

I am an Interpretation Service Provider

Enrolled providers assisting EqualityCare clients with oral interpretation or sign language interpretation must adhere to national standards developed by the National Council on Interpreting in Health Care (NCIHC). These include:

- Accuracy: To enable other parties to know precisely what each speaker has spoken.
- Confidentiality: To honor the private and personal nature of the health care interaction and maintain trust among all parties.
- Impartiality: To eliminate the effect of interpreter bias or preference.
- Role Boundaries: To clarify the scope and limits of the interpreting role, in order to avoid conflicts of interest.
- Professionalism: To uphold the public's trust in the interpreting profession.
- Professional Development: To attain the highest possible level of competence and service.
- Advocacy: To prevent harm to parties whom the interpreter serves.

How it works

A need for interpreter services is determined by a medical appointment.

- The health care provider accesses the EqualityCare website or contacts ACS Provider Relations for a current list of enrolled interpretation providers.
- The health care provider will contact and provide the interpretation service the following information:
 - Name of client
 - Client's EqualityCare ID number
 - Name of referring provider
 - Time and date service will be required
 - Location where services will take place (telephonically or in person)
 - Estimated length of time service will be required
- The appointment takes place and interpretations services are provided.
- If any follow-up appointments are needed after the initial appointment, the interpretations services may be arranged at that time.

Covered Services

The interpretation provider may only bill EqualityCare for time spent with the client.

Non-Covered Services

- EqualityCare will not pay for interpreter services in conjunction with the following services.
 - Inpatient or outpatient hospital services

- Intermediate Care Facilities for persons with Mental Retardation (ICF-MR)
- Nursing facilities
- Ambulance services by public providers
- Residential treatment facilities
- Comprehensive inpatient or outpatient rehabilitation facilities
- Other agencies/organizations receiving direct federal funding
- Interpreter services provided by family members or by a volunteer, associate or friend
- Reimbursement for travel to and from the appointment

Billing Procedures

Following are the interpretation services billing procedures or requirements:

- Interpreters may bill for the same client on the same day more than once if provided in conjunction with EqualityCare health care services delivered by different providers.
- The diagnosis code for interpretation services is V65.1
- The procedure code for interpretation services is T1013 and should be billed with the appropriate number of units provided.
 - 1 unit = 15 minutes of service.
 - Do not “round up” when considering the appropriate number of units to bill.
- When not providing services in-person the GT modifier must be used.

Required Documentation

Interpretation providers must maintain documentation to support that the service occurred. This should include (at minimum) the client’s name, date of service, times in and out, service provided, and signature of provider.