

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



October 17, 2016

### Reminders for Providers who Provide Interpreter Services for MHCP Subscribers

This Quick Point is a reminder for participating Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Plus) Interpreter Service Providers who provide Interpreter Services to Minnesota Health Care Program (MHCP) Subscribers.

Blue Plus **will not** reimburse the following interpreter expenses, provider types, and services:

- Travel time
- Wait time
- Mileage
- No shows or cancellations
- Interpreter services are not separately reimbursable in a facility place of service, whether inpatient or outpatient, as the interpreter services are included in the facility's reimbursement.
- Transportation providers – the service of transporting a patient does not require interpreting.  
*Note:* Claims for interpreter services for the purpose of scheduling rides for subscribers on Blue Ride will be denied. The health plan has built in interpretation services for the subscriber or their representative when they call for this service. Paying for an interpreter to schedule a ride or contact customer service is a duplication of service.
- Claims that do not have a medical claim associated with the interpreter claim are subject to recoupment.
- Clinic based interpreter - If a primary care clinic or other health care provider has interpreter services available, the subscriber must use the facility's interpreter services.
- If a subscriber's Personal Care Assistance (PCA) speaks the same language as the subscriber a separate interpreter should not be utilized. This is considered a duplication of a service.

#### Additional information

- Include appropriate "place of service" on the claim.
- All claims continue to be subject to all contract provisions including, but not limited to, billing accuracy, and audit of books and records.

#### Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.

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