

FSO Requests for Interpretation Services

Please see the steps below for coordinating In-Person, Phone, or Video interpretation services:

FSO Staff:

1. Email the Senior Family Support Coordinator (SFSC) at malloryl2@magellanhealth.com.
2. In the subject line, write "Interpreter Requested on (Insert date)."
3. In the body of the email, include the following information:
 - Parent/Guardian, and Member Name
 - Parent/Guardian, and Member's Phone Number
 - Name of person who will require interpretation services (e.g., parent/guardian, member, or both)
 - Future Appointment Date (please provide 48-hour notice)
 - Member's Date of Birth
 - Region
 - Service Type Requested (e.g., In-Person, Phone, or Video interpretation services)
 - If an In-Person appointment is requested, include the full address of the appointment
 - Language Requested
 - Appointment Start Time
 - Appointment End Time
4. Within 4 hours of receipt of the email, the SFSC will enter a request with the interpretation services agency.
5. Status updates will be provided to the FSO requestor, including:
 - a. Requested – when an interpreter request has been made but the interpreter has not yet been assigned.
 - b. Assigned – when an interpreter has been assigned to the request.
 - c. Incomplete – an interpreter was assigned, the appointment time has elapsed, and the Interpreter has not confirmed that the service has been completed.
 - d. Complete – the interpreter verified the appointment's start and end times, and mileage/travel time, if applicable.
 - e. Cancelled – an appointment has been cancelled by the FSO more than 24 hours of the appointment start time.
 - f. Late Cancel – an appointment has been cancelled by the FSO within 24 hours of the appointment start time.
 - g. Declined – an interpreter is unavailable for the date/time of the requested appointment.

- h. Missed – the interpreter was very late or a no-show for the appointment.
- 6. If an interpreter is “Declined” due to lack of availability, please reschedule the appointment and resubmit a request by following the steps outlined in numbers 1-3.
- 7. If the requested date and time of the interpreter appointment is changed or cancelled by the FSO, email the SFSC to update/cancel the interpreter request.
- 8. Once an appointment status is “Assigned”, no further action is needed from the FSO.
- 9. Magellan’s Member Services team will be happy to help you coordinate services for those who are deaf or hard of hearing. You can call 7-1-1 to use the Louisiana Relay Service or the TTY number at 1-800-846-5277.

Questions or Concerns re: Accessing Interpretation Services:

Please email the SFSC at malloryl2@magellanhealth.com.