

- **Example:** A smile or nod on the part of the patient may not mean what it would mean if done by you or someone from your culture.

Remember that if the patient comes from a different culture, then so do you. Remember that if the patient has trouble grasping your way of thinking and the concepts and metaphors involved, you are probably having the same trouble dealing with the patient's way of thinking and the abstractions and metaphors of another culture. If the patient has language problems when talking to you, then you have language problems, too. The patient probably knows more of your language than you do of his or hers. Remember that the interpreter is not there (just) to interpret for the patient or to interpret the patient's language. The interpreter is there to interpret for two individuals who don't know each other's languages, you and the patient. The interpreter is there to facilitate communication between the two of you. The interpreter is there to render each speaker's utterances in the other person's language, in such a way that the meaning of each utterance can be understood.

Source: Bruce T. Downing Program in Translation and Interpreting, University of Minnesota.

UCare Contracted Interpreter Service Agencies

Below is a list of interpreter agencies that are contracted with UCare as of when this manual was last updated. To verify the agencies in the UCare network, call the UCare Customer Service number on the member's ID card.

Agency	Languages	Service Area (By MN Counties)
ASL Interpreting Services 5801 Duluth Street, Suite 106 Golden Valley, MN 55422 763-478-8963 www.aslis.com	American Sign Language (ASL)	All counties in Minnesota
Claro Interpreting Services 3355 Hiawatha Ave - Ste 115 Minneapolis, MN 55406 651-705-8890	Afar, Amharic, Anuak, Arabic, Armenian, Belarusian, Bosnian, Burmese, Cambodian, Cantonese, Chinese, Dari, Farsi, French, German, Hindi, Hmong, Igbo, Italian, Karen, Korean, Kutchi, Laotian, Malinke, Mandarin, Mandingo, Nuer, Oromo, Pashto, Liberian Pidgin English, Portuguese, Punjabi, Russian, Serbian, Somali, Spanish, Swahili, Tagalog, Thai, Trigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Yoruba	Anoka, Becker, Benton, Blue Earth, Carver, Crow Wing, Dakota, Dodge, Douglas, Hennepin, Kandiyohi, Le Sueur, Lyon, McLeod, Meeker, Morrison, Mower, Nicollet, Nobles, Olmsted, Polk, Ramsey, Rice, Scott, Sherburne, Sibley, Steele, St. Louis, Stearns, Wabasha, Waseca, Washington, Wright, Winona
AZ Friendly Languages, Inc. 1113 East Franklin Avenue, Suite 210A	Albanian, Amharic, Arabic, Armenian, Azerbaijani, Bassa,	Anoka, Blue Earth, Carver, Dakota,

Agency	Languages	Service Area (By MN Counties)
Minneapolis, MN 55404 763-566-4312 https://friendlylanguages.net/	Belarusian, Bengali, Body, Bosnian, Bulgarian, Cambodian (Khmer), Cantonese, Cebuano, Croatian, Czech, Edo, Ewe, Farsi, French, Georgian, German, Gio, Grebo, Greek, Hindi, Hmong, Hungarian, Igbo, Japanese, Kisi, Korean, Kpelle, Krahn, Kru, Laotian, Latvian, Liberian, Lithuanian, Lorma, Mandarin, Mandingo, Mano, Mina, Moldovan, Oromo, Pashto, Polish, Portuguese, Pulaar, Punjabi, Romanian, Russian, Sapo, Somali, Spanish, Susu, Swahili, Tagalog, Telugu, Thai, Tibetan, Tigrinya, Toisanese, Turkish, Twi, Ukrainian, Urdu, Vietnamese, Yoruba, Zulu	Freeborn, Goodhue, Hennepin, Nicollet, Olmsted, Ramsey, Scott, Sherburne, Steele, St. Louis, Stearns, Washington
CareInt 4033 Abbott Avenue South Minneapolis, MN 55410 612-922-0587	Russian	Hennepin, Ramsey
Global Language Connections 3618 East Lake Street Minneapolis, MN 55406 612-249-6100 https://globallanguageconnections.com/	American Sign Language (ASL), Amharic, Anuak, Arabic, Arabic (Egyptian), Arabic (Sudanese), Belarusian, Bengali, Berber, Bosnian, Bulgarian, Burmese, Cambodian (Khmer), Cameroon (Mina), Cantonese, Czech, Dari, Dinka, Eritrean, Ethiopian, Ewe, Farsi, Filipino, French, French Canadian, Fula, Fulani, German, Greek, Gujarati, Haitian Creole, Harari, Hausa, Hebrew, Hindi, Hmong, Hungarian, Ibo, Igbo, Indonesian, Italian, Japanese, Karen, Kashmiri, Kisi, Korean, Krio, Kru, Kuku, Kurdish, Laotian, Lebanese, Liberian, Maay Maay, Mandarin, Mano, Micronesian/Kosrean, Mien, Moldovan, Mongolian, Nepali,	All counties in Minnesota

