



Louisiana Commission for the Deaf

SERVICE PROVISION MANUAL

*Subject to change with 30 days notice to contractors

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INTRODUCTION

PURPOSE

The purpose of the Louisiana Commission for the Deaf (LCD), which was organized by ACT 629 of the 1980 Louisiana Legislation, is to:

- Promote, coordinate, and facilitate accessibility of all public and private services to persons who are d/Deaf, DeafBlind, hard of hearing through informing, educating, and advising businesses, industries, and other sectors on effective communication and the needs of d/Deaf, DeafBlind, and hard of hearing individuals to promote and ensure accessibility to public services.
- Serve as advocates for the needs and rights of d/Deaf, DeafBlind, and hard of hearing people
- Collect information concerning deafness and provide for the dissemination of this information.
- Develop and implement a statewide program to insure continuity of services for d/Deaf, DeafBlind, and hard of hearing people
- Inform, educate, and advise d/Deaf citizens, parents, and families of the availability of programs and services for d/Deaf, DeafBlind, and hard of hearing adults and children at all levels of state and local government.
- Promote the training of American Sign Language (ASL) interpreters and assist in the establishment of ASL interpreter training programs.
- Establish, administer, and promote a statewide program to standardize ASL interpreting services for those who are d/Deaf, DeafBlind, or hard of hearing.
- Establish standards for the state's ASL interpreter workforce, provide support for on-going training and professional development, and maintain a registry of interpreters within the state of Louisiana.

MISSION

The mission of the Louisiana Commission for the Deaf is to engage, empower, and enrich the lives and opportunities of Louisiana's d/Deaf, DeafBlind and hard of hearing people through the implementation and provision of services relating to accessibility- specifically, assisting in situations where the Americans with Disabilities Act (ADA) of 1990 does not or could not apply. Additionally, assisting in situations whereby citizens are not already receiving other similar services or goods such as from the Louisiana Rehabilitation Services or the Department of Veterans Affairs.

In alignment with fulfilling this mission, the Louisiana Commission for the Deaf will not condone nor assist any person or entity with action or services that do not follow the responsibilities and requirements of the ADA 1990. Further, the Louisiana Commission for the Deaf will not condone nor provide equipment and/or services that are not ethically compliant with the statutes and regulations that establish the Louisiana Commission for the Deaf, or any other relevant state or federal laws.

This revised Service Provision Manual, formerly the Technical Guidance Manual, is designed to provide service provision guidelines for the collaboration of service delivery between the Louisiana Commission for the Deaf and the Regional Service Center contractors in the delivery of accessibility services and goods mandated by ACT 629 of the 1980 Louisiana Legislature and related amendments; and ensure that quality, cost-effective services are delivered to eligible Louisiana constituents in accordance with federal and state laws and regulations.

TELECOMMUNICATIONS ACCESS PROGRAM

ELIGIBILITY GUIDELINES

To be considered eligible for the Telecommunications Distribution Programs, individuals must provide:

Proof of Louisiana state residency (this may include: a valid Louisiana driver license or identification card, utility bill, SSI letter, or face sheet from nursing facility)

- Social Security number (this may include any formal documentation of social security number)
- Documentation of hearing-related diagnosis or combined hearing and vision-related diagnosis (acceptable documentation may include: Medical Doctor, Audiologist, Speech/Language Pathologist and/or Therapist, Rehabilitation Counselor)
- Be age 18 years or older or have a parent/guardian available to receive the equipment on behalf of those under 18.

*Limit of one unique type of equipment per household. Exceptions may be granted on an individual basis.

REGIONAL SERVICE CENTER RESPONSIBILITIES

Equipment Distribution Services

Regional Service Center (RSC) coordinators will purchase and distribute appropriate telecommunications equipment on behalf of LCD. The RSC will anticipate consumers' needs through one-on-one assessments as developed by the RSC. The following requirements must be followed:

- LCD consumers may be eligible for more than one equipment type (alarm clock, phone, etc.), but are only allowed one (1) piece of unique equipment type per household. Exceptions may apply with approval from LCD Executive Director or designee.
- Consumers may return equipment and receive a replacement within 30 days if unsatisfied
- Unique equipment devices may only be replaced every three (3) years as needed.

