

DATE: 12.06.23

TO: METROPLUSHEALTH PROVIDERS

RE: BILLING GUIDANCE FOR DELIVERING SERVICES IN A LANGUAGE OTHER THAN ENGLISH (LOE) WITHIN MHOTRS PROGRAMS

IMPACTED PLANS: MEDICAID, HARP, HIV SNP, AND MAP

SUMMARY

Effective October 1, 2023, The NYS Office of Mental Health (OMH) and the NYS Department of Health (DOH) have updated the billing guidance for delivering interpreter services in an LOE (Language Other Than English), including American Sign Language within a OMH MHOTRS Program. This updated guidance establishes an additional new modifier combination to obtain an enhanced reimbursement when translation services are provided by a vendor or any translation professional, other than a MHOTRS staff person.

MetroPlusHealth will provide the reimbursement at the appropriate rate increase, when billed with the below criteria, for dates of service **effective October 1, 2023, onwards**.

1. **Modifier U4**

- *Currently*, interpreter services in MHOTRS programs are being reimbursed using the U4 modifier when services are delivered in an LOE (Language Other than English). The U4 modifier is only being used for reimbursement **when delivered by an MHOTRS staff person that is fluent in the enrollee’s preferred language that is other than English**.

Effective October 1, 2023:

- U4 modifier will continue to pay a 10% rate enhancement for each eligible service provided both on and off-site.
- All other rules, documentation, and requirements continue to remain the same.

2. **New Modifier Combination (U1 and U7)**

- The State has established a modifier combination, U1 and U7, which provides a 35% rate enhancement for each eligible service **when the service is provided in an LOE with the translation assistance provided by a contracted vendor or a contracted translation professional other than the staff person (also known as LOE-Vendor)**.
- For claim reimbursement at the 35% LOE enhanced rate:
 - Both modifiers must be on the same line of the applicable procedure code(s)
 - Billed in order of U1 and U7 and used consecutively.

- Documentation, exception rules, and other requirements for the use of the modifier combination align with U4 modifier requirements.

Please Note: The provider cannot bill the U4 and the LOE-Vendor combination on the same line (e.g., for the same service or procedure).

For further guidance, please go to: [NYS Office of Mental Health 14 NYCRR Part 599 Mental Health Outpatient Treatment and Rehabilitative Services Medicaid Billing and Fiscal Guidance April 2023.](#)