Agency	Languages	Service Area (By MN Counties)
	<p>Nepalese, Nigerian Pidgin English, Norwegian, Nuer (Sudanese), Oromo, Pashto, Persian, Pidgin English, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Senegalese, Serbian, Somali, Spanish, Swahili, Swedish, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigrinya, Turkish, Twi, Ukrainian, Urdu, Vietnamese, Yoruba</p>	
<p>Intelligere 10000 Highway 55, Suite 400 Plymouth, MN 55441 952-920-6160 1-877-859-8800 toll-free http://intelligeresolutions.com/</p>	<p>Albanian, Amharic, Arabic, Armenian, Ashanti, Azeri, Bassa, Belarusian, Bengali, Bosnian, Bulgarian, Burmese, Cambodian/Khmer, Cantonese, Creole, Croatian, Czech, Dan, Dari, Dinka, Dutch, Estonian, Ewe, Farsi, Filipino, French, Fulani, Georgian, German, Ghana, Grebo, Greek, Guajarti, Haitian Creole, Hausa, Hebrew, Hindi, Hmong, Hungarian, Indonesian, Italian, Japanese, Karen, Khmer, Kisii, Kpelle, Korean, Krahn, Krio, Kru, Kurdish, Laotian, Latvian, Liberian, Loma, Luganda, Mai Mai, Malayalam, Mina, Mano, Mandingo, Mandarin, Moldovan, Nepali, Nuer, Oromo, Pashto (Central), Persian, Polish, Portuguese, Romanian, Russian, Serbian, Sinhalese, Somali, Spanish, Sudanese, Swahili, Tagalog, Thai, Tibetan, Turkish, Ukrainian, Urdu, Vietnamese, Wolof, Yiddish, Yoruba</p>	<p>Anoka, Beltrami, Benton, Carver, Chisago, Cottonwood, Dakota, Dodge, Goodhue, Hennepin, Isanti, Jackson, Kandiyohi, Le Sueur, Olmsted, Ramsey, Rice, Scott, Sherburne, Stearns, Steele, Traverse, Wabasha, Waseca, Washington, Winona, Wright</p>
<p>Intercultural Mutual Assistance Association (IMAA) 2500 Valleyhigh Drive Northwest Rochester, MN 55901</p>	<p>Amharic, Anuak, Arabic, Bosnian, Dinka, Filipino, French, German, Greek, Hindi, Hmong, Italian, Kannada,</p>	<p>Blue Earth, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Houston, Mower,</p>

