

**DEPARTMENT OF HEALTH SERVICES**

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To All County Medi-Cal Administrative Activities (MAA)/  
Targeted Case Management (TCM) Coordinators and  
Advisory Committee Members

**TRANSLATION SERVICES**

The purpose of this transmittal is to provide all local governmental agencies (LGAs) participating in the Medi-Cal Administrative Activities (MAA) and Targeted Case Management (TCM) programs with the Department of Health Services' (DHS) policy regarding MAA/TCM translation services.

The DHS acknowledges that in providing MAA and TCM services it is often necessary to provide translation services to non-English speaking individuals, and that LGA staff are often called upon to perform these services.

Translation services for MAA are claimable thru the time survey process. Translation services must be related to the performance of MAA, time surveyed by the individual doing the translation and claimed to the activity to which it relates, e.g., Outreach, Facilitating Medi-Cal Application, etc. Translation services under MAA must be performed by an individual identified in the MAA claiming plan. Translation services that are unrelated to the performance of MAA are not claimable under MAA.

Translation services are not separately claimable under the TCM program. The costs of translation services are reflected in the TCM encounter rate through the time survey process when translation costs are included in the TCM cost report. This includes arranging for and/or providing translation services as part of TCM. When costs are incurred to purchase translation services from a vendor to facilitate communication between the client and case manager the costs will be included in the TCM cost report. When a case manager provides translation services that are unrelated to providing the TCM service, the translation service is not claimable as TCM.

