

NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

# GUIDANCE DOCUMENT

“This guidance document is advisory in nature but is binding on an agency until amended by such agency. A guidance document does not include internal procedural documents that only affect the internal operations of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules and regulations made in accordance with the Nebraska Administrative Procedure Act. If you believe that this guidance document imposes additional requirements or penalties on regulated parties, you may request a review of the document.”

Pursuant to  
Neb. Rev. Stat. § 84-901.03



## PROVIDER BULLETIN

No. 17-19

DATE: July 10, 2017

TO: All Providers Participating in Nebraska Medicaid Program

FROM: Thomas 'Rocky' Thompson, Interim Director <sup>TNT</sup>  
Division of Medicaid & Long-Term Care

BY: Carmen Bachle, Administrator II  
Plan Management

RE: Interpretation Services

### **Please share this information with administrative, clinical, and billing staff.**

All providers who receive federal funds for the provision of Medicaid/CHIP services are obligated to make language services available to those with Limited English Proficiency (LEP) under Title VI of the Civil Rights Act and Section 504 of the Rehab Act of 1973. Neither the Heritage Health plans nor Medicaid is responsible for providing or reimbursing this service.

The Heritage Health plans are responsible for providing interpretation services to their members when the member is interacting directly with their health plan. The Heritage Health plans may choose to provide interpretation services for a member to interact with a provider, but that service would be a value-added service offered solely at the individual health plan's discretion.

If you have questions regarding Heritage Health or the content of this bulletin, please email [dhhs.heritagehealth@nebraska.gov](mailto:dhhs.heritagehealth@nebraska.gov).

Medicaid Provider Bulletins, such as this one, are posted on the DHHS website at [http://dhhs.ne.gov/medicaid/Pages/med\\_pb\\_index.aspx](http://dhhs.ne.gov/medicaid/Pages/med_pb_index.aspx). The "Recent Web Updates" page will help you monitor changes to the Medicaid pages.