Providers are required to ensure access to members seeking services. Therefore, Community Care expects providers to develop services capable of meeting the interpretation needs of their clients. Since Community Care recognizes circumstances in which this may not be feasible, we have outlined the following process for reimbursement when interpreter services are used for HealthChoices Erie eligible members effective September 1, 2015. These processes are for use in cases in which the member does not speak English, or needs American Sign Language (ASL) interpretation.

If interpreter services are needed:

Providers are to arrange an interpreter. The provider will notify the Care Management Department of Community Care that an interpreter has been arranged by calling the Customer Service Line at 1-888-251-2224. Providers must also indicate the type of interpreter services the member requires—either ASL or Language.

The Care Management Department will contact the Provider Reimbursement Department of Community Care, which will data enter a flag in the claim system on the member’s record. The flag will trigger a 20% increase on the standard fee for any claim that is submitted. Please note that the reimbursement rate submitted on the claim must be at least 20% higher than the fee schedule rate in order to receive the higher rate of reimbursement. The higher rate allows for the provider to be compensated for the added expense of the interpreter services. The provider should be aware that these events are open to audit and retraction if it is found that the member is able to obtain services in English. In addition, if it is found that the provider is requesting the interpreter increase in cases where it is not needed, or not used, then the provider will be subject to a Fraud, Waste, and Abuse audit for all services delivered.

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. In those cases, the 20% language increase is not applicable.

In counties/regions where more than five percent (5%) of the population speaks a language other than English, please refer to Provider Alert #13 (07/10/2008).

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