

UCARE CONTRACTED INTERPRETER SERVICE AGENCIES

Below is a list of interpreter agencies that are contracted with UCare as of when this manual was last updated. To verify the agencies in the UCare network, call the UCare Customer Service number on the member's ID card.

AGENCY	LANGUAGES	SERVICE AREA (BY COUNTIES)
ASL Interpreting Services 5801 Duluth Street, Suite 106 Golden Valley, MN 55422 763-478-8963 www.aslis.com	American Sign Language (ASL)	All counties in Minnesota
A-Z Friendly Languages 1113 E. Franklin Ave., Ste. 210A Minneapolis, MN 55404 763-566-4312	Albanian, Amharic, Arabic, Armenian, Azerbaijan, Bassa, Belorussian, Bengali, Body, Bosnian, Bulgarian, Cambodian (Khmer), Cantonese Croatian, Czech, Edo, Ewe, Farsi, French, Geo (Gio), Georgian, German, Grebo, Greek, Hindi, Hmong, Hungarian, Igbo, Japanese, Kisi, Korean, Kpelle, Krahn, Kru, Laotian, Latvian, Liberian English, Lithuanian, Lorma, Mandarin, Mandingo, Mano, Mina, Moldavian, Oromo, Oromiffa, Polish, Portuguese, Pulaar, Punjabi, Pushtu, Romanian, Russian, Sapo, Sebuano, Somali, Spanish, Susu, Swahili, Tagalog, Telugu, Thai, Tibetan, Tigrinya, Toysanese, Turkish, Twi, Ukrainian, Urdu, Vietnamese, Yoruba, Zulu	Anoka, Blue Earth, Carver, Dakota, Freeborn, Goodhue, Hennepin, Nicollet, Olmsted, Ramsey, Scott, Sherburne, Steele, St. Louis, Stearns, Washington

ARCH Language Network 1885 University Ave. W Suite 75 St. Paul, MN 55104 651-789-7897 1-877-789-7818 www.archlanguage.com	Afar, Afghani, Amharic, Anuak, Arabic, Armenian, Belarus, Bosnian, Burmese, Cambodian, Cantonese, Chinese, Cuchi, Dioula, Farsi, French, German, Hindi, Hmong, Igbo, Italian, Karen, Korean, Laotian, Malinke, Mandarin, Mandingo, Nuer, Oromo, Pashto, Pidgin English, Portuguese, Punjabi, Russian, Serbian, Somali, Spanish, Swahili, Tagalog, Thai, Trigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Yoruba	Anoka, Blue Earth, Carver, Dakota, Dodge, Hennepin, Kandiyohi, Le Sueur, Lyon, McLeod, Meeker, Mower, Nicollet, Nobles, Olmsted, Polk, Ramsey, Rice, Scott, Sherburne, Sibley, Steele, St. Louis, Stearns, Wabasha, Waseca, Washington, Wright, Winona
CareInt 4033 Abbott Avenue South Minneapolis, MN 55410 612-922-0587	Russian	Hennepin, Ramsey
Intelligere, Inc. formerly Garden & Assoc. 10000 HWY 55, Ste. 400 Plymouth, MN 55441 952-920-6160 1-877-859-8800 www.gardentranslation.com	Afghani, Azeri, Amharic, Armenian, Ashanti, Albanian, Arabic, Bengali, Bosnian, Bulgarian, Burmese, Bassa, Belarus, Cantonese, Creole, Cambodian, Croatian, Czech, Dan, Dari, Dinka, Dutch, Estonian, Ewe, Fulani, French, Farsi, Gana, Georgian, German, Grebo, Greek, Guajarati, Haitian Creole, Hausa, Hebrew, Hindi, Hmong, Hungarian, Indonesian, Italian, Japanese, Karen, Khmer, Kpelle, Korean, Kurdish, Karen, Kisii, Kpelle, Krahn, Krio, Kru, Laotian, Latvian, Liberian, Lorma, Luganda, Mai Mai, Malayalam, Mina, Mano, Moldavian, Mandingo, Mandarin, Nuer, Nepali, Oromo, Pashto (Central), Pilipino, Persian, Polish,	Anoka, Beltrami, Benton, Carver, Chisago, Cottonwood, Dakota, Dodge, Goodhue, Hennepin, Isanti, Jackson, Kandiyohi, Le Sueur, Olmsted, Ramsey, Rice, Scott, Sherburne, Stearns, Steele, Traverse, Wabasha, Waseca, Washington, Winona, Wright

	Portuguese, Romanian, Russian, Sinhalese, Somali, Spanish, Sudanese, Swahili, Serbian, Tagalog, Thai, Tibetan, Turkish, Ukrainian, Urdu, Vietnamese, Wolof, Yiddish, Yoruba	
Intercultural Mutual Assistance Association 2500 Valleyhigh Dr. NW Rochester, MN 55901 507-289-5960 www.imaa.net	Amharic, Anuak, Arabic, Bosnian, Dinka, French, German, Greek, Hindi, Hmong, Italian, Karen, Kannada, Khmer, Laotian, Laolue, Laotinh, Lotoko, Luganda, Mai (Somali), Mende, Nepali, Neur, Oromo, Philippine, Portuguese, Quecha, Russian, Somali, Spanish, Swahili, Tagalog, Tamil, Thai, Telugu, Turkish, Vietnamese	Blue Earth, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha, Waseca, Winona
Itasca Corporation 1549 Livingston Ave. Suite 102 West St. Paul, MN 55118 651-457-7400 www.itascacorp.biz	Arabic, Amharic, Bosnian, Burmese, Cambodian, Cantonese, Chinese, Farsi, French, Hindi, Hmong, Igbo, Italian, Japanese, Karen, Karen-Pwo, Karenii, Kpelle, Kiswahili, Korean, Laotian, Liberian English, Mandarin, Mandingo, Nepali, Oromo, Piggen English, Portuguese, Punjabi, Russian, Serbian, Somali, Spanish, Swahili, Taiwanese-Chinese, Thai, Tibetan, Tigrinya, Ukrainian, Urdu, Vietnamese	Anoka, Dakota, Goodhue, Hennepin, Lincoln, Lyon, Murray, Olmsted, Ramsey, Redwood, Rice, Scott, Stearns, Wabasha, Washington, Winona
Kim Tong Translation Services 2994 Rice Street Little Canada, MN 55113 651-252-3200 1-877-408-2431 www.kttsmn.com	Armenian, Amharic, Arabic, Belarusian, Burmese, Bosnian, Cambodian, Cantonese, Croatian, Dari, Farsi, Filipino, French, German, Gujarati, Hindi, Hmong, Japanese, Karen, Korean, Laotian, Lithuanian, Luganda, Luplith, Mandarin, Nuer, Persian, Polish,	Anoka, Benton, Blue Earth, Carlton, Carver, Chisago, Cottonwood, Dakota, Dodge, Faribault, Fillmore, Freeborn, Goodhue, Hennepin, Isanti, Jackson, Kandiyohi, Le Sueur, Martin, Murray, Nicollet, Nobles, Pine, Olmsted, Pipestone, Ramsey, Rice, Rock,

	Portuguese, Romanian, Russian, Somali, Spanish, Swahili, Swedish, Tamil, Tibetan, Tigrinya, Turkish, Ukrainian, Vietnamese	Sherburne, Stearns, Steele, Wabasha, Waseca, Washington, Watonwan, Winona, Wright
N & N Interpreter Company 1535 Comstock Lane N Plymouth, MN 55447 763-557-6702	Arabic, Azeri, Belarus, Dari, Farsi, German, Hmong, Lao, Persian Romanian, Russian, Spanish, Thai, Turkish, Ukrainian,	Anoka, Dakota, Hennepin, Ramsey, Scott, Washington
Project FINE 202 West 3rd Street Winona, MN 55987 507-452-4100 www.projectfine.org	Arabic, Bosnian, Bulgarian, Cambodian, Chinese, Czech, Dinka, French, German, Hmong, Italian, Japanese, Korean, Laotian, Nepali, Romanian, Russian, Somali, Spanish, Thai, Tibetan	Filmore, Goodhue, Houston, Olmsted, Wabasha, Winona; Buffalo, WI; La Crosse St. Croix, WI; Trempealeau, WI
Slavic Translation Services 1200 Mendelssohn Ave. N Suite 208 Golden Valley, MN 55427 612-618-6642	Amharic, Armenian, Anuak, Arabic, Belarusian, Berber, French, Georgian, Khmer, Moldavian, Oromo, Romanian, Russian, Spanish, Somali, Sudanese, Swahili, Ukrainian	Anoka, Carver, Chisago, Dakota, Hennepin, Ramsey, Rice, Scott, Sherburne, Stearns, Washington, Wright
Surad Interpreting and Translation Co. 2025 Nicollet Ave. Suite 208 Minneapolis, MN 55404 612-872-8059 www.suradinterpreting.com	American Sign Language (ASL), Amharic, Arabic, Bassa, Bosnian, Cantonese, Cambodian, Dinka, Farsi, French, Gro, Hindi, Hmong, Italian, Japanese, Kiswahili, Korean, Kpelle, Kurdish, Laotian, Lingala, Mandarin, Oromo, Russian, Serbo-Croatian, Somali, Spanish, Swahili, Tibetan, Vei, Vietnamese, Yoruba	All MN counties and parts of WI
The Bridge World Language Center, Inc. 110 2nd St. South Suite 211 Waite Park, MN 56387 320-259-9239 1-800-835-6870 www.bridgelanguage.com	Amharic, Arabic, Anuak, Belarus, Bengali, Bulgarian, Burmese, Cambodian, Cantonese, Chinese, Creole, Croatian, Farsi, French Gujarati, Hindi, Hmong Indonesian, Italian, Japanese, Javanese, Kissi, Korean, Krahn, Kurdish, Laotian, Nuer,	Anoka, Benton, Carver, Clay, Crow Wing, Dakota, Douglas, Hennepin, Isanti, Kandiyohi, Koochiching, Lyon, Meeker, Nobles, Olmsted, Pope, Ramsey, Rice, St. Louis, Scott, Sherburne, Stevens, Todd, Washington, Wright

