

NC Department of Health and Human Services
Division of Services for the Deaf and Hard of Hearing

NC Medicaid Communication Access Service

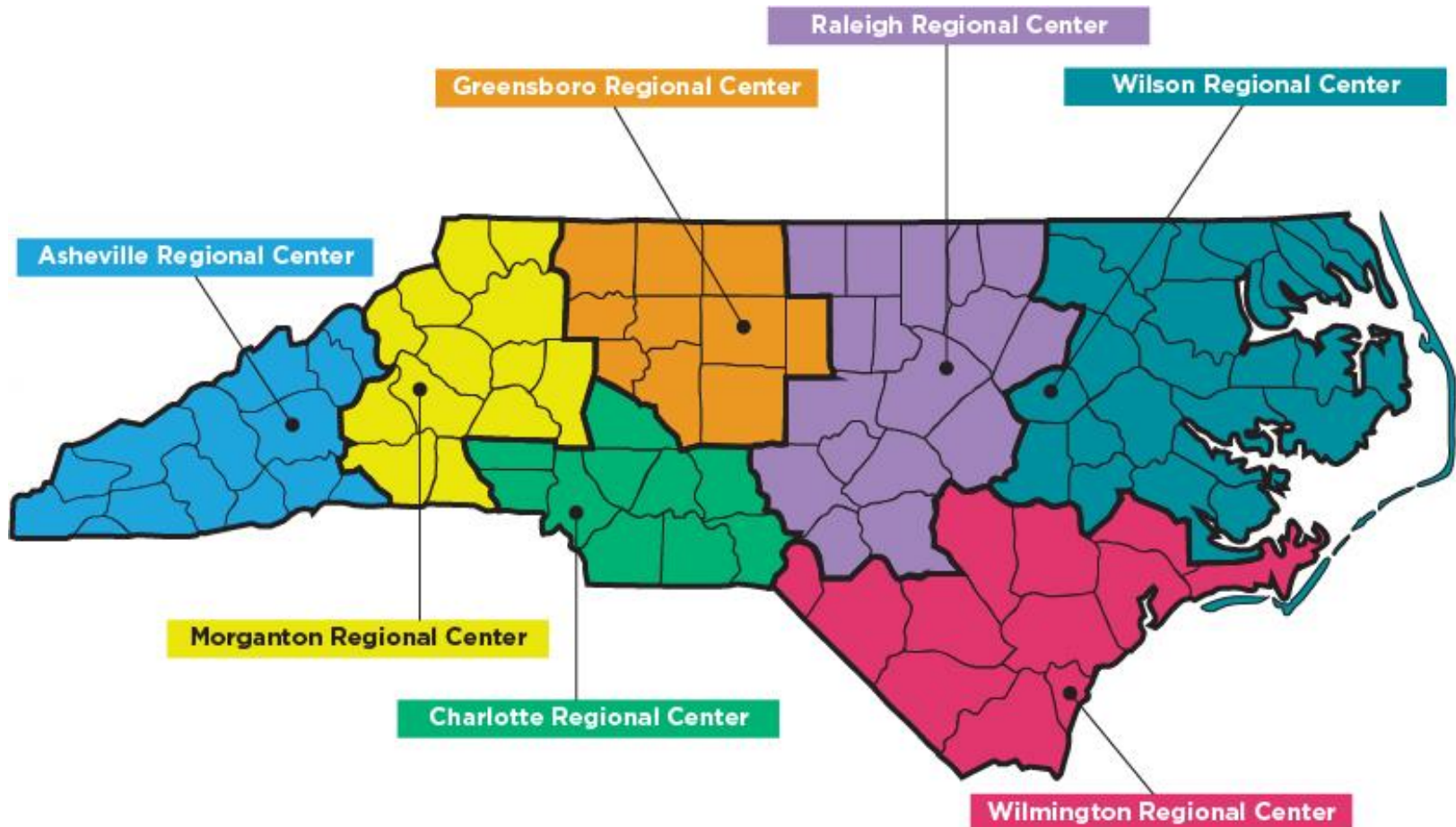
David Litman
Medicaid Communication Access Coordinator

**Closed Captioning is
available for this webinar**

September 28, 2023

Division of Services for the Deaf and Hard of Hearing

DSDHH has 7 Regional Centers

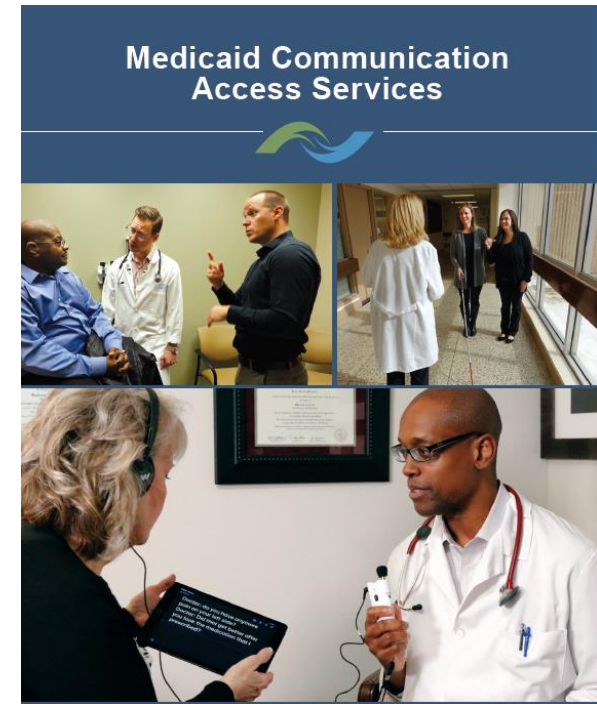


Community Resource Program Services

- **Advocacy**
- **Consultation**
- **Education**
- **Information and Referral**
- **Outreach**
- **Equipment Distribution**

