quichua
Romani
Romanian
Russian
Samoan
Sango
Serbian
Shanghainese
Sichuan
Sicilian
Sinhalese
Sindhi

Slovak
Slovenian
Somali
Soninke
Sorani
Spanish
Sudanese
Arabic
Sundanese
Susu
Swahili
Swedish
Sylhetti
Tagalog
Taiwanese
Tajik
Tamil
Telugu
Thai
Tibetan
Tigre
Tigrinya
Toishanese
Tongan
Tshiluba
Turkish
Twi
Ukrainian
Urdu
Uyghur
Uzbek
Vietnamese
Visayan
Vlach
Wenzhou
Wolof
Yiddish
Yoruba
Yupik
Zapotec