



222 South College, 2nd Floor, Springfield, IL 62704

PROVIDER INFORMATION NOTICE FOR INTERPRETERS

TO: Early Intervention Interpreters

FROM: Janet D. Gully, Chief
Bureau of Early Intervention

DATE: September 12, 2005

SUBJECT: DOCUMENTATION AND BILLING TIPS FOR INTERPRETERS

It has come to my attention that some Interpreters need technical assistance on state laws, policies, guidelines, directives and procedures regarding documentation and billing for Early Intervention services. In some cases, claims that were inappropriate have been submitted to the Early Intervention Central Billing Office (EICBO) for payment. Upon identification, Interpreters who have submitted such claims have been requested to refund payments.

I wanted to take this opportunity to ask that you review the following documents carefully. These documents can be reviewed on the Provider Connections web site at www.wiu.edu/providerconnections.

- The "Early Intervention Service Descriptions, Billing Codes and Rates", (under Policy-Billing);
- 89 Illinois Administrative Code Part 500, (under Policy - Rule 500)
- The "EI CBO Billing Information For Providers" handbook, (under Policy - Billing); and
- The "Early Intervention Service Provider Agreement" that each of you signed upon enrollment. (Under Enrollment, Interpreter/Deaf Mentor)

As you are aware the Early Intervention Services System now has a Monitoring team in place. That team has been in the process of visiting and monitoring **all** Providers of Early Intervention services statewide. If the files selected for review do not contain the required documentation, you will have to refund payments to the EICBO.

I would ask that everyone make an effort to review the information identified above. If you need to change your documentation and billing practices, please do so immediately.

In an effort to assist you, the following information is being provided for your information:

- **Never** bill for services that you did not provide. If anyone asked you to do this, please call the Central Billing Office at 800/634-8540 and report this request immediately.
- **Always** make sure that you have documentation to support billing and payment for all dates of service that you bill to the CBO. The documentation may be as simple as the following statement: I interpreted for the speech therapist in the family's home today.
- **Always** put a begin time and an end time on your documentation. The begin and end time should be based upon the begin and end time of the therapy session, evaluation or IFSP meeting
- **Always** date and sign your documentation.
- **Always** bill based upon the begin time and end time on your documentation. Example: If you have an authorization for 180 minutes to interpret for an evaluator, and the evaluator only spent 60 minutes with the child/family, you should only bill for 60 minutes. Not 180 minutes. As you only provided 60 minutes of service.
- **Always** send a copy of any reports that you have translated to the CFC and keep both the English copy and a copy of the Spanish version in your file.
- **Always** put your name on the bottom of the Spanish report as the person who prepared the report.
- **If you interpret for an IFSP meeting, you are allowed to bill for that meeting one time. Not multiple times. No matter how many disciplines were at the meeting or how many times your authorization said you could bill.**
- **If you interpret for a team (or arena) evaluation, which is an evaluation conducted by multiple disciplines at the same time, you are allