



**Children's Hospital**  
New Orleans  
LCMC Health

**Children's Hospital New Orleans' Response to Office of Behavioral Health  
Request for Information for Early Childhood Supports and Services (ECSS) Program**

SOLICITATION NUMBER 3000020188

December 30, 2022

**To:**

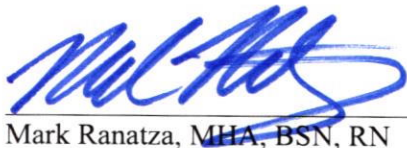
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**Children's Hospital**  
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***LETTER OF TRANSMITTAL***

December 30, 2022

Beth Scalco, LCSW, MPA  
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To Whom It May Concern,

On behalf of Children's Hospital New Orleans, I am pleased to submit this response for the Office of Behavioral Health's RFI on Early Childhood Supports and Services ("ECSS") Program, RFI #3000020188.

By submitting to the RFI, Children's Hospital New Orleans represents that we fully understand the services needed in the RFI and are committed to providing the following services to children (birth to 5), and families at risk for negative outcomes due to child behavioral health concerns, child/parent attachment concerns, impacts of exposure to trauma or violence, or poor social determinants of health:

- Direct family-based assessment and planning, including psychosocial assessment, assessment of needs and development of care plans
- Direct treatment interventions through Licensed Mental Health ("LMHP") services providing evidence-based models addressing trauma exposure and caregiver relationships. Evidence based models will include Child Parent Psychotherapy ("CPP") and Parent-Child Interactive Therapy (PCIT)
- Direct psychiatric services from qualified professionals with experience in infant and early childhood mental health
- Care coordination utilizing evidence-based models and appropriate referrals to ensure continuity of care
- Universal and targeted health promotion programming

We sincerely appreciate your consideration in our response to RFI #3000020188.

Regards,

Jonathan Brouk  
SVP, COO / CSO

## **Executive Summary**

### **Background**

Children's Hospital New Orleans is a 257-bed, not-for-profit pediatric medical center offering a complete range of healthcare services for children from birth to 21 years. With over 40 pediatric specialties and more than 600 pediatric providers, Children's Hospital New Orleans is the first and largest full-service hospital exclusively for children in Louisiana and the Gulf South, nationally ranked by U.S. News & World Report as a Best Children's Hospital.

In 2009 Children's Hospital New Orleans formed Louisiana Children's Medical Center when it aligned with Touro Infirmary. Now called LCMC Health, our health system has become a local, community-minded healthcare leader that operates Children's Hospital New Orleans, Touro, New Orleans East Hospital, University Medical Center, West Jefferson Medical Center and East Jefferson General Hospital. In 2017, Children's Hospital New Orleans broke ground on the most significant expansion project in the hospital's history. This unprecedented, \$300 million investment made by our Board of Trustees and LCMC Health brings together infrastructure, technology, and unmatched expertise to deliver a healthier, happier future for Louisiana's children.

Children's Hospital New Orleans is proud to be the only pediatric facility in the state of Louisiana to incorporate two academic pediatric medical programs under one roof. Through partnerships with LSU Health New Orleans and Tulane University School of Medicine, the vibrant academic medical community at Children's Hospital New Orleans provides unparalleled opportunities for educational enhancement, innovation, and improved access to high quality pediatric healthcare.

The mission of Children's Hospital New Orleans is to provide comprehensive pediatric healthcare which recognizes the needs of children through excellence and continuous improvement of patient care, education, research, child advocacy and management. As a leader in advancing pediatric healthcare in Louisiana and beyond, Children's Hospital New Orleans is poised to provide early childhood supportive services throughout the state of Louisiana. In partnering with Louisiana Department of Health, Louisiana State University, Tulane University, Our Lady of the Lake Children's Health, and other community partners we will advance the care of children 0 – 5 years old throughout the state of Louisiana. Developing a network of clinics that specifically address the needs of this population through direct family-based assessments, care coordination, universal and targeted health promotion, direct infant and early childhood mental health services utilizing evidence-based models.