Medicaid Communication Access Service

- Supported through Medicaid funding and administered by DSDHH
- Improve communication access in healthcare settings for people who are Deaf, Hard of Hearing or DeafBlind
- Companions are included
- Healthcare providers must [register](#) with DSDHH



Benefits to Registering for the Service

- **Free Pocketalker**
- **Training and education available**
- **Reimburse for communication access**
- **Communication access signage**



We provide equal communication access to everyone.

Please ask the front desk for more information or to request communication assistance.



Sign Language Interpreters



Support Service Provider



Cued Language Transliteration



Assistive Listening Device



Large Print or Braille



Communication Access
Real-time Translation



Scan your smartphone to access the webpage for more information.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Division of Health Benefits • Division of Services for the Deaf and Hard of Hearing • www.ncdhhs.gov/dsdh/mhmedicaid • NCDHHS is an equal opportunity employer and provider. • 1000X copies of this public document were printed at a cost of \$100X or \$100X each. • 6/2022

Reimbursement

- **Service must take place in approved setting**
 - Most services outside of hospital setting are covered
- **Patient must have Medicaid prior to the appointment**
- **Healthcare provider:**
 - Arranges communication access services
 - Submits invoice to be reimbursed for communication access services
 - Can be retroactively reimbursed
 - Does NOT have to bill Medicaid for their services
- **DSDHH reimburses up to specific amount**
 - Any remaining balance is responsibility of healthcare provider

Examples of Services NOT covered

- **Hospital services**
- **Emergency room**
- **Substance abuse programs**
- **In-patient mental health programs**

Mental Health Services Covered

- **Counseling**
- **Psychiatric testing**
- **Medication Management**
- **Partial hospitalization**
- **Independent living skills**

Medical Services Covered

- **Doctor type visits**
 - Dental
 - Eye
 - Audiology
 - Occupational therapy
 - Physical therapy
- **Adult care**
 - In-home health
 - Hospice services
- **Urgent care**



Deaf Community: Business Manager Decides

Permission to use video granted by the Texas Office of Deaf and Hard of Hearing Services

Deaf Community: preferences

Permission to use video granted by the Texas Office of Deaf and Hard of Hearing Services

Deaf Community: Prioritize Accommodations

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Communication Access Reimbursed

- **American Sign Language (ASL) interpreting**
 - Includes tactile interpreting for DeafBlind
 - Hearing and Deaf interpreter team
- **Cued Language Transliteration**
- **Communication Access Realtime Translation (CART)**
- **Support Service Providers (SSP) for DeafBlind**



Support Service Provider (SSP)

- **Does NOT replace the role of communication access provider**
- **DSDHH schedules SSP for healthcare appointments**
- **DeafBlind can have SSP AND communication access services**
- **SSP can be used for companions**

Update on Service

- **Over \$500,000 reimbursed for communication access**
- **Over \$50,000 paid for SSP for DeafBlind**
- **Over 500 healthcare offices registered with us**
- **Hiring additional staff**

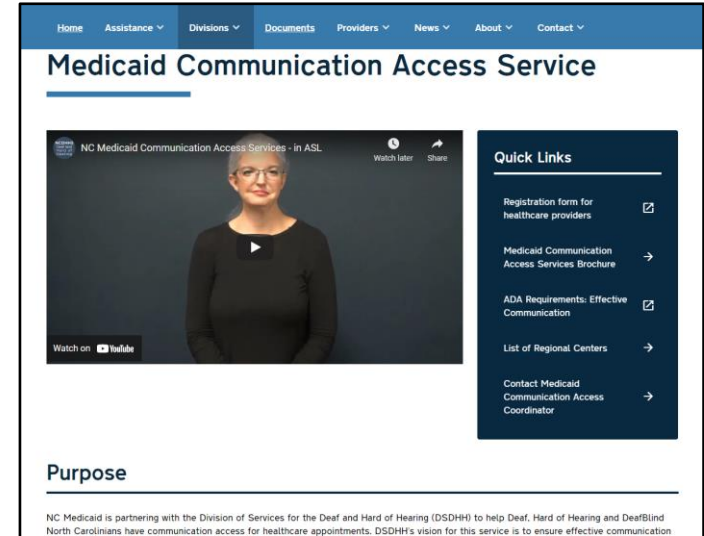
Outreach is Key



For More Information

Division of Services for the Deaf and Hard of Hearing

Medicaid Communication Access Service Webpage



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Questions