Agency	Languages	Service Area (By MN Counties)
507-289-5960 www.imaanet.net	Karen, Khmer, Laotian, , Luganda, Mai Mai (Somali), Mende, Nepali, Neur, Oromo, Portuguese, Quecha, Russian, Somali, Spanish, Swahili, Tagalog, Tamil, Telugu, Thai, Turkish, Vietnamese	Olmsted, Rice, Steele, Wabasha, Waseca, Winona
Itasca Interpretation Services 475 Etna Street, Suite 1 Saint Paul, MN 55106 651-457-7400 www.itascacorp.biz	Amharic, Arabic, Bosnian, Burmese, Cambodian, Cantonese, Chinese, Farsi, French, Hindi, Hmong, Igbo, Italian, Japanese, Karen, Karenni, Kiswahili, Korean, Kpelle, Laotian, Liberian English, Mandarin, Mandingo, Nepali, Oromo, Pidgin, Portuguese, Punjabi, Russian, Serbian, Somali, Spanish, Swahili, Taiwanese, Thai, Tibetan, Tigrinya, Ukrainian, Urdu, Vietnamese	Anoka, Dakota, Goodhue, Hennepin, Lincoln, Lyon, Murray, Olmsted, Ramsey, Redwood, Rice, Scott, Stearns, Wabasha, Washington, Winona
Kim Tong Translation Services 2994 Rice Street Little Canada, MN 55113 651-252-3200 1-877-408-2431 toll-free www.kttsmn.com	Amharic, Arabic, Armenian, Belarusian, Bosnian, Burmese, Cambodian, Cantonese, Croatian, Dari, Farsi, Filipino, French, German, Gujarati, Hindi, Hmong, Japanese, Karen, Korean, Laotian, Lithuanian, Luganda, Mandarin, Nuer, Persian, Polish, Portuguese, Romanian, Russian, Somali, Spanish, Swahili, Swedish, Tamil, Tibetan, Tigrinya, Turkish, Ukrainian, Vietnamese	Anoka, Benton, Blue Earth, Carlton, Carver, Chisago, Cottonwood, Dakota, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Hennepin, Isanti, Jackson, Kandiyohi, Le Sueur, Martin, Murray, Nicollet, Nobles, Pine, Olmsted, Pipestone, Ramsey, Rice, Rock, Sherburne, Stearns, Steele, Wabasha, Waseca, Washington, Watonwan, Winona, Wright
N & N Interpreter Company 1535 Comstock Lane North Plymouth, MN 55447 763-557-6702 763-557-4935 (fax)	Arabic, Azeri, Dari, Farsi, Hmong, Persian, Russian, Thai, Turkish, Ukrainian	Anoka, Dakota, Hennepin, Ramsey, Scott, Washington

Agency	Languages	Service Area (By MN Counties)
Project FINE 202 West 3rd Street Winona, MN 55987 507-452-4100 www.projectfine.org	Arabic, Bosnian, Bulgarian, Cambodian, Chinese, Czech, Dinka, French, German, Hmong, Italian, Japanese, Korean, Laotian, Nepali, Romanian, Russian, Somali, Spanish, Thai, Tibetan	Minnesota counties: Filmore, Goodhue, Houston, Olmsted, Wabasha, Winona Wisconsin counties: Buffalo, La Crosse, St. Croix, Trempealeau
Slavic Translation Services 1200 Mendelssohn Avenue North, Suite 208 Golden Valley, MN 55427 612-618-6642	Amharic, Anuak, Arabic, Armenian, Belarusian, Berber, French, Georgian, Khmer, Moldovan, Oromo, Romanian, Russian, Spanish, Somali, Sudanese, Swahili, Ukrainian	Anoka, Carver, Chisago, Dakota, Hennepin, Ramsey, Rice, Scott, Sherburne, Stearns, Washington, Wright
Surad Interpreting and Translation Co. 2025 Nicollet Avenue, Suite 101 Minneapolis, MN 55404 612-872-8059 www.suradinterpreting.com	American Sign Language (ASL), Amharic, Arabic, Bassa, Bosnian, Cambodian, Cantonese, Dinka, Farsi, French, Hindi, Hmong, Italian, Japanese, Kiswahili, Korean, Kpelle, Kurdish, Laotian, Lingala, Mandarin, Oromo, Russian, Serbo-Croatian, Somali, Spanish, Swahili, Tibetan, Vietnamese, Yoruba	All counties in Minnesota
The Bridge World Language Center, Inc. 110 2nd Street South, Suite 213 Waite Park, MN 56387 320-259-9239 1-800-835-6870 toll-free www.bridgelanguage.com	Amharic, Anuak, Arabic, Belarusian, Bengali, Bulgarian, Burmese, Cambodian, Cantonese, Chinese, Creole, Croatian, Farsi, French, Gujarati, Hindi, Hmong, Indonesian, Italian, Japanese, Javanese, Kissi, Korean, Krahn, Kurdish, Laotian, Nuer, Oromo, Polish, Portuguese, Punjabi, Russian, Sapo, Serbo-Croatian, Spanish, Somali, Swahili, Tagalog, Thai, Tigrinya, Ukrainian, Urdu, Vietnamese, Yoruba	Anoka, Benton, Clay, Hennepin, Koochiching, Ramsey, Sherburne, Stearns

