

2/7/2024

Dear Senate Healthcare Committee,

I am writing in strong opposition to SB 1578.

I have been an Account Manager for a Language Service Provider for 5+ years. I want to tell you a little bit about my role and ask you some questions in return.

My job is to assist our Health Care provider clients with anything regarding language services. On a weekly basis I am flooded with questions, concerns, and needs of support from our clients. Who is going to provide this level of support if the bill is passed?

Several times a month I am asked by a health care provider to ban an interpreter from their clinic or not allow them to service their specific patient. This could be for any reason (Interpreter does not mesh well with the patient/ provider, interpreter was not interpreting correctly, interpreter knew the patient on a personal level...etc).

Who is going to monitor this if the bill is passed? How can you ensure that you are meeting the needs of your providers and weeding out interpreters that they have requested not to come to their clinic?

A complement that my team receives often from our health care providers is that we assign interpreters who are a good fit for specialized appointments. For example, we assign interpreters with long time experience in behavioral health settings to appointments in the behavioral health industry. This makes for a successful patient visit and builds rapport between the provider and interpreters.

Who is going to take the time to get to know all of the interpreters on your list and find out what they specialize in and assign them to the appropriate appointments?

The other half of my job is to provide education to our health care provider clients. Training on how to schedule interpreters, training on how to interact with interpreters, training on how to access our services....etc. If this bill is passed, do you have the capability to train all of these providers?

Monthly and quarterly reporting. I am asked on a weekly basis from providers needing reports on their usage, quality reports, spend reports, insurance billing...etc. On top of that, I meet with my clients on a quarterly basis to discuss these reports in depth. These meetings are also a time to address any other concerns, answer questions and provide education on the industry or services. Are you able to provide reporting to every one of your providers and have someone meet with them to discuss on a monthly/ quarterly basis?

Filling interpreter appointments is not just about finding one to fill a time slot on a portal. It's about finding the right interpreter for the right patient. It's about ensuring that providers are

comfortable working with interpreters and trusting that their language service provider can support their EVERY need, in both the appointment and on the back end. It's about providing the best possible care to the patient and provider.

I believe that this bill, while well-intentioned, fails to adequately address these fine details that support the consumers of this service.

Sincerely,

Marchella Penaranda