### **Early Childhood Support and Services (ECSS) Philosophy**

A large and growing body of research has demonstrated convincingly that the experiences of young children during the earliest years of life are significant and consequential for their immediate well-being, as well as for their long-term development. The first six years of life is a period in which brain development is profoundly affected by a child's exposure to significant risks and protection from adversity—chiefly through caregiving experiences. When the caregiving environment provides adequate nurturance, language and cognitive stimulation, responsiveness to distress, and protection from threatening or harmful experiences, the young child's brain is far more likely to develop on a healthy trajectory. Harmful caregiving experiences and/or inadequate caregiving experiences for young children increase risk for impairing psychiatric symptomatology, developmental setbacks, and adverse long-term health outcomes. We also know that adverse experiences most often occur in combination, with risks increasing proportionately as more types of adversity occur.

In Louisiana, too many young children are exposed to experiences that are known to compromise their developmental potential. For example, there are 307,092 children under the age of 5 living in Louisiana. Extrapolating from national prevalence figures, this means that between 30,000 and 50,000 children under age 5 years in Louisiana experience impairing social-emotional or behavioral health problems. These figures are certainly an underestimate; however, given that in terms of poverty and well-being, Louisiana is near the bottom of the United States. For example, 30.8% of children under 5 years of age lived in poverty in 2014-2018 (national average = 21.5%), and black or brown children in Louisiana are three times more likely to live in poverty than white children. Also, in the 2022 State of Babies Yearbook, published by ZERO TO THREE, Louisiana is ranked in the lowest tier of states on a compilation of indicators grouped under good health, strong families, and positive early learning. Prior to the most recent legislative session that authorized ECSS, 0.2% of the early childhood budget in Louisiana was spent on mental health.

Early Childhood Supports and Services was previously created to address the urgent needs for early intervention and comprehensive integration of supports and services for families of Louisiana's youngest and most vulnerable citizens. Originally implemented in 2002, ECSS continued through 2012 as a community based, family-focused program of assessment and intervention for children less than 6 years of age in Louisiana. The program included mental health services using state of the art methods of assessment and evidence-based treatments, case management in partnership with community agencies, and emergency assistance funds to enhance the development and well-being of several thousand young children in Louisiana. Dozens of professionals received special training in infant and early childhood mental health and worked in ECSS sites around the state, but few of them continued providing these services after the program was discontinued early in 2013 because of the loss of ECSS infrastructure and inadequate reimbursement by Medicaid.

ECSS derived from the framework of infant and early childhood mental health, a multidisciplinary professional field of inquiry, practice and policy concerned with alleviating suffering and enhancing the social and emotional competence of young children. The essence of

infant and early childhood mental health is that the quality of primary caregiving relationships is the most important predictor of psychological and social outcomes for infants and young children. Evidence indicates that all caregiving relationships matter for young children, so efforts to address the needs of young children must be comprehensive rather than merely efficient. Caregivers support the mental health of young children when they provide sensitive and responsive care, when they know and value the child as a unique individual, and when they are able to place needs of the young child ahead of their own needs most of the time. In fact, virtually all parents want to provide their young children with a strong start, especially when they realize how consequential they are for their children's development.

Deriving from this, the goals of ECSS are:

1. To make high-quality, state-of-the-art mental health supports and services available to infants and young children who need it.
2. To understand symptomatic behavior in young children as existing within multiple interacting contexts: neurobiological, relational, neighborhood, cultural, social, and historical and to use understanding of these contexts to provide care.
3. To focus on caregiving relationships as a primary focus of assessment and intervention because of their importance as vehicles of change.
4. To provide services that address inequities and disparities and with awareness of/sensitivity to historical traumas of minoritized groups.
5. To support and enhance reflective capacity of caregivers and providers.
6. To increase the size, quality and diversity of the workforce of specially qualified mental health professionals with expertise to make state-of-the-art assessment and treatment available to young children and their families.

In fact, there are several evidence-based interventions available to treat disorders in young children in Louisiana. Unfortunately, these interventions exist largely within academic medical centers (LSU Health New Orleans and Tulane University School of Medicine) and are not available in most parts of Louisiana. There are two major reasons for the lack of availability throughout the state: 1) a paucity of trained providers with requisite skills, and 2) inadequate ongoing support for professionals, including low reimbursement rates for these services. ECSS will address both workforce development and ongoing support. ECSS also will begin discussions and planning from the outset for sustainability of services, including adequate reimbursement.

Bringing evidence-based services to families will be a priority of ECSS, sites will serve as a hub from which comprehensive services will be provided to those in need, and from which consultation to primary care providers in each area will build capacity for addressing mild to moderate level concerns within primary care, with an option to refer for more specialized care at the ECSS sites. ECSS sites will also work collaboratively with the statewide network of childcare consultants.

