



### Guide to Medical Interpretive Services

- Follow the steps below to obtain medical interpretive services paid by Medicaid for a qualified client.
- Follow the steps in order.
- The box on the left is a “QUICK GUIDE” with keywords.
- The column on the right side of the box is information about each step.
- On the back side of this page is a list of Medical Interpretive Service Contractors and languages covered.
- For more information, refer to the Utah Medicaid Provider Manual, SECTION 1, Chapter 1 – 1, Applying for Medicaid 1: Chapter 2 – 1, Medicaid Services, item 33; Chapter 6 – 12, Medical Interpretive Services.
- Online at: <http://health.utah.gov/medicaid/pdfs/SECTION1.pdf>

#### QUICK GUIDE

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

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

- ❶ Client eligible for health care service?  
NO - Client NOT ELIGIBLE for free interpreter.
- ❷ Client in managed care plan?  
YES -Go to step 3.  
NO - Go to step 4.
- ❸ Service covered by managed care plan?  
YES -  Call plan for interpreter.  
NO - Plans do not cover pharmacy, dental and chiropractic services. Go to step 4.
- ❹ Health care service covered by fee-for-service medical program for which the client is eligible?  
NO – Client NOT ELIGIBLE for free interpreter.  
YES  Call medical contractor for interpreter.
- ❺ Give required information to contractor.  
Reference: Utah Medicaid Provider Manual  
SECTION 1, Chapter 6 – 12, Medical Interpretive Services

- ❶ Client eligible for health care service?  
Verify that the patient 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). If not eligible, the client is NOT ELIGIBLE for a free interpreter.
- ❷ Client in managed care plan?  
Verify whether the patient is enrolled in an HMO and/or a mental health plan.  
  
YES - When client is enrolled in a plan, go to step 3.  
NO - When client is not enrolled in a plan, go to step 4. The client is fee-for-service.
- ❸ Service covered by managed care plan?  
YES -A managed care plan must also cover interpretive services. Call the plan for interpreter.  
  
NO -Medicaid’s managed care plans do not cover pharmacy, dental or chiropractic services. These are fee-for service. Go to step 4.
- ❹ Service covered by fee-for-service medical program for which the client is eligible?  
NO -When the service is NOT covered, the client does not qualify for a free interpreter.  
  
YES -When the service is covered, an interpreter is also covered. This includes pharmacy, dental and chiropractic services for clients in a managed care plan.
- ❺ When both the client and the service qualify, call one of the contractors listed on page 2. Give the required information below.
  1. Client’s first and last name spelled exactly as on the Medicaid Identification Card.
  2. Client date of birth: six digits only (mm/dd/yy)
  3. Client’s Medicaid ID number
  4. Your NPI number
  5. The Medicaid contractor number (listed on page 2).
  6. Language requested
  7. Time and date an interpreter is needed, whether in-person or telephone.

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

**Pentskiff Interpreting (801) 484-4089** Face to Face and Written Translation  
State Contract # MA 1269  
365 Days a year, 24/7  
Call for specific language needed

**Linguistica International (801)-262-4550** Face to Face, Telephonic and Written  
State Contract # MA2084  
365 Days a year, 24/7  
Call for specific language needed

**CommGap International (801) 944-4049** Fact to Face and Written Translation  
State Contract # MA1841  
365 Days a year, 24/7  
Call for specific language needed

**Language Line Services 1-866-874-3972** Telephonic Interpreting  
WSCA Contract # 03508 - Client # 546074  
365 Days a year, 24/7  
Call for specific language needed

**Interwest Interpreting (801) 224-7683** Sign Language Interpreting  
State Contract # MA1070  
365 Days a year, 24/7

**Interpreter Connection (435) 619-6300** Sign Language Interpreting  
State Contract # MA1965  
365 Days a year, 24/7

**American Sign Language (702) 463-9269** Sign Language Interpreting  
State Contract # MA880  
365 Days a year, 24/7

\*\*Effective September 1, 2010, 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, you may want to check eligibility of the client prior to contacting the interpreting vendor. **You may call the Medicaid Information Line at (801) 538-6155 or 1-800-662-9651 to verify eligibility.** Information is also available through electronic eligibility inquiry and response (270/271 ANSI X12N Version 4010), ACCESSNOW and Medicaid Information. (Refer to Chapter 12, Medicaid Information.)