



PROVIDER ALERT

Alert #13 7-10-2008 – HCYAB

Providers are required to ensure access to members seeking services. In counties/regions in which more than five percent (5%) of the population speaks a language other than English (i.e. Spanish), Community Care expects providers to develop services capable of meeting the language needs of their clients. However, Community Care recognizes circumstances in which this may not be feasible. In cases in which the member speaks a language other than English, Community Care has outlined below the process for obtaining interpreter services.

Interpreter services:

A) If interpreter services are needed for a language other than Spanish:

- 1) Preference is for provider to arrange an interpreter. Provider will notify Community Care that an interpreter has been arranged so that we can put the appropriate flag on the member. The claims submitted for this member will then be paid at a higher rate (20%) to allow for the provider to be compensated for the added expense of the interpreter services.**
- 2) In rare instances, Community Care may enter into a contract directly with the provider of the interpreter services. The agency providing the interpreter services then provides an invoice to Community Care directly for reimbursement of the interpreter services.**

B) If the language need is Spanish:

- 1) Preference is for the provider/referral source or Community Care to help member locate a provider within the network that has bi-lingual staff and then assist in transferring member to that agency**
- 2) If a provider is unable to be located within the network, Community Care will assist member in locating a provider out of network and then arranging a non-par agreement for that agency.**
- 3) If a provider can not be located, Community Care will follow procedures A) #1 and A) #2 above**

If you have questions related to this clarification please contact your provider relations representative.