

To: All Providers Participating in the Nebraska Medicaid Program
From: Kevin Bagley, Director
Date: March 28, 2022
Re: Interpretation and Translation Services

This provider bulletin is being issued to advise Medicaid providers of interpretation and translation services available for members through all three Managed Care Organizations (MCOs).

Healthy Blue Nebraska (HBN), Nebraska Total Care (NTC), and UnitedHealthcare Community Plan of Nebraska (UHCCP) all currently cover interpretation services when necessary to ease the provision of covered services and to accommodate members.

The three MCOs' interpretation services are listed in their materials provided to both members and providers. Providers can contact a member's MCO in order to coordinate these services and determine which are available to them.

Additionally, the MCOs can provide materials in Braille, large print and audio format for those who are visually impaired.

Members can request services from all three MCOs by calling:

- HBN Member Services at 833-388-1405;
- NTC Member Services at 1-844-385-2192 (TTY 711); or
- UHCCP Member Services at 1-800-641-1902 (TTY 711).

If you have questions regarding this bulletin or need to coordinate interpretation/translation services, please contact:

- HBN Provider Services at 1-833-388-1406;
- NTC Provider Services at 1-844-385-2192; or
- UHCCP Provider Services at 866-331-2243.

Provider Bulletins, such as this one, are posted on the DHHS website at <https://dhhs.ne.gov/pages/Medicaid-Provider-Bulletins.aspx>. Please subscribe to the page to help you stay up to date about new Provider Bulletins.