



## HELPDESK@GKCMMA.COM A Benefit of Membership Q&A!

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IT REALLY WORKS  
TO ANSWER YOUR  
IMPORTANT QUESTIONS

**Q.** We have run into several occasions where an interpreter is needed (e.g., physician providing patient care, lab results needing to be conveyed to the patient, billing staff needing to call about a delinquent bill, etc.). What do other practices do in these situations? Is there a phone translation service that practices currently use and recommend?

Many thanks in advance for your assistance! *Sylvia Haverty, Office Administrator*

### ANSWERS TO SYLVIA'S QUESTION:

**A.** There is a teleinterpreter service at 1.800.811.7881. I don't know if they are good and I don't know if they are reasonable, but I got the original information from St. Luke's Hospital. I just tried the number and it is still good. I have received a flyer in the mail from Alpha & Omega LLC which is a company that does interpreting and translating and they are located in Shawnee, KS. Again, I just kept their flyer for future reference and I do not know the cost or quality.

For deaf patients, we use Deaf Expressions at 913.268.3323. Not reasonable, but not a lot of alternatives available. — *Kathy Vance, FACMPE*

**A.** We have run into this situation on multiple occasions. You are required to provide an interpreter at your expense and you cannot bill the patient if he "no-shows" for the appointment unless you have the same policy in place for all other patients. We currently use Deaf Expressions and they bill a 2 hour minimum charge. We use a telephone relay device when we need to communicate with the patient by dialing a 3 digit prefix before his telephone number. Billing communication is done in writing through statements and letters. If he wishes to call us he uses the same TDD. — *Linda L Dickens*

**A.** Here at Cardiovascular Consultants we use Tele-Interpreters. They are a 24-hour telephone language service based in California. So far, they have provided excellent service to us for \$.36 per minute. We have dual handset phones at all of our locations. You just call an 800 # enter the ID they have assigned and ask for the language you want. We use it for both office visits and for calls made to patient homes for follow up, etc.

They can be reached at 1.866.905.7005. Please feel free to call me if you have any questions. — *Janice Horsley*

**A.** Joe Quinn sells those automated phone systems for lab results, etc (that were mentioned today). ... This made me think about the interpreter issue and his product may be another solution. — *Roxanne Rabich*

**DID YOU KNOW YOU CAN  
CLICK ON ANY LINK IN THE  
NEWSLETTER AND IT  
WILL ACTIVATE? IT WILL!**

#### THANKS TO DEBRA

Thanks are indeed in order to Debra Mollohan of Marketed Care for developing and spearheading the first major marketing project GKCMMA has ever attempted. From development of the idea and design to the actual production and mailing, the postcard she created was professional, eye-catching, and definitely a quality product.

More than 5,500 postcards were mailed to area managers and physicians using several lists generously provided by Metro Med of Kansas City and KC Docs.

The advertisement at right she developed from the postcard will appear in the next directory for the Missouri State Medical Association.

## MGMA Special Alert: NPI NPPEs Data Dissemination Policy Issued by CMS

The Centers for Medicare & Medicaid Services (CMS) released a notice describing the policy by which it will disclose certain health care provider data that are contained in the National Plan and Provider Enumeration System (NPPES), developed in support of the National Provider Identifier (NPI). The notice reflects many of the recommendations the Medical Group Management Association (MGMA) requested on behalf of practice management professionals in recent testimony before the National Committee on Vital and Health Statistics (NCVHS) and directly to CMS.

CMS will not disclose a health care provider's social security number, Internal Revenue Service individual taxpayer identification number or date of birth. As well, CMS adopted MGMA's recommendation that the NPPES data be made available in multiple ways. Health care providers are required by regulation to update their NPPES data within 30 days of any change and are required to disclose their NPIs to any entity that needs them for use in a standard transaction.

The compliance date for the National Provider Identifier was May 23, 2007, although CMS has issued contingency plans for both Medicare fee-for-service and all other covered entities.

Read CMS' data dissemination notice at <http://www.cms.hhs.gov/NationalProviderStand/Downloads/DataDisseminationNPI.pdf>.

— *Medical Group Management Association, Government Affairs Department. www.mgma.com, email govaff@mgma.com. Medical Connexion, 5/24/07*

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Kathryn S. Vance,  
FACMPE Administrator,  
Medical Plaza Consultants, P.C.  
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