



Cultural Competency and Translation Resources

Magellan Provider Resources

Magellan has tools and resources available to providers on a variety of topics, including cultural sensitivity, on the [Cultural Competency Resource page](#) of the Magellan provider website.

These tools include the following:

- Cultural Competency Resource Kit.
- Cultural Competence: An Introduction.
- Cultural Competence Information Sheets.

We encourage providers to review this information and incorporate it into practice with members of different cultural backgrounds.

Magellan Interpretation Coverage

- Interpreter services can be authorized for Iowa Plan covered services to a Magellan-credentialed provider.
- One unit of service per day (T1013).
- Standard rate of \$25 per unit.
- Optional rates can be considered for members with hearing impaired interpretation needs.

The interpreter authorization form can be accessed at <http://www.magellanofowa.com/media/695186/interpreterservice.pdf>.

Translation Tools:

“Google Translate” is a multilingual service provided by Google Inc. to translate written text from one language into another.

Features:

- Supports 90 languages.
- Pronunciation of translated text for some languages.
- Highlights corresponding words and phrases in the source and target text.
- Act as a simple dictionary for single-word input.
- If "Detect language" is selected, text in an unknown language can be identified.
- In the web interface, suggest alternate translations, such as for technical terms or correct mistakes.
- Translate text in real time using the device's camera, via the [Word Lens](#) app.

Source: Google Translate. (n.d.). Retrieved June 1, 2015 from Wikipedia:
http://en.wikipedia.org/wiki/Google_Translate.

“Speak & Translate” is an indispensable voice and text translator that allows to communicate effectively in any corner of the globe. Instantly speak 40 languages and hold written conversations in 72 languages!

Features:

- Advanced voice recognition technology.
- Dictate what to translate or type the text.
- Let the app speak the translation or read it on the screen.
- 72 languages for text-to-text translations.
- 40 languages for text-to-speech translations.
- 32 languages for voice-to-voice translations.
- Handy sharing options.

Source: iTunes Preview. (n.d.). Retrieved June 1, 2015 from
<https://itunes.apple.com/us/app/speak-translate-free-live/id804641004?mt=8>.

“iTranslate” can translate words, phrases, and text in over 90 languages.

Features:

- Over 90 languages.
- Select between lots of different dialects.
- Dictionaries for many languages to help find the exact solution.
- Transforms non-Latin languages into Latin characters. Available for many languages including Chinese, Japanese, Korean, Greek, Hindi, Russian, and Thai.
- Speak instead of type (premium) – transforms speech into text upon voice recognition.

Source: iTunes Preview. (n.d.). Retrieved June 1, 2015 from
<https://itunes.apple.com/us/app/itranslate-translate-in-90+/id288113403?mt=8>

**The above applications are not recommended as the primary communication method within an ongoing service relationship, but rather to be used to address language barriers in situations where interpreter services are not immediately accessible.*