

REMINDER FOR PROVIDERS OF INTERPRETER REQUIREMENTS

South Country Health Alliance (South Country) reminds all providers delivering services of their state and federal obligations to offer interpreter services. For detailed guidance on these requirements, please refer to the [Access Services](#) section of the Minnesota Health Care Programs (MHCP) Provider Manual and [South Country provider manual](#) chapter 26 Interpreter Services.

What are the required services?

All providers are required to provide language interpreter services as follows:

- Sign language interpreter services when such services are necessary to help deaf or hard of hearing members get covered services
- Spoken language interpreter services to all patients with limited English proficiency (LEP), regardless of whether the patient is a member of South Country or MHCP.

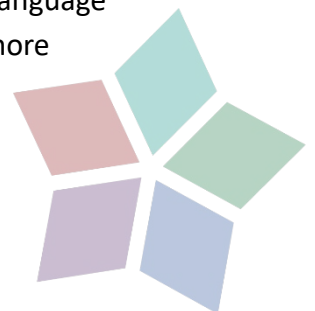
Which members are eligible for required services?

- When a provider and a member are unable to communicate effectively, it is the provider's responsibility to arrange interpreter services in a timely manner. If the member is a minor, interpreter services must also be made available to the parent or legal guardian. Members may choose to use a family member or friend as their interpreter if they prefer; however, minor children cannot serve in this role.

Who can provide eligible services?

- Sign Language Interpreters

Providers may contact South Country Member Services directly at 1-866-567-7242 to request contracted interpreters for scheduled appointments or arrange interpreter services on the members behalf. DHS Deaf and Hard of Hearing Services Division (DHHSD) can help answer questions about sign language interpreter referral services or hiring freelance sign language interpreters. Refer to the Deaf and Hard of Hearing Services Division webpage for more information and resources or call 800-657-3663.





Bulletin/Update

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage

Authorization verification

Website questions

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General information

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.