### **Corporate Background and Experience**

Children's Hospital New Orleans has been serving the children of Louisiana and the Gulf South since 1955. As the first and largest free-standing children's Hospital in Louisiana, we provide unmatched pediatric expertise with a vision to change the face of pediatric healthcare for all children. From our main campus in Uptown New Orleans, partnership with Our Lady of the Lake Children's Health, to satellite locations in Alexandria, Baton Rouge, Covington, Lafayette, and Metairie, and 13 pediatric primary care locations, we are working to ensure that families across our state and region have access to specialized pediatric healthcare close to home. Each year, Children's Hospital New Orleans cares for children from all 64 parishes in Louisiana, from across the Gulf South, and beyond.

Children's Hospital New Orleans is proud to be the only pediatric facility in the state of Louisiana to incorporate two academic pediatric medical programs under one roof. Through partnerships with LSU Health New Orleans and Tulane University School of Medicine, the vibrant academic medical community at Children's Hospital New Orleans provides unparalleled opportunities for educational enhancement, innovation, and improved access to high quality pediatric healthcare.

Children's Hospital New Orleans has been recognized as a Best Children's Hospital for 2022-23 by U.S. News & World Report. In February 2021, Children's Hospital New Orleans celebrated achievement of the national Magnet Recognition Program certification, a reflection of its nursing professionalism, teamwork, and excellence in patient care. It has also been included in Newsweek's roster of 'Best Specialty Hospitals in the World for Pediatrics'. In the 2022 rankings, Children's Hospital New Orleans was the only children's hospital in Louisiana or Mississippi to be recognized. As a member of the Children's Hospital Association ("CHA"), Children's Hospital New Orleans is one of 220 member hospitals working to develop forward-thinking solutions for children's health care, backed by 50 years of collaboration. CHA focuses its collective efforts in areas of greatest impact and aggregated strength: policy, quality and safety best practices, and analytics to inform decision-making of clinicians, policymakers, payers, and providers.

Children's Hospital New Orleans understands that transforming care for children happens beyond the walls of our hospital and clinics. Each year, we invest over \$15 million in community programs, including The Audrey Hepburn CARE Center, Limited Intervention Psychology Program, Autism Center, The Parenting Center, Ventilator-Assisted Care Program, Cochlear Implant Program, Immunization Program, Miracle League, Hogs for the Cause Family Center, and the ThriveKids Student Wellness Project.

In 2009 Children's Hospital New Orleans formed Louisiana Children's Medical Center when it aligned with Touro Infirmary. Now called LCMC Health, our health system has become a local, community-minded healthcare leader that operates Children's Hospital New Orleans, Touro, New Orleans East Hospital, University Medical Center, West Jefferson Medical Center and East Jefferson General Hospital.

As an active participant in our community, Children's Hospital New Orleans develops a community health needs assessment to determine significant needs and concerns in the community. Utilizing secondary data from national sources as well as input from dozens of key stakeholders, particularly those with special knowledge of public health, the health of the communities served by the hospital, and/or vulnerable populations in the communities served by the hospital, eight health needs were identified as significant drivers of poor health. These included access to and continuity of care, mental and behavioral health, education and health literacy, health equity and discrimination in healthcare, health related impacts of violence, environmental factors, poverty and income inequality, and infrastructure. After this initial prioritization activity, participants brought the health needs back to their hospital teams and leadership to discuss and finalize prioritization. Children's Hospital New Orleans prioritized and developed implementation strategies for the following four health needs: Mental and Behavioral Health, Education and Health Literacy, Access to and Continuity of Care and Health Equity and Discrimination in healthcare.

The first goal is to provide culturally competent in-patient and out-patient behavioral health services. This will be accomplished by providing access to pediatric inpatient and outpatient behavioral health services in the hospital service area in addition to increasing access to behavioral health services and provide care coordination in schools.

The second goal focusing on health literacy is to promote programs that improve health information, communication, informed decision-making, and access to health services through providing access to early intervention and preventative care education. One approach is to offer general and special pediatric care which includes services to facilitate early intervention with any health issues outside of typical child development, including referrals. Another approach is to provide parents with the education and support necessary to facilitate early intervention and preventive care for youth throughout the state of Louisiana.