Issuing Equipment to a New Consumer

Individuals applying for equipment will be directed to the RSC serving their parish. The RSC may only serve individuals residing within their region(s). RSC staff will schedule an appointment for the individual to apply, collect and assess required documentation, and provide training on use and care of equipment. Paper application forms may NOT be mailed to consumers without LCD prior approval.

RSC staff will explain the application process to the consumer and verify eligibility through appropriate supporting documentation, which includes: proof of identity (including SSN), residency, and hearing loss or combined vision and hearing loss. Consumer information must be entered into the LCD Online Database online in order to be eligible, and copies of all verification documents must be uploaded to the appropriate areas. Equipment must be provided directly to the consumer or their representative in person. If the RSC does not have the equipment desired by the consumer on hand, the RSC coordinator shall place the equipment order online through the approved LCD vendor, and schedule another appointment for the consumer to retrieve the equipment. Prior to issuing the equipment, the RSC will inspect all equipment to ensure it is in proper working order and all parts/accessories are included. The RSC will provide training on use of all equipment distributed to the consumer on the same day equipment is issued. A copy of the Condition of Acceptance form must be given to each consumer for their records.

- RSC staff issuing equipment to a new LCD consumer shall log all information into the LCD Online Database, per the appropriate Model and Serial number, under “Received- New Consumer.”

Issuing Equipment to an Existing Consumer

Prior to issuing equipment to an existing consumer, the RSC will verify the consumer is not requesting duplicate equipment. If a consumer requests duplicate equipment, RSC staff will take action to verify the equipment distributed exceeds a three (3) year period. In the event the duplicated equipment is needed within a three (3) year period, the RSC coordinator will allow replacement only due to obvious malfunction and must secure the original equipment before issuing new equipment. If a 3 year period has passed, the consumer may receive a new piece of equipment and is not required to return the obsolete equipment.

Existing consumers in need of new equipment shall require another assessment by the RSC coordinator. If a determination is made for more equipment, the RSC will enter all updated information into the LCD Online Database. Equipment must be provided directly to the consumer or their representative in person. If the RSC does not have the equipment desired by the consumer on hand, the RSC coordinator shall place the equipment order online through the approved LCD vendor, and schedule another appointment for the consumer to retrieve the equipment. Prior to issuing the equipment, the RSC will inspect all equipment to ensure it is in proper working order and all parts/accessories are included. The RSC will provide training on use of all equipment distributed to the consumer on the same day equipment is issued. A copy of the Condition of Acceptance form must be given to each consumer for their records.

Equipment may be ordered and shipped directly to an existing consumer if one of the following stipulations apply:

- Previous LCD consumer already familiar with equipment and needs replacement; or
- Equipment is “plug and play” and does not require installation training or assistance. In the event of direct shipment, the RSC must provide a follow up phone call no more than five (5) days after delivery to ensure delivery has been received and equipment is in proper working order.

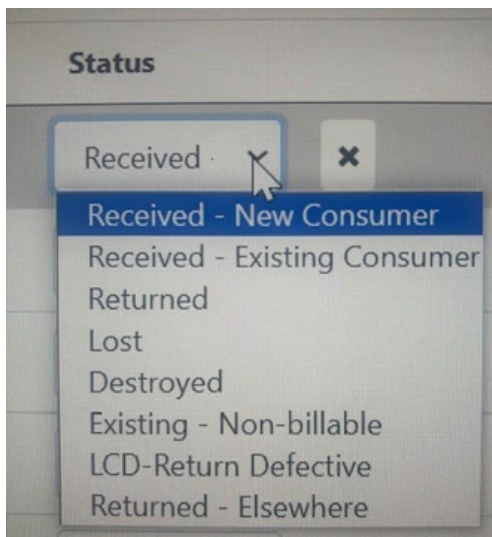
*Equipment may not be directly shipped to first-time LCD consumers.

RSC staff issuing equipment to an existing LCD consumer shall log all information into the LCD Online Database, per the appropriate Model and Serial number, under “Received- Existing Consumer.” In the event equipment is shipped directly to the consumer, the RSC shall receive the invoice and/or packing slip from the supplier and enter in the make, model and serial number onto the consumer’s record in the LCD online database under “Received- Existing Consumer.”

