

Provider

Alert



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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: New Vendor for Language Interpreter Services

Date: December 9, 2009

From: Passport Health Plan

To: All Passport Health Plan Providers

Provider Types Affected:

All Passport Health Plan Providers

Background:

Passport Health Plan (PHP) has historically contracted with AT&T's Language Line Certified Medical Interpreting Service to provide telephonic interpreting services for the Plan's limited-English proficiency (LEP) and non-English speaking members.

The Plan is pleased to announce a change to a new telephonic interpreting vendor, InterpreTalk by Language Services Associates (LSA).

As of December 31, 2009, the Plan's contract with AT&T's Language Line Services will expire. Providers currently receiving the Plan's reduced rate from AT&T's Language Line Services may experience an increased rate for services provided by AT&T after December 31, 2009.

Provider Action Required to Maintain the Plan's Reduced Rate:

To continue receiving the Plan's reduced rate for interpreting services, providers must begin using our new vendor, LSA. Please contact LSA representative Bryan Lucas at (800) 305-9673 ext. 55308 to begin using LSA. Visit www.lsaweb.com for additional information on LSA services. Remember to mention you are a Passport Health Plan provider to receive the reduced rate.

Questions:

For questions regarding this communication, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

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