

NOI #: 010816-1-I-SCBS

TO: Area Agencies on Aging, Executive Directors

FROM: Secretary Samuel P. Verghese

DATE: January 8, 2016

SUBJECT: Notice of Instruction: Propio Language Services

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The purpose of this notice is to provide information regarding the Department of Elder Affairs (DOEA) contract with Propio Language Services, an over-the-phone translation service. Propio Language Services assists non-English speaking callers in need of long-term care resources to access information. The services of the Propio contract support the Aging and Disability Resource Centers (ADRCs), Serving Health Insurance Needs of Elders (SHINE) Program, Comprehensive Assessment and Review of Long-Term Care Services (CARES), and the Long-Term Care Ombudsman Council (LTCOC).

In response to a recent Department of Financial Services (DFS) audit finding, DOEA must maintain documentation that the contract manager verified the contacts billed by Propio prior to approving the invoices. The Refer Workgroup has agreed to submit to the DOEA a report of Language Line activity by the 10th of each month. The Workgroup established a statewide marker called "Language Interpreter Service" for the report. The report will include the name of the person accessing the service and the date of service. All users of the service must select the appropriate Refer marker to ensure the reports are accurate.

Additionally, DOEA has asked Propio to include the full name of the specialist and the telephone number of the agency they are calling from on the invoice. When the invoices are received, the contract manager will compare the reports received from the ADRCs to the invoice from Propio. The contract manager will contact the ADRC Elder Helpline manager to discuss any discrepancies in the data.

We appreciate your assistance and cooperation in our efforts to improve accountability. If you have any questions regarding this Notice of Instruction, please email Gretta Jones at [jonesg@elderaffairs.org](mailto:jonesg@elderaffairs.org).

SPV/gj