



## **Contra Costa Health Plan** **Interpreter Services for Community Provider Network (CPN)**

CCHP's interpreter services are **NOT** for hospitals or hospital systems, only for contracted private providers and clinics. Hospitals and Skilled Nursing Facilities must use their own contracted interpreting vendor.

Interpreters are HIPPA certified and trained in medical and mental health issues; therefore, the interpretation process is simple, professional and confidential.

### **TELEPHONIC Interpreter Services:**

**When you need an interpreter (routine office visits, appointment scheduling, urgent care, collateral), you can access them quickly over the phone:**

1. DIAL: **1-866-874-3972**
2. PROVIDE: this 6-digit Client ID: **525970**
3. INDICATE: the language you need or press
  - 1 for Spanish
  - 2 for all other languages and state the name of the language you need
  - 0 for assistance if you don't know what language you need
4. PROVIDE: Additional information, if required:
  - Patient Name
  - Patient Date of Birth
  - Patient MRN
  - Provider Name
  - Provider Phone Number
5. CONNECT: to an interpreter, document his/her name and ID number in patient's chart for reference. Summarize what you wish to accomplish and give any special instructions.

**When calling or receiving a call from a limited English proficient individual:** Use the conference feature on your phone to make a 3-way call and follow the instructions above to connect to an interpreter.

### **FACE-TO-FACE Interpreter Services: *5 full business days advance notice is required***

Contracted community providers may ask for in-person or face-to-face interpretation services for ASL (**American Sign Language**) or other languages. This service should only be used if the interpretation cannot be done over the phone such as ASL, or is for a sensitive topic such as sexual assault/abuse, end of life issues, life-threatening diagnoses, etc. To arrange for Face-to-Face Interpreter Services call **1-877-800-7423 Press 4** for Member Services/Advice Unit who will determine if criteria are met and make arrangements accordingly with the language vendor.



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*Tips for Providers*

1. When contacting CMU for your initial authorization, be sure to specify that you agreed to use interpreter services for the specific consumer.
2. Similarly, in the “Strategies” section of your Partnership Plan, clearly document the client’s language and the need for interpreter services, and request authorization for the 90837 billing code.
3. Use of the 90837 code is applicable to family or individual therapy
4. Use of the 90837 code is limited only to sessions where an interpreter is used.
5. For sessions during which interpreter services are used, document the interpreter’s name and identification number. If you or your clients experience any difficulties with the service, this information can be reported to CMU.
6. Check your rate sheet for the reimbursement rate for the 90837 code. You will need this when you submit your claims.