



APPENDIX F-1: SCOPE OF SERVICES:

Communication Assistance

Service Definition
Communication Assistance includes devices or services needed to assist members with hearing, speech, communication, or vision impairments. These items or services assist the member to effectively communicate with others, decrease reliance on paid staff, increase personal safety, enhance independence, increase community inclusion, and improve social and emotional well-being. Communication Assistance includes any device, software, or service that addresses these objectives, such as: 1. Augmentative and alternative communication systems; 2. Hearing or speech amplifications, aids, and assistive devices when not covered under the State Plan; 3. Cognitive retraining aids; 4. Electronic technology, such as tablets, mobile devices, and related software or mobile/tablet applications, when the use provides communication assistance for the member; 5. Evaluation and assessment of the communication assistance needs of the member, and; 6. The repair, maintenance, and servicing of such systems. Communication assistance includes interpreter services, which are provided to members with hearing, speech, or vision impairments and who require interpretation to effectively communicate with people in the community, employees, or others.
Provider Qualifications
• Sign language interpreters (individual or agency-employed) must be licensed under Wis. Stats. § 440.032. • Individual and agency employed interpreters, facilitators, or translators (non-sign language) must have the ability to interpret effectively, accurately, and impartially both receptively and expressively, using necessary specialized vocabulary. • Items or devices provided by communication aid vendors or assessors must meet UL or FCC standards for electronic devices. • Individual or agency employed qualified health professionals must have current state licensure or certification in their field of practice.
Applicable Service Limitations
• This service excludes interpreter services that are otherwise available, including for communication with the managed care organization, its contractors, or other health care professionals that are required to provide interpreter services as part of their rate. • This service does not supplant the responsibility of managed care organizations, contracted providers, or other health care professionals to take reasonable steps to provide meaningful access to their programs by persons with limited English proficiency (LEP). Providers must provide language assistance services in order to comply with Title VI of the Civil Rights Act and Section 504 of the Rehabilitation Act of 1973.