Equipment Returns

Any equipment may be replaced due to regular wear and tear with no obvious signs of abuse every three (3) years. Equipment should be returned to the RSC to determine if a problem can be corrected or if it requires replacement.

- Returned Equipment (Reusable) – Equipment deemed by the RSC to be in good condition with all parts and accessories included may be issued again.
 - RSC staff must revise the LCD Online Database to reflect the specific equipment under the consumer record has been “Returned” and then reentered into the LCD Online Database as “Available Inventory”.
- Returned Equipment (not for reuse) – If equipment is broken or obsolete, RSC staff will ensure the removal of any identifying information of the consumer and dispose in a manner appropriate as determined by the RSC.
 - RSC staff must revise the LCD Online Database to reflect the specific equipment under the consumer record has been “Returned.”
- Lost/Stolen or Destroyed Equipment – Any equipment which is lost/stolen, or destroyed within the allowed three (3) year time frame due to neglect, abuse, or lack of proper care will not be replaced without written explanation from the consumer. LCD reserves the right to refuse to issue replacement equipment within this time frame. Lost or destroyed equipment due to weather-related events, house fires, or other extraordinary events will be replaced.
 - RSC staff must revise the LCD Online Database to reflect the specific equipment under the consumer record has been “lost” or “destroyed” and upload any written documentation as proof of condition.



LCD Online Database Equipment Key	
• <u>Received- New Consumer-</u>	New LCD Consumer receiving equipment
• <u>Received -Existing Consumer-</u>	Existing LCD Consumer receiving equipment
• <u>Returned-</u>	Equipment was returned to the RSC and no longer with the consumer
• <u>Lost-</u>	Equipment is unable to be located by consumer
• <u>Destroyed-</u>	Equipment is beyond repair due to various circumstances
• <u>Existing- Non-billable-</u>	Equipment was received by consumer in time frame in which RSC is unable to charge LCD *See billing section
• <u>Returned elsewhere-</u>	Equipment for consumer was returned to RSC outside of primary location

Ordering and Receiving New Equipment

The RSC may keep up to five (5) pieces of unique equipment on hand to disperse to consumers and/or use for training purposes. The RSC shall not store a quantity higher than five (5) pieces of unique equipment on site at any given time. *Please note, Weitbrecht will only allow one phone purchase at a time due to federal regulations. Orders must be placed on demand only.

The RSC may only use one of the following approved LCD vendor equipment distributors:

- Diglo <https://www.diglo.com/>
- Teltex <https://teltex.com/>
- Weitbrecht <https://www.weitbrecht.com/>

Orders can be placed online or via telephone to have equipment shipped directly to the RSC location, or to the consumer's home (if the perquisites listed above are met).

Upon receipt of LCD equipment order at RSC location, if applicable, the RSC TAP coordinator will verify the make, model, and serial number of each amplified or adaptive device received and input all aforementioned data for each equipment type into the LCD Consumer Database as "available inventory" for verification against order by LCD staff. Equipment will not be available in the database to assign to a consumer if it has not yet been entered in as available inventory. If the equipment has been delivered directly to a consumer, the RSC shall require the vendor to send a copy of the shipping label and/or invoice to include the make, model, and serial number so the item(s) can be added into the LCD database as available inventory and then assigned to the appropriate consumer.

*If any equipment is received by RSC staff and is defective due to manufacturing, the equipment must be logged into the database as "Received Defective." RSC should notify LCD upon realization of a defect.

Consumer Confidentiality

In accordance with the Health Insurance Portability and Accountability Act (HIPAA), all consumer information and records are to be kept confidential. RSCs are prohibited from disclosing or making use of consumer information and records for any purpose not directly connected with the administration of the Telecommunications Equipment Program. In order to receive equipment, consumers are required to provide all personal information to be added to the LCD Online Database and to sign the Consent and Privacy Agreement and National Voter Registry Act (NVRA form) as a condition of acceptance. A copy of the Notice of Privacy Practice must be given to the consumer for their records. RSCs may not require a consumer to complete or sign any additional paperwork unrelated to the Telecommunications Equipment Program in order to receive equipment.

Consumer Agreement

RSC staff will print the Notice of Privacy Practices, and the Consent and Privacy Agreement from the Personal Info page, upon completion. Consumer must check documents for accuracy and sign the Consent and Privacy Agreement page for their file. A copy of the Notice of Privacy Practice must be given to the consumer for their records.

Billing

Please submit the following information by the 15th of the following month for payment as outlined in agency contract.

- All information must be entered into the LCD Online Database with copies of supporting documentation as required. LCD staff will verify this information against the submitted billing for approval.
- An Equipment Summary Report must be printed from database and attached to RSC invoice. Only items marked "Received-New Consumer" or "Received Existing Consumer" will be billed at a cost of \$120.00 per consumer. Only one consumer, regardless of quantity of equipment, will be counted for payment.
- Equipment purchased during the billing month must be noted under the "Capital Assets" line on the invoice. All receipts related to purchase and delivery must be included for reimbursement.
- Repeat Consumers – In the event a consumer returns a piece equipment due to unsatisfactory or defectiveness or requests additional equipment since their last RSC visit, the RSC may exchange or issue equipment for a new or different piece, however will not be allowed to bill LCD again if the consumer had already been served and billed to LCD within a three (3) month time frame.
 - RSC staff must revise the LCD Online Database consumer record to reflect the specific equipment has been issued as "Existing- Non-Billable."

HEARING AID PROGRAM

ELIGIBILITY GUIDELINES

The eligibility requirements for the LCD Hearing Aid Program are listed below. Consumers may be eligible for replacement of aids every five years, with possible exceptions made by LCD Executive Director or designee for extenuating circumstances.

- Louisiana residents with proof of residency (this may be a valid Louisiana driver license or identification card, utility bill, SSI letter, or face sheet from nursing facility, or other documentation as approved by LCD office)
- Social Security number (this may include any formal documentation of social security number, or Medicaid preauthorization form, or other documentation as approved by LCD office).
- Age fifty (50) or older (this may be a valid government issued ID such as a driver's license or passport, birth/baptism records, healthcare facility records, or other documentation as approved by LCD office).
- Have a hearing loss Pure Tone Average of 40 dB or greater in either ear, which is documented by an evaluation and audiogram performed by an LCD approved Audiologist and/or hearing aid instruments specialist selected by the consumer from a pre-approved LCD vendor list.
- Meet the LCD financial criteria of no greater than 250% of the U.S. Department of Health 2025 Poverty Level. Acceptable forms of income verification include: employment records (check stubs, etc.), Social Security compensation, tax returns/W-2's, unemployment compensation, and other written statements as approved by the LCD office.
- Individuals may not be eligible for any other state or federal program providing assistance with hearing aid purchases.
- Younger individuals who meet all other eligibility requirements may be considered on an individual basis according to funding availability.

REGIONAL SERVICE CENTER RESPONSIBILITIES

The Regional Service Center (RSC) will check eligibility requirements for all potential consumers as outlined above and will coordinate all hearing aid program services procedures in accordance with LCD requirements as outlined below.

RSC staff will support the LCD office in ensuring all services have been completed within ninety (90) days of consumer's first appointment at the center office, and follow all billing guidelines as required.

Outreach Phase

The RSC shall be responsible for contacting each consumer on the Hearing Aid Waitlist in the order they are submitted.

- RSC staff must attempt to contact each consumer a minimum of three (3) times by phone and in writing (at least one time shall be in written form with formal RSC lettering).
 - During this phase, the consumer's status in the LCD waitlist database must be updated to "in progress."
- If the consumer is unable to be reached within 30 days, after various attempts via secondary and referral contacts, the RSC staff shall leave the consumer's name on the waitlist, and document the attempts made and the outcome in the LCD Online Database.
 - The consumer's name shall be updated with "Unable to Contact" and will be left on the list for up to three (3) additional months.
 - Once the timeframe has passed, and if no contact has been successful, the RSC staff may "Cancel" the entry from the Waitlist. It is advised that RSC coordinators document any "cancel" due to "unable to contact".
 - If the consumer contacts the RSC after the allowable time frame has already passed, they may be added back onto the region's waiting list, but will be served as a first come, first serve basis.
- For consumers that have been reached, RSC staff shall follow the guidelines outlined in the next section.

Medicaid Preauthorization Eligibility

During the outreach phase, the RSC must run each individual from the HAP Waitlist against the Medicaid Database. Only one RSC staff should have access to this database, granted by LCD staff (if RSC staffing changes, please contact LCD as new permissions will need to be granted). In the event a consumer has Medicaid and can be verified in the Medicaid database, RSC staff must download a copy of their Medicaid Authorization which pre-authorizes eligibility for the LCD HAP Program (this document is sufficient in replacement of proof of age and income). The RSC must then contact the consumer and inform them of their preauthorization via Medicaid and explain the HAP program and processes to the individual. If the individual wishes to proceed with the program, and in the event the consumer is equipped to provide consent to services via electronic means, the RSC should send the Medicaid Prequalified Acknowledgement, found at this link, <https://la.accessgov.com/lcd/Forms/Page/medicaid/prequalified-acknowledgement/> to the consumer to fill out and sign electronically. Please note, a new HAP entry in the LCD Online Database will not be able to be created until this form is complete, which provides the consumer's social security number. Once the consumer submits the form, the final copy will be emailed to LCD@la.gov. LCD staff will then forward the document received from the consumer to the HAP coordinator on file according to the parish in which the individual resides. This document, along with the downloaded copy of the consumer's Medicaid Authorization form, must also be uploaded to the LCD Online Database for verification by the RSC coordinator. The RSC will then work with the consumer to identify a vendor in their area, and schedule their appointment accordingly. In the event a prequalified consumer is unwilling or unable to provide acknowledgment via electronic means, the RSC must follow the remaining steps outlined below for in-person assistance.

This document, along with the downloaded copy of the consumer's Medicaid Authorization form, must also be uploaded to the LCD Online Database for verification by the RSC coordinator. The RSC will then work with the consumer to identify a vendor in their area, and schedule their appointment accordingly. In the event a prequalified consumer is unwilling or unable to provide acknowledgment via electronic means, the RSC must follow the remaining steps outlined below for in-person assistance.

In-Person Eligibility Appointment

Once outreach is successful, the RSC will explain the HAP process and requirements to the consumer, including what documentation will be necessary to determine eligibility. This will ensure the consumer is prepared for their appointment. Next, the RSC will work with the consumer to schedule a convenient time for the applicant's initial appointment and coordinate all necessary arrangements, including interpreting services when applicable. If interpreting services will be needed for the initial appointment, the RSC will be responsible for securing the service, which may be billed to the LCD contract for interpreting at the conclusion of the appointment(s).

During the appointment the RSC will:

- Collect all personal information and required eligibility documents. Enter this information into the LCD Online Database and upload supporting documentation, to include: residency, age, and income verification requirements, or medicaid preauthorization.
- Provide consumer with the Notice of Privacy Practices from the Louisiana Department of Health
- Ensure the consumer confirms the accuracy of personal information and signs the Consent and Privacy Agreement while they are in the office, which should be printed from the Personal Info page upon completion.

Eligible- If the applicant **does meet** the eligibility requirements (according to residency, age, Medicaid eligibility, and income verification), follow the steps listed below.

- Update the LCD database with "eligible" status
- Provide the consumer with a list of LCD-approved audiology or hearing aid vendors and allow them to select their preferred vendor. Consumers may choose a vendor in any area of the state.
- Schedule an appointment with the consumer's vendor of choice, and coordinate any necessary accessibility services (i.e. interpreter, applicant's family member, applicant advocate), and provide them notice of the appointment date and time.
 - If interpreting services will be needed for the hearing test with the vendor, the RSC will be responsible for securing the service, which may be billed to the LCD contract for interpreting at the conclusion of the appointment(s).
- Inform the consumer of the importance of completing the LCD HAP Consumer Satisfaction Survey upon completion of all services. Survey will be provided via print or online by a LCD approved hearing aid vendor at their follow up visit.
- Update the LCD database with the vendor's name. Keep a record of the consumer's appointment date/time.

Ineligible- If the applicant **does NOT** meet the eligibility requirements (according to residency, age, Medicaid eligibility, or income verification), notify the applicant, and update the LCD online database with “ineligible” status. **Note: The eligible status determined by the RSC is not applicable to the hearing aid vendor’s assessment of eligibility based on the consumer’s audiogram results.**

Regardless of eligibility, the consumer’s status in the LCD waitlist database must be updated to “complete” prior to finalizing billing.

Billing

Please submit the following information by the 15th of the following month for payment as outlined in agency contract.

- All information must be entered into the LCD Online Database with copies of supporting documentation as required. LCD staff will verify this information against the submitted billing for approval.
- A HAP summary report must be printed from the database and attached to the RSC invoice.
- RSC invoice may bill each consumer seen by the RSC and deemed eligible based on age and income at a rate of \$150.00 per consumer
- In the event the consumer is not deemed eligible after appointment with the RSC, the RSC may bill each ineligible consumer at a rate of \$50.00

Important Note: The RSC is no longer responsible for completing the previous requirements for phases 2 and 3. Beginning September 01, 2020, all determination of eligibility based on audiogram results will be conducted by LCD-approved vendors, to include any follow up appointments necessary. ***Vendors will be responsible for submitting all documentation and invoices directly to the LCD office*** according to the guidelines set forth in the Vendor Technical Guidance policy. Staff should notify the office of LCD if any consumers have not been finalized within the 90 day requirement.

HEARING AID VENDOR RESPONSIBILITIES

Regional Service Center (RSC) staff should be familiar with the requirements of hearing aids vendors approved by LCD. If a vendor reaches out to a RSC with an interest in providing services within the LCD Hearing Aid Program, the RSC should refer them to the LCD office. In addition, if a hearing aid vendor reaches out to a RSC about a billing question, the RSC should refer them to the LCD office. In the event an RSC receives billing from a hearing aid vendor, it must be forwarded directly to the LCD office. RSC’s should remind vendors of the process, and/or forward vendors copies of the Hearing Aid Vendor Requirements for the program, if needed. Hearing aid vendors are not allowed to see LCD consumers without having the RSC initiate and set up the appointment- LCD reserves the right to deny reimbursement to a vendor if the RSC confirms the consumer was not approved through our eligibility process prior to appointment with the hearing aid vendor.

To be eligible to dispense hearing aids for the Louisiana Commission for the Deaf, vendors must be licensed by the Louisiana Board of Hearing Aid Dealers, the Louisiana Board of Examiners for Speech-Language Pathology and Audiology, or be a licensed physician in good standing with the Louisiana Board of Medical Examiners and be included on the LCD-approved hearing aid vendor list.

Vendors must agree to the following:

- To be registered with the State of Louisiana.
- To undergo training with the LCD office prior to providing services through the Hearing Aid Program
- To provide a comprehensive hearing evaluation. (If the consumer had a hearing test conducted by one of LCD's approved vendors within 3 months of the application date, the selected vendor may use professional discretion to determine if an additional hearing test is required.)
- To dispense hearing aids (monaural or binaural) that best meet the needs of the consumer
- To provide custom ear molds as needed; a 30 day supply of batteries; one hearing aid check (follow-up) at least five (5) days following dispense/fitting; and provide a 30 day trial period, which may be extended to no more than 45 days for difficult fits.
- To complete and sign the Hearing Aid Vendor and Consumer Agreement form for each consumer receiving hearing aids.
- To provide Consumer Satisfaction Survey with enclosed envelope to each consumer and/or inform consumer how to navigate the online survey on LCD website.
- To perform hearing aid dispensing services in accordance with LCD requirements in order to serve as a dispenser for the LCD hearing aid program; and to provide all consumer services and invoicing within ninety (90) days of consumer's first appointment with Regional Service Center.
- To provide LCD with an invoice for each consumer provided hearing aids and professional services at a rate of \$750 per hearing aid, which includes consumer's evaluation, hearing aid(s), ear molds, batteries, and all professional services (fittings and follow-ups).
- To provide all documentation and invoicing in accordance with the LCD Hearing Aid Vendor Service Agreement. Invoices and supporting documentation should be emailed directly to LCD-HAPInvoices@la.gov

INTERPRETING PROGRAM

AMERICANS WITH DISABILITIES ACT OF 1990

By law, the Americans with Disabilities Act of 1990, (ADA), requires state and local government agencies, businesses, and non-profit organizations serving the public to provide effective communication access for people who are d/Deaf, DeafBlind and hard of hearing (DDBHH). Upon request, an ASL interpreter, who is a professional trained to facilitate effective communication between spoken language and signed language, may be required.

REGIONAL SERVICE CENTER RESPONSIBILITIES

Instructions for Supporting the ADA and the LCD Interpreting Program

Under the LCD statute, LCD must support the federal law of ADA with regards to effective communication access for d/Deaf, DeafBlind or Hard of Hearing (DDBHH) ASL users needing interpreting services to access a business or service. The Regional Service Center (RSC) should be familiar with the requirements of ADA, and which situations it may not apply in order to best serve the needs of the DDBHH community.

If the RSC is contacted by a DDBHH consumer about needing an interpreter, the RSC should:

- First, educate the individual/consumer of their ADA rights
- Advise the individual/consumer that they are responsible for contacting the business or organization directly and request they provide an interpreter
- If a request for an interpreter is denied, the RSC should provide advocacy support depending on the situation. For example, the RSC may need to call or email the business or organization to explain the ADA requirement, and offer assistance to accessing information about interpreting services if needed
- If the RSC does not provide direct commercial interpreting services (non-LCD funded requests), the RSC must refer the organization to a nearby interpreter and/or interpreting agency for services.

Please use one of the following to locate ASL interpreters near you:

[Louisiana's Interpreter Registry](#)

[Registry of Interpreters for the Deaf \(RID\) - National Interpreter Registry](#)

[List of Louisiana Statewide Interpreting Agencies](#)

Exceptions

When other resources are unavailable, and the Americans with Disabilities Act of 1990 has been honored or used to disqualify the business or organization's responsibility to provide access, the Louisiana Commission for the Deaf provides **limited funding** for coverage of interpreting services to ensure consumers' access to public and private services.

The RSC is responsible for adhering to their LCD contract terms to include ensuring approved assignments are within current budget and meet the terms and conditions as outlined below. Extenuating circumstances may be approved on a case by case basis with prior written approval via email by LCD Interpreter Program Manager or Executive Director.

LCD may provide limited funding for ASL interpreting services when access to public and private services are necessary but are unable to be provided. For example:

- due to the size of an organization/business/agency or its funding capabilities
- emergency situations
- other urgent situations that may have a critical impact on a person's physical or mental health, such as disaster or weather related incidents, Alcohol Anonymous, or other mental health support group meetings
- Other Situations – situations not provided for above, by L.R.S. 46:2361 (Louisiana Interpreter's Law) through L.R.S. 46:2372; other provisions, or where circumstances do not allow for the provision of an interpreter by other sources even if mandated by law, where is needed to protect the Deaf citizens' interest, rights, and privileges. These assignments must have approval from LCD Interpreter Manager or LCD Executive Director before assigning an interpreter.

Interpreting services that will not be approved are:

- Religious – Religious assignments are the responsibility of the religious organization, individual, or family.
- Educational – Elementary and secondary education (K-12) programs are the responsibility of the Louisiana Department of Education or the parish school system. Post-secondary academic, vocational training, and technical programs are the responsibility of the school, college, or the state vocational rehabilitation program.
- Vocational- Under ADA, workplace situations including interviews, orientations, trainings, or other work related needs are the responsibility of the business, organization or employer. LCD may consider temporary coverage for services if the situation meets one of the criteria listed above.
- Personal – General day-to-day activities, such as shopping, recreational, and entertainment remain the responsibility of the service provider, individual, or family.

Note: Special considerations may be provided for DeafBlind individuals.

Billing

The RSC contractor may seek reimbursement for interpreting services approved by LCD.

- The contractor may seek reimbursement for portal to portal when the assignment is over 25 miles from the interpreter's home location. A map must be included from the interpreter(s) beginning address to address of assignment, for each assignment.

- The contractor may seek reimbursement for no-shows or late-cancelled (less than 24 hours' notice) assignments as a two-hour minimum, or of the assigned time, whichever is greater. In the event the contractor reassigns an interpreter, it is not permitted for the contractor to bill for the canceled assignment. The contractor may bill for the reassigned assignment only.
- The contractor may seek reimbursement for emergency requests. Emergency requests are defined as and may be billed as a three-hour minimum, or the assigned time, whichever is greater:
 - Assignments requiring immediate scheduling after 5:00 pm or before 8:00 am, or
 - Request for assignments required within a 24-hour notice period, or
 - State-approved holidays (please visit the Louisiana Department of Administration website for current year approved holidays <https://www.doa.la.gov/doa/hr/state-holiday-calendar/>) and any other day declared by the Governor of Louisiana as a State Holiday.
- Each assignment must be documented with a signature by the interpreter and by the business representative of the organization requesting the services (the client), including no-show assignments.

The RSC is responsible for submitting a verification form for all LCD-approved interpreting assignments. Each interpreting assignment must be signed by the interpreter and business representative within the organization requesting services. The RSC may use LCD's verification form template or the RSC may use their own organization verification form template. The verification form must include the following information:

- Assignment Date
- Name of Business
- Name of Requester (Point of contact)
- Interpreter Name
- Type of Assignment
- Actual start and end times of assignment
- Portal to Portal time, if applicable
- Total number of service hours, including portal-to-portal
- Signatures from Interpreter (provider) and Organization representative (requestor)

To be approved for reimbursement, all assignments must be entered into the LCD Online Database. A signed copy of the Interpreter Verification form must be uploaded per assignment and interpreter, along with a map for travel, if applicable.

The following supporting documentation for the Interpreting program must be included with the RSC invoice packet:

- Individual Interpreter payment pay stub or check stub
- Interpreting Assignment summary report (downloaded from the LCD Database)

Regional Service Center (RSC) invoice packets must be submitted by the 15th of the month for payment as outlined in the agency contracts. Certified billable hours are allowed at a total of \$55.00 per hour. Non-certified billable hours are allowed at \$35.00 per hour. RSCs should use every effort to provide certified service hours for LCD interpreting assignments.

LCD ONLINE DATABASE TRAINING AND NATIONAL VOTER REGISTRATION ACT

LCD ONLINE DATABASE TRAINING

Each Regional Service Center (RSC) staff member who will need access to the LCD Online database must first undergo a series of trainings, to include Health Information Privacy Practice (HIPAA) and National Voter Registration Act (NVRA), and have their Regional Service Center Director sign off to verify completion.

To access the trainings, please visit the LCD Online Registration and Annual Training Resource Tool. Log in as Guest- Go to Course Listings at top of page- Scroll down to Louisiana Commission for the Deaf

You will see two courses- One is LCD Annual Training for all RSC staff to complete; other is LCD Resource which is a library of documents and forms. Password for both is LCD!!

At the bottom of the training page you will see a separate website

<https://la.accessgov.com/lcd/Forms/Page/user-management/new-request/> which you must follow to upload a signed copy of your user application to verify you have completed the trainings. You will then receive your own username and application via email. These are unique per user, so please save in a private location.

Trainings should be completed annually with verification subject to review by LCD. Due to Health Information Privacy Practice (HIPAA) regulations, it is imperative for Regional Service Centers to discontinue the rights of any and all former employees, regardless of their reason for leaving, within 24 hours of resignation. Please submit an email to LCD office with the employee's name and resignation date.

Their access will be removed upon receipt of email. In addition, please notify the LCD office of any employee of the Regional Service Center who will be out of work for longer than 30 days consecutively. These employees will have their access suspended and reinstated only upon reentry to work.

NATIONAL VOTER REGISTRATION ACT (NVRA)

In accordance with the National Voter Registration Act, the staff of the Louisiana Commission for the Deaf and Regional Service Centers (RSC) will offer assistance for consumers applying to register to vote. Staff and contractors will also document having made this assistance available at application by having the consumer or their representative sign the NVRA declaration form. RSCs must follow all policies, including person-to-person or mail-in procedures as outlined in the NVRA Technical Guidance.

NVRA Training can be found in the [LCD Online Annual Training Resource Tool](#). All new employees (including student workers, volunteers and contract workers) must be trained on NVRA within 30 days of employment. Existing employees must review this training annually. Agency Directors must ensure upon the employee's completion of training that they fully understand their responsibility.