

UnitedHealthcare Community Plan of Minnesota

Interpreter services quick reference guide

We're here to support you as you serve UnitedHealthcare Community Plan members. Use this guide for information about interpreter services for members with language barriers or visual impairment. Learn coverage requirements, how to submit claims and ways to receive payment for services.

Linguistic and cultural barriers can negatively affect people's participation in health care services. To help bridge the gap, UnitedHealthcare Community Plan of Minnesota provides face-to-face interpreters in a medical setting for non-English-speaking members in the following Medicaid plans:

- Prepaid Medical Assistance Program
- MinnesotaCare
- Minnesota Senior Care Plus
- Minnesota Senior Health Options
- Special Needs BasicCare

What this means for you

You're required to arrange for the following interpreter services when caring for members who are non-English speaking:

- Sign language interpreter services, as needed for members who are deaf or hard of hearing
- Spoken language interpreter services for members with limited English proficiency
- Language interpreter services for the non-English-speaking parent or guardian of a member who is age 8 or younger

Criteria for coverage

We reimburse for services using the rates established by the [Minnesota Health Care Programs \(MHCP\) Fee Schedule](#) or according to your contract, provided you've taken the following steps:

- Arrange for an interpreter in a timely fashion
- Select an interpreter from the state's roster. Agencies must have their employees correctly registered and credentialed with the appropriate authorities. We encourage you to use our contracted [interpreter services agencies](#) or use the state's [Search Interpreter](#) tool to find an eligible interpreter located near your practice.
- Conduct the encounter in person, with the member, interpreter and the health care professional all present

Noncovered services

We don't reimburse for the following services and/or events:

- Interpreter services provided by the health care practice staff
- Translations communicated paper to paper
- Children interpreters
- Interpreter's mileage, travel time or wait time when medical services aren't being provided
- Transportation providers

How to submit claims

You or the interpreter services agency can bill for services provided. The interpreter must provide between 8 and 15 minutes of service to bill 1 unit of T1013 or any modifier to this code. We follow the guidelines established by the Centers for Medicare & Medicaid Services for National Uniform Claim Committee and National Uniform Billing Committee for HCFA 1500 and UB04 forms.

Use 1 of the following methods to submit a claim:

Online:

- Sign in to the UnitedHealthcare Provider Portal with your One Healthcare ID at UHCprovider.com > Sign In. If you don't have a One Healthcare ID, go to UHCprovider.com/access for registration information.
- Select the Claim Submission tool and follow the instructions

Electronic Data Interchange (EDI):

If you're currently set up with a clearinghouse, enter the following information:

- Payer ID: 87726
- Transaction: 837

To learn about the benefits of EDI and how to get started, go to [Electronic Data Interchange](#).

Mail paper claims:

- Submit your claims to:
UnitedHealthcare Community Plan of Minnesota
P.O. Box 5270
Kingston, NY 12402-5270

How to get paid electronically

We no longer mail paper checks for reimbursement payments. For fast, secure payments through Optum Pay™, choose of the following methods:

- Sign up for Automated Clearing House direct deposit, our preferred method of payment
- Enroll for virtual credit card payments

For information on the differences between the 2 methods and to enroll, go to [Electronic Payment Options](#).



Contracted interpreter services agencies

<p>Global Language Connection 3618 East Lake St. Minneapolis, MN 55406 612-249-6100 globallanguageconnections.com</p>	<p>Intelligere (formerly ARCH) 10000 Highway 55 Plymouth, MN 55441 877-859-8800 intelligeresolutions.com</p>	<p>Itasca Interpretation Services 475 Etna St. Suite 1 St. Paul, MN 55106 651-457-7400 itascainterpreter.biz</p>
<p>Kim Tong Translation Services 2994 Rice St. Little Canada, MN 55113 651-252-3200 kttsmn.com</p>	<p>The Language Banc 1625 Park Ave. Minneapolis, MN 55404 612-588-9410 thelanguagebanc.com</p>	

Additional resources

Language Interpretation Line

UnitedHealthcare provides 24/7 oral interpreter services free of charge to our members. More than 240 non-English languages and hearing-impaired services are available. Members can call the phone number on their ID card for services.

Professional interpreter phone services

- Regular business hours, call **888-225-6056**
- After hours, call **877-261-6608**

Enter the client ID 209677 (do not hit #). Press 1 for Spanish and 2 for all other languages.

Printed materials

Members who are visually impaired, have limited English proficiency or who speak languages other than English or Spanish can request **language assistance** letters to help them communicate with us.



The UnitedHealthcare Provider Portal has more than 60 online tools, including claims submission, eligibility, prior authorization, referrals and more. [Learn more](#) about the portal and [access training](#) resources.