

Payment Policies for Healthcare Services

Provided to Injured Workers and Crime Victims

Update – Chapter 22: Other Services

Sign language teleinterpretation

Effective January 1, 2023

This update applies to *Chapter 22: Other Services*. All requirements and details outlined in Chapter 22 still apply. The following text is added to the chapter:



Definitions

Teleinterpretation: Face-to-face services delivered by a qualified interpreter through a real-time, two-way, audio video connection. These services aren't appropriate without a video connection.



Payment policy: Sign language teleinterpretation

Services that can be billed

Sign language interpreters may use **teleinterpretation** in place of in-person services when deemed appropriate by the medical provider. No change in billing code is required; sign language interpreters should use **9976M**.

Documentation requirements

Sign language interpreters must submit an [Interpretive Services Appointment Record \(ISAR\)](#) for each visit regardless of the modality (in-person or via **teleinterpretation**). When submitting an invoice (as described in *Requirements for billing in Payment policy: Sign language interpretation* in Chapter 22), please include a note indicating teleinterpretation was used.

Normally the ISAR requires a signature from the “person verifying services”. For teleinterpretation visits, sign language interpreters should instead write “Teleinterpretation” in the signature line, then include the date of the visit and the medical provider’s phone number.

In their chart note for the visit, medical providers should confirm that teleinterpretation was used.

Prior authorization

Prior authorization is not required for **teleinterpretation**. However, the worker, interpreter, and provider must all agree that teleinterpretation is appropriate and desired for the visit. The provider will note their use of telehealth and rationale in their chart, as described in the telehealth requirements found throughout the Medical Aid Rules.

Services that can't be billed

Sign language interpreters may not bill **Q3014** or **G2010**.

Additional information

System requirements

Teleinterpretation services require a secure interactive telecommunication system, consisting of special two-way audio and video equipment that permits real time consultation between the worker, provider, and sign language interpreter.

Security and confidentiality requirements

Providers and interpreters are responsible for ensuring complete confidentiality and privacy of the worker is protected at all times.

Sign language interpreters must ensure their work environment is HIPAA compliant. This means sign language interpreters must:

- Work in a private and secure location free of distractions, *and*
- Avoid disruptive public or semi-public settings, such as outside the home, at playgrounds or outdoor areas including public spaces, and at home if distractions are or might be present.

Sign language interpreters must ensure that visits are not recorded by any party.