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**MEMORANDUM OF IMPORTANCE**

**DATE: April 28, 2021**

**TO: YADAC Contracted Providers; YADAC Staff**

**FROM: Audrey Gladfelter, Administrator - *ALG***

**SUBJECT: BILINGUAL SERVICES FOR CONTRACTED PROVIDERS**

**THIS MEMO SERVES AS A REMINDER OF BILINGUAL SERVICES OFFERED THROUGH YADAC AND SUPERSEDES ANY PREVIOUS MEMOS REGARDING FUNDING PARAMETERS**

As noted in our previous memo dated December 15, 2017, YADAC recognized a need for bilingual services to support our contracted providers who serve the Hispanic population. Thus, we initiated a contract with Bilingual Conexion.

Bilingual Conexion services are available FREE of charge for face to face translation and interpretation, as well as transcription for document, brochures, etc. This service is available to all SCA contracted levels of care, phone services (3 way calls), web design and social media. It's truly for anything providers may need (i.e. call center, parental education, outpatient appointments).

Bilingual Conexion services are available 24/7 by telephone. To schedule services call Claudio using his cell phone or visit their website to submit appointment request. Please refrain from calling their office number, as staff is on the road and rarely in the office.

**Bilingual Conexion - [www.bilingualconexion.com](http://www.bilingualconexion.com)**

**[Claudio Digruttola \(717\) 521-3155](mailto:Claudio.Digruttola@bilingualconexion.com)**

Billing: Bilingual Conexion will bill YADAC for the services rendered.

Please be cognizant that they will charge us \$32.50 for a cancellation with less than 24 hours' notice and \$32.50 plus mileage for a no call no show

YADAC offers this service to all funding sources with the exception of Community Care Behavioral Health as we learned recently they provide interpretation services for their members.

If you have any questions, please contact YADAC 717-771-9222.