Access to and continuity of care can be improved by providing access to medical and preventive health services available to youth in our hospital service area and improving access to youth seeking care at Children's Hospital New Orleans that may not otherwise have access to health services. The hospital will expand access to medical and preventive care to patients within the community and provide preventative services contributing to overall health improvement of pediatric community including immunizations.

Children's Hospital New Orleans also plans to implement organization wide diversity, equity, and inclusion ("DEI") strategies and expand capability to provide culturally and linguistically appropriate health care. Children's Hospital New Orleans will ensure effective communication with patients and their families through culturally sensitive communications and education and attract and retain a diverse employee pool through trainings, recruitment programs, and community partnerships. The hospital will promote the health and wellbeing of children with disabilities. To ensure Children's Hospital New Orleans is meeting the needs of all patients, it will develop and implement tools to screen for social needs during healthcare interactions.

#### **In-Kind Services**

Children's Hospital New Orleans is willing to enter a multi-year agreement either through a contract or cooperative endeavor agreement. If Children's Hospital New Orleans enters a cooperative endeavor agreement with Louisiana Department of Health, we agree to provide in-kind services that are 5% of the total contracted amount. In-kind services can include but are not limited to marketing, training, education, electronic medical record systems (EPIC), physical clinic space and or administrative services.

### Approach and Methodology

**There is a comprehensive, operational strategy in place at the organization level to ensure compliance with applicable state and federal rules guiding program operation on a routine basis and when new laws or regulations are enacted, such as but not limited to Cultural and Linguistic Appropriate Service Standards, Health Insurance Portability and Accountability Act, Section 1915(b) of the Social Security Act, and Medicaid Managed Care, as applicable.**

Children's Hospital New Orleans is licensed by the Louisiana Department of Health and accredited by the Joint Commission. CMS approves the Joint Commission to certify hospitals participating in Medicare or Medicaid programs and its accreditation verifies that the organization meets rigorous quality and safety standards of care for their patients and communities. Both regulatory bodies require strict compliance with current as well as any new laws and regulations.

The compliance program at Children's Hospital New Orleans assists the organization with the ongoing process of meeting or exceeding the legal, ethical, and professional standards applicable to its operations through creating a strong culture of prevention and ethical actions of its staff. The compliance team monitors areas such as patient care, billing, reimbursement, HIPAA privacy and security, to ensure that not only current standards are being met but that there is awareness of any new regulations that may need to have compliance procedures built as they are enacted. Ongoing training, monitoring for adherence to policies and procedures, and consultation for staff inquiries are all functions that are provided by compliance team members to support the ongoing success of the program.

Children's Hospital New Orleans is committed to meeting the needs of the diverse population that we serve. We do not discriminate on the basis of race, creed, color, national origin, religion, age, sex, sexual orientation, disability or handicap in any of our activities or operations. We encourage participation and representation of diverse groups of people in our governing committees and actively work to offer an inclusive place to provide and receive care. Including the diverse perspectives and ideas of our entire team ensure we are reflecting the diversity of the community that we serve. As an ongoing commitment to diversity, equity and inclusion, team members are offered cultural competency education and the hospital actively works to identify barriers that contribute to health disparities in our community.

**If applicable, the organization has achieved high compliance with federal managed care rules as evidenced by a current technical report in accordance with 42 CFR 438.358 and produced by an external quality review organization which meets the criteria at 42 CFR 438.354.**

Not applicable to Children's Hospital New Orleans.

**The organization has an effective business continuity, disaster recovery and emergency preparedness and management plan in place, which ensures operations are not interrupted when a disaster or a state of emergency is declared by the State, including demonstrated strategies for locating all enrollees prior to an impending emergency/disaster, locating providers and enrollees post emergency/disaster, actively linking enrollees to new or temporary providers for services as needed, maintaining consistent, effective communication with agencies providing case management and providers to obtain near real-time information on enrollee needs and provider status, addressing identified needs and issues timely to ensure enrollee continuity of care and health and welfare in the community, and reporting activities and progress on no less than a daily basis to the State as requested.**

Children's Hospital New Orleans has a strong record of serving its community regardless of disasters or other emergencies. To this end it has only closed its doors once since 1955, when the decision was made that diminishing resources in the city in the aftermath of Hurricane Katrina made relocating patients and families the safest option. Since then, the hospital has dedicated tremendous effort into continuing to build an emergency management program that provides a comprehensive approach to meeting the health, safety, and security needs of the facility, staff, patient population and community prior to, during, and after an emergency or disaster. The goal is to build a program that can address any event that may significantly impact the hospital's ability to continue to operate and provide services. All plans are designed to address the mitigation, preparedness, response, and recovery phases of an event.

