

**Service Attachment A
No Medicaid Funds
Effective January 1, 2020**

The terms outlined in this Service Attachment apply to the following Divisions of DHHS:
Behavioral Health, Children and Family Services, Operations, Public Health.

The terms outlined in this Service Attachment apply to the Division of Developmental Disabilities when Medicaid funds are not expended.

DHHS shall pay the Contractor a rate submitted by the Contractor on the Bid Page.

A. Interpretation and/or Translation Services

1. DHHS shall pay the Contractor an amount equal to one (1) hour's worth of service if the total translation and/or interpretation services provided by the Contractor for a given scheduled translation and/or interpretation session are equal to or less than one hour in length. For ASL interpretation, any time spent in excess of one hour shall be calculated as set forth in the contract;
2. For ASL interpretation, DHHS shall pay the Contractor an amount equal to two (2) hours' worth of service if the total translation and/or interpretation services provided by the Contractor for a given scheduled translation and/or interpretation session are equal to or less than one hour in length. Any time spent in excess of one hour shall be calculated as set forth in the contract;
3. Payment for interpretation and/or translation services includes compensation for the time spent waiting for DHHS staff, clients, participants or providers to begin interpreting and/or translating services, measured from the scheduled time set by DHHS for the interpretation and/or translation services to begin.
4. For telephonic interpretation DHHS shall pay the Contractor a rate per minute for the first one through thirty (1-30) minutes. Any time spent in excess of thirty (30) minutes for over the phone interpretation shall be billed at the hourly rate.

B. Cancellation

1. If DHHS cancels a scheduled in-person or telephonic translation or interpretation session less than twenty-four (24) hours before the scheduled in-person or telephonic translation or interpretation session is set to begin, DHHS shall pay the Contractor a fee equal to one (1) hour of translation and interpretation time to remunerate the Contractor for planning and scheduling work. This same provision shall apply if the cancellation was the result of a cancellation by a participant, or if the participant fails to show at the scheduled in-person or telephonic translation or interpretation session;
2. If DHHS cancels a scheduled in-person or telephonic translation or interpretation session more than twenty-four (24) hours before the scheduled in-person or telephonic translation or interpretation session is set to begin, Contractor shall not receive any payment; and
3. If the Contractor cancels a scheduled in-person or telephonic translation or interpretation session, DHHS shall owe no payment.

C. Applicability

1. All provisions in this Service Attachment apply to services provided for all divisions of the Department of Health and Human Services and to its participants, except services provided to or on behalf of the Division of Medicaid and Long Term Care and its participants.
2. Nothing in this Service Attachment shall be construed to conflict with any state or federal legal requirement based on the type of funds being used or services provided.