

Guide to Medical Interpretive Services

- Follow the steps below to obtain medical interpretive services paid by Medicaid for a qualified member.
- The box on the left is a “QUICK GUIDE” with keywords.
- The column on the right side of the box has information about each step.
- For more information, refer to the Utah Medicaid Provider Manual, Section I: General Information the chapters on: Applying for Medicaid, Medicaid Services, and Medical Interpretive Services.
- Online at: <https://medicaid.utah.gov>

QUICK GUIDE

Medical Interpretive Services for Medicaid, CHIP, PCN, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706).

Both member and service must qualify for Medicaid to pay for an interpreter.

- 1 Member eligible for health care service?
YES - Go to step 2.
NO - Member NOT ELIGIBLE for interpretive service.
- 2 Member in ACO, Prepaid Mental Health Plan, and/or Dental Plan??
YES - Go to step 3.
NO - Go to step 4.
- 3 Service covered by ACO, Prepaid Mental Health Plan, and/or Dental Plan?
YES -  Call plan for interpreter.
NO - Go to step 4.
- 4 Health care service covered by fee-for-service medical program for which the member is eligible?
NO - Member NOT ELIGIBLE for interpretive service.
YES -  Call Interpretive Service Contractor for interpreter.
- 5 Give required information to contractor.

Reference: Utah Medicaid Provider Manual
Section I: General Information, Medical Interpretive Services

1 Determine if member eligible for health care service.

Verify the member is eligible for a federal or state medical assistance program. Programs include Medicaid, CHIP, PCN, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706).

To verify member eligibility use the Eligibility Lookup Tool (<https://medicaid.utah.gov/medicaid-online>), or call Medicaid Information to access AccessNow at (801) 538-6155 or 1-800-662-9651 or ANSI 270 and ANSI 276.

If not eligible, the member is NOT ELIGIBLE for interpretive service.

2 Determine if member is in managed care.

Is the member enrolled in an ACO, Prepaid Mental Health Plan, and/or Dental Plan?

YES - Member is enrolled in a plan, go to step 3.

NO - Member is not enrolled in a plan, go to step 4. The member is fee-for-service.

3 Service covered by an ACO, Prepaid Mental Health Plan, and/or Dental Plan?

YES – ACO, Prepaid Mental Health Plan and Dental Plans must also cover interpretive services. Contact the plan directly for more information.

NO- Limited services, referred to as ‘carve out’ services, may be covered by Medicaid. (For more information on carve out service, refer to the Utah Medicaid Provider Manual, SECTION 1, Fee for Service Medicaid.) If service qualifies as a carve out service, go to step 4.

4 Service covered by fee-for-service medical program for which the member is eligible?

To determine CPT coverage, refer to the online Coverage and Reimbursement Lookup Tool available on the Medicaid website at: <http://health.utah.gov/medicaid/stplan/lookup/CoverageLookup.php>.

YES -The service is covered, interpretive service is also covered.

NO - The service is NOT covered, the member does not qualify for interpretive service.

5 When both the member and the service qualify, call one of the contractors listed on page 2. Give the required information below.

1. Member’s first and last name spelled exactly as on the Medicaid Member Card.
2. Member date of birth: six digits only (mm/dd/yy)
3. Member’s Medicaid ID number
4. Your NPI number
5. Language requested
6. Time and date an interpreter is needed, whether in-person or telephone.

**Medical Interpretive Service
State Cooperative Contractors****

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| InSync Interpreters, LLC (801)838-8100 State Contract # MA2253 | Face to Face and Written Translation |
| Linguistica International (801)262-4550 State Contract # MA2084 | Face to Face, Telephonic and Written |
| CommGap International (801) 944-4049 State Contract # MA1841 | Fact to Face and Written Translation |
| Asian Association of Utah (801)990-9498 or State Contract # MA2255 (801)990-9500 | Fact to Face and Written Translation |
| Catholic Community Services of Utah (801)428-1248 State Contract # MA2254 | Fact to Face and Written Translation |
| CTS Language Link (877)650-8027 State Contract #MA978 Client Code #19706 | Telephonic Interpreting |
| Linguistica International- Telephonic (866)908-5744 State Contract #MA2238 | Telephonic Interpreting |
| Interwest Interpreting Inc. (801)224-7683 State Contract # MA1070 | American Sign Language Interpreting |
| Kajika Interpreting Service (877)307-1265 State Contract # MA884 | American Sign Language Interpreting |
| American Sign Language Communications (801)403-6606 or State Contract # MA880 (702)610-4722 | American Sign Language Interpreting |

**Effective August 1, 2015, Medicaid recipients and providers must use the State contracted vendors for interpretive services, including sign language interpreting.

To ensure payment of interpretive services by Medicaid, check eligibility of the member prior to contacting the interpreting vendor.

- ➔ To verify member eligibility use the Eligibility Lookup Tool (<https://medicaid.utah.gov/medicaid-online>), or call Medicaid Information to access AccessNow at (801) 538-6155 or 1-800-662-9651 or ANSI 270 and ANSI 276.