The continuity of operations plan is a key component of the emergency operations plan. The hospital has identified essential business functions that are required for sustaining the ability to provide care and prioritizes keeping these functions operational at all times or restoring them as soon as possible after a disruption. Preparedness and mitigation activities have focused on these functions, such as redundancy in systems and establishing vendor contracts in advance of events. Plans also include delegation of authority to ensure appropriately trained staff members are available to fill critical roles and plans are not reliant on sole individuals.

Caring for patients and families during emergencies is not limited to physical infrastructure. A large focus of planning has been on how to continue to reach patients and provide the services they need regardless of when or where they reside. During the COVID-19 pandemic, Children's Hospital New Orleans rapidly initiated a care platform to meet the health needs of students that were no longer able to access services at physical locations. It supported school leaders in providing education on the rapidly evolving medical situation and served as a trusted source of information. Knowing that children also needed innovative ways to receive healthcare outside of traditional office visits, virtual care and care coordination were quickly expanded to meet the changing environment being faced.

Children's Hospital New Orleans actively participates in its regional healthcare coalition with other providers to form an emergency support network that has successfully managed hurricanes and the COVID-19 pandemic. As part of this coalition that ultimately builds the State's Public Health and Medical Services functions, Children's Hospital New Orleans is required to maintain

regular, often multiple times a day, communication with the state Emergency Operations Center (“EOC”) during events. The state EOC is then able to maintain situational awareness of the hospital’s capabilities throughout an event and is also able to refer others to the hospital for any relevant needs it can support.

Having cared for chronically ill children since its inception, Children’s Hospital New Orleans understands that patients and families have continuous care needs, even when communication may be difficult. Patients and families are proactively provided multiple ways of reaching their care team beyond the usual channels of communication. Examples of this include shared cell phones that can be used if staff members have to temporarily relocate during hurricane season, electronic messaging systems through the hospital’s electronic medical record and even having alternate contacts with medical colleagues out of state for extreme disasters that ideally will never be used. After events occur the hospital utilizes all channels of communication possible to continue to inform the community of its operational status and how it can be reached for any needs.

After Hurricane Ida crippled the communications systems of Southeast Louisiana, the hospital’s communication plan was implemented. Regular messaging was provided to staff and providers through multiple methods knowing that likely only one would successfully reach the recipient. A call center was set up to receive calls, texts or emails from both staff and patients with the awareness that many in the area only had the ability to communicate outbound and the hospital needed to be available both when and how that person was able to reach it. The call center was then able to route incoming messages to the appropriate area that could address the need.

**The organization has an effective grievance management system which operates in accordance with state and federal rules, resolves filed grievances in a timely and appropriate manner, and includes tracking and trending of grievances and quality of care concerns to identify and address issues on a systemic basis.**

Patients may communicate complaints to hospital representatives by verbally addressing the department director/manager where the problem occurred. If the complaint is not resolved to the patient or family’s satisfaction, they may contact the Hospital Administrator on Call. If a verbal patient care complaint cannot be resolved at the time of the complaint, requires further investigation or action for resolution, then the complaint will be elevated to a grievance. A written response from our organization regarding the investigation and follow-up of the grievance will be provided within 7 working days of the filing of the grievance.

Patients and families are provided a notice of Patient Rights and Responsibilities that outlines the patient’s rights during care as well as expectations of patient responsibilities to participate in their care. This document includes information on accessing the hospital’s ethics committee, how to file a complaint or grievance, and contact information for the Louisiana Department of Health and Joint Commission.

Quality of care and service is highly valued within the organization and all staff members are expected to report quality and safety issues for evaluation and tracking. A central reporting software system has been implemented to allow for ease of reporting and analysis with the goal of learning from events or issues to work toward improvement. A just culture approach guides all evaluations, which emphasizes that mistakes are generally a product of faulty training, policies or procedures, rather than willfully brought about by the person or persons directly involved. Incident assessment focuses on determining what went wrong instead of attempting to assign blame.

Children's Hospital New Orleans takes a proactive approach to complaints and actively works to engage patients, families and caregivers during their visits to provide the best patient experience possible. Staff members are trained to anticipate needs and empowered to resolve issues as they occur without needing to wait for a formal process of escalation.

**The organization has an effective utilization management and care management system which meets NCQA accreditation standards (as applicable), proactively identifies and addresses the needs of enrollees at risk of hospitalization or out-of-home placement, maintains the integrity of system of care values, addresses over and under-utilization in a timely manner, meets service authorizations timelines for expedited and routine requests, and has systems in place to inform care management and utilization management decisions.**

Children's Hospital New Orleans has Patient Care Coordinators throughout the organization. Patient Care Coordinators are assigned to patients from admission through discharge and collaborate with the interdisciplinary team to implement the plan of care and transition strategies, ensuring the achievement of desirable patient outcomes, appropriate lengths of stay, efficient utilization of resources, increased patient and family involvement, and patient/family/staff education.

Implementation is accomplished through patient assessment, monitoring of the plan of care, review activities, communicating with physicians, and by facilitating continuity of care across all healthcare settings. Utilization review is accomplished through initial admission and then using daily reviews including denial analysis, regardless of source of payment. Every admission is reviewed concurrently for appropriate authorizations as well as medical necessity. Patient length of stay is also assessed on an ongoing basis to satisfy utilization appropriateness. Each patient is also assessed within the electronic medical record using an automated scoring system that identifies several patient markers to address readmission likelihood. All inpatients are then evaluated for discharge planning needs within one business day of admission. Discharge planning workflows are initiated upon admission and include patients whose diagnosis, problems, or psychosocial circumstances require any discharge needs or further care coordination. Discharge planning activities are tracked within the EMR and accomplished by real-time communication among the organized medical staff, Social Services, Nursing, Case

Management, and any other appropriate interdisciplinary personnel pertinent to the specific patient's needs.

**The organization shall develop and manage an adequate provider network for all covered benefits and services which ensures timely access to care for enrollees in both rural and urban parishes.**

Children's Hospital New Orleans has many locations throughout the region to serve patients, and recent partnership with Our Lady of the Lake Children's Health. From our main campus in Uptown New Orleans, to satellite locations in Alexandria, Baton Rouge, Covington, Lafayette, and Metairie, and 13 pediatric primary care locations, we are working to ensure that families across our state and region have access to specialized pediatric healthcare close to home. Each year, Children's Hospital New Orleans cares for more than 140,000 children from all 64 parishes in Louisiana, from across the Gulf South, and beyond.

In 2021, our team of more than 700 pediatric providers and 2000 staff members provided more than 236,908 clinic visits, 48,643 ER visits, and performed 11,432 surgeries. Our Helicopter, Abby, brought 375 patients from across the state and region to Children's Hospital New Orleans to receive vital critical care services.

**The organization operates an enrollee service line to provide for timely crisis response and service authorizations 24 hours a day, 7 days a week, 365 days a year using an automated call distribution system with a Telecommunications Device for the Deaf (TDD) and/or relay system;**

As a pediatric care provider, Children's Hospital New Orleans understands that families require the ability to access care beyond normal business hours and believes that parents and caregivers need a calm, compassionate and knowledgeable resource available when they most need it. Access to pediatric specialists is available through virtual services 24 hours a day, 7 days a week, 365 days a year. Pediatric health navigators can assist families and caregivers with questions or concerns regarding their child's health or how to seek care and direct them to appropriate services as needed in real-time. Callers are always offered support and education based on pediatrician-approved guidelines. The navigator can provide continued patient education on medications, care plans, arrange for services such as obtaining medical care for any new or worsening conditions or coordinate an on-demand virtual visit with a pediatric provider if needed. When necessary, parents are referred to an appropriate pediatric care facility for any concern that cannot be addressed through virtual services.

**The organization has processes and procedures in place which allow for real-time oral and signing interpretation services free of charge to enrollees while meeting timely access standards;**

Children's Hospital New Orleans offers real-time language services that includes both oral and signing interpretation free of charge to all patients with limited English proficiency, patients that are deaf or hard of hearing, or patient's requesting to communicate in their preferred language. In addition to in person interpreters available during visits, over 40 languages are currently offered via a live video interpretation service and more than 200 via audio interpretation. These remote services can be integrated into phone calls and virtual visits as needed to meet the communication needs of patients regardless of their physical location. Remote interpreters are rapidly available 24 hours per day, 7 days per week.