Agency	Languages	Service Area (By MN Counties)
<p>The Language Banc, Inc. 1625 Park Avenue Minneapolis, MN 55404 612-588-9410</p> <p>1-888-588-1904 toll-free www.thelanguagebanc.com</p>	<p>Afar, Amharic, Anuak, Arabic, Armenian, American Sign Language (ASL), Bambara, Bassa, Bengali, Bosnian, Burmese, Cambodian, Cantonese, Cebuano, Creole, Croatian, Dari, Ewe, Fanti, Farsi, Filipino, French, Fulani, Fuzhou, Ga, German, Gio, Gola, Grebo, Grebo, Gujarati, Hebrew, Hindi, Hmong, Ibo, Igbo, Italian, Japanese, Karen, Karenni, Khmer, Kissii, Kiswahili, Konyaka, Korean, Kpelleh, Krahn, Krio, Kru, Kru-Liberian, Kunama, Kurdish, Laotian, Lebanese, Liberian, Mai Mai, Mandarin, Mandingo, Mandinka, Mano, Marka, Mina, Moldovian, Mon, Nepali, Nigerian, Oromo, Pashtu, Persian, Pidgin, Polish, Portuguese, Pullo, Punjabi, Romanian, Russian, Serbian, Shanghainese, Somali, Soninke, Spanish, Swahili, Tagalog, Taishanese, Taiwanese, Telugu, Temne, Teochew, Thai, Tibetan, Tigre, Tigrinya, Turkish, Twi, Ukrainian, Urdu, Vietnamese, Visayan, Wolof, Yoruba</p>	<p>All counties in Minnesota</p>
<p>The Minnesota Language Connection 1327 County Road D, Circle E Saint Paul, MN 55109 651-644-7100 www.minnesotalanguageconnection.com</p>	<p>Amharic, Arabic, Belarusian, Burmese, Cambodian, Cantonese, Creole, French, Georgian, German, Haitian, Hindi, Hmong, Karen, Korean, Laotian, Mandarin, Oromo, Portuguese, Russian, Somali, Spanish, Swahili, Thai, Tibetan, Turkish</p>	<p>Anoka, Blue Earth, Carver, Chisago, Dakota, Dodge, Faribault, Fillmore, Hennepin, Isanti, Itasca, Jackson, Kandiyohi, Le Sueur, Lyon, Olmsted, Rice, Ramsey, Scott, Sherburne, Stearns, Washington, Winona, Wright</p>

Agency	Languages	Service Area (By MN Counties)
West Central Interpreting Services 309 Litchfield Avenue Southwest Willmar, MN 56201 320-235-0165 320-235-0105 (fax) https://wcinterpreters.com/	Arabic, Hmong, Karen, Kiswahili, Somali, Spanish	Kandiyohi county

PROFESSIONAL STANDARDS FOR INTERPRETERS

Quality interpreting requires that the interpreter adheres to a code of ethics and follows professional standards of practice. UCare expects all spoken language interpreters to follow the National Council on Interpreting in Health Care (NCIHC) National Standards for Interpreters in Health Care and the NCIHC National Code of Ethics for interpreters in Health Care. These documents may be found at <http://www.ncihc.org/>.

American Sign Language (ASL) interpreters are expected to adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct, which can be viewed at <http://www.rid.org/>. In addition, the ASL interpreter must be RID certified.

Interpreter Services Requirements and Performance Expectations

The following are requirements and expectations of interpreters and interpreter service agencies. Failure to follow them is a breach of the UCare participation agreement and may result in network termination.

- The interpreter service agency, clinic, hospital or care system through which the interpreter is working is required to perform a criminal background check through the Minnesota Bureau of Criminal Apprehension, with the cost incurred by either the individual or the employer. Additionally, the interpreter’s employer must check the interpreter’s status using the Office of Inspector General Exclusion (OIG) at <http://exclusions.oig.hhs.gov/> and System for Award Management (SAM) at <https://www.sam.gov/SAM/> (for either web address use IE 11 or higher, Chrome or FireFox browsers).
 - Verification of the Minnesota Bureau of Criminal Apprehension, OIG and SAM must be completed before the interpreter is hired and interpreter services are provided to UCare enrollees. Failure to complete all three verifications will result in nonpayment for services rendered to UCare members. Verification must be completed annually for each interpreter.
 - An interpreter with a felony charge is prohibited to provide service to UCare enrollees. Plus, an interpreter who is listed on the OIG or SAM system is prohibited to provide service to UCare enrollees.
 - All verification must be recorded and documented as part of the interpreter’s credentials in the interpreter service agency’s or clinic’s files. Interpreter service agency, clinic, hospital or care system must provide results upon UCare’s request.