	Oromo, Polish, Portuguese, Punjabi, Russian, Sapo/Sapro, Serbo-Croatian, Spanish, Somali, Swahili, Tagalog, Thai, Tigrinya, Ukrainian, Urdu, Vietnamese, Yoruba	
The Language Banc, Inc. 1625 Park Avenue Minneapolis, MN 55404 612-588-9410 www.thelanguagebanc.com	Akan, Albanian, Amharic, Arabic, Armenian, Bashto, Bassa, Belorussian, Bengali, Bhutan, Bosnian, Bulgarian, Cambodian, Cantonese, Cebuano, Comoren, Creole, Creole French, Dari, Dinka (Sudanese), Dutch, Ethiopian, Farsi, Filipino, French, Fulani, German, Gio, Gola, Greek, Greybo, Gujarati, Hausa, Hebrew, Hindi, Hmong, Indonesian, Iran, Italian, Japanese, Katchi, Khmer, Kissi, Kiswahili, Korean, Kosovo, Kpelle, Krahn, Krio, Kru (Liberian), Kurdish, Laotion, Lorma, Mandarin, Mandingo, Mano, Nepali, Neur, Oromo, Pashto, Persian, Polish, Punjabi, Romanian, Russian, Somali, Spanish, Swahili, Tagalog, Taiwanese, Tamil, Telegis, Telegu, Thai, Thirumalai, Tibetan, Tigrinya, Tomi, Turkih, Ukrainian, Urdu, Vietnamese, Wolaff, Yourba	Statewide (all 87 counties)
The Minnesota Language Connection 1327 County Road D, Circle E Vadnais Heights, MN 55109 651-644-7100 www.minnesotalanguageconnection.com	Amharic, Arabic, Belarusian, Burmese, Cambodian, Cantonese, Creolo, French, Georgian, German, Haitian, Hindi, Hmong, Karen, Korean, Laotian, Mandarin, Ormo, Portuguese, Russian, Somali, Swahili, Thai, Tibetan, Turkish	Anoka, Blue Earth, Carver, Chisago, Dakota, Dodge, Faribault, Fillmore, Hennepin, Isanti, Itasca, Jackson, Kandiyohi, Le Sueur, Lyon, Olmsted, Rice, Ramsey, Scott, Sherburne, Stearns, Washington, Winona, Wright
West Central Interpreting & Consulting Services LLC 316 Becker Avenue SW, Suite 315	Arabic, Karen, Ksawahili, Somali, Spanish	Kandiyohi (within this county only)

Willmar, MN 56201 320-235-0165 320-235-0105 (Fax)		
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Professional Standards for Interpreters

Quality interpreting requires that the interpreter adheres to a code of ethics and follows professional standards of practice. UCare expects all spoken language interpreters to follow the National Council on Interpreting in Health Care (NCIHC) National Standards for Interpreters in Health Care and the NCIHC National Code of Ethics for interpreters in Health Care. These documents may be found at <http://www.ncihc.org/>.

American Sign Language (ASL) interpreters are expected to adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct which can be viewed at <http://www.rid.org/>. In addition, the ASL interpreter must be RID certified.

GUIDELINES FOR HEALTH CARE PROFESSIONALS IN WORKING WITH INTERPRETERS

Use qualified interpreters to interpret.

The most basic requirement is that you have access to an experienced and qualified interpreter who can truly aid communication rather than getting in the way or distorting the messages that you and the patient want to communicate. Being bilingual in English and the patient's language is only a prerequisite for being able to interpret (just as speaking English is only a prerequisite for teaching it; being a native speaker doesn't make you a language teacher). A qualified, professional interpreter has the special skills needed to fully understand anything another person wants to say and to make that person's message clear to another person in a different language. In addition, like any professional, a qualified interpreter knows their role, their limitations and their responsibilities as an interpreter for others.

Don't depend on children or other relatives and friends to interpret. Do not ask children or relatives or friends of the person you are going to meet with to interpret. Do not call upon staff members or others unskilled in interpreting even if they speak both languages. If bilingual staff with other responsibilities does the interpreting, they must not try to do two things at once, e.g., interpreting and counseling.

Have a brief pre-interview meeting with the interpreter. Plan to meet with the interpreter for a couple of minutes before the interview to explain the situation and any background needed for understanding what you plan to talk about. Agree with the interpreter in advance on such things as how the interview will start and where the interpreter should sit.

Establish a good working relationship with the interpreter. If possible, try to work with the same interpreter over time so that you can establish a comfortable working relationship. Although your roles are quite different, you need to be able to work together as a team.