

PROVIDER QUICK POINTS

PROVIDER INFORMATION



September 6, 2017

Interpreter Services

As previously communicated in Provider Bulletin P15-17, effective July 1, 2017, Medical and Behavioral Health Clinics are responsible to schedule and bill for interpreter services provided within their clinic, for Blue Plus Minnesota Health Care Program (MHCP) subscribers. Providers are expected to establish relationships with individual interpreters or interpreter agencies. All interpreters must be registered and rostered on the Minnesota Department of Health (MDH) website. These relationships are independent of any agreement with Blue Cross and Blue Shield of Minnesota and Blue Plus and strictly between the clinic and interpreter (or agency).

Medical and Behavioral Health Clinics should bill for all interpreter services on the medical claim using the supervising provider's NPI in the rendering provider field. One unit of service should be billed per 15 minutes. At least 8 minutes must be spent providing interpreter services to bill 1 unit of service.

Blue Plus continues to maintain a network of Interpreters to provide interpreter services to ancillary providers. Ancillary providers are defined as physical therapy, pharmacy, chiropractors, acupuncturist, vision, durable medical equipment (DME), home health, services provided by County Agencies, care coordination, ARMHS and ACT. For these providers, the contracted interpreter agencies will bill Blue Plus directly for the services listed above. Ancillary providers should contact one of the agencies listed below to schedule an interpreter for an appointment.

- Arch Language Network at (651) 789-7897
- Itasca Interpretation Services at (651) 457-7400
- The Bridge World Language Center, Inc. at (320) 259-9239
- The Language Banc at (612) 588-9410

For a list of counties and languages each of the above agencies services please contact the agency directly. The Provider Policy and Procedure Manual is also being updated to include this information.

Blue Plus has entered into an agreement with Language Access Network (LAN) system. The LAN platform is "My Accessible Real Time Trusted Interpreter" (MARTTI). This service provides effective Virtual Interpretation services through a web based system and is a quick and efficient tool to utilize. The installation of the MARTTI system is provided at no cost to the provider. MARTTI will bill Blue Plus directly for interpreter services provided through their platform.

Providers interested in utilizing the MARTTI technology should send an email to interpreterservices@bluecrossmn.com to arrange for a demonstration.

Products Impacted

- Prepaid Medical Assistance Program (PMAP)
- MinnesotaCare
- SecureBlue (HMO SNP)
- Minnesota Senior Care Plus (MSC+)

Questions?

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

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Distribution: All participating providers impacted by the information in this Quick Point and available on providers.bluecrossmn.com.
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