

State of Maryland

Department of Health and Mental Hygiene

Parris N. Glendening, Governor - Martin P. Wasserman, M.D., J.D., Secretary



MARYLAND MEDICAL ASSISTANCE PROGRAM

Managed Care Organization Transmittal No. 4

June 16, 1998

Managed Care Organizations

FROM: Joseph M. Millstone, Director *JMM*
Medical Care Policy Administration

NOTE: Please ensure that appropriate staff members in your organization are informed about the content of this transmittal.

Interpreter Services

As stated in the HealthChoice regulations (COMAR 10.09.66.01(3)B, "An MCO shall on request accommodate the special access needs of enrollees who do not speak English and require qualified interpreters or are deaf and require qualified interpreters".

This transmittal is to clarify that MCOs who have directed their providers to arrange for these services are ultimately responsible if the service is not being provided. MCOs should verify with their providers that they are in compliance with this requirement.

Questions concerning this transmittal should be directed to the Division of Managed Care, Medical Care Policy Administration at 410-767-1482.

201 West Preston Street - Baltimore, Maryland 21201
TDD for Disabled - Maryland Relay Service (800) 735-2258

Healthy People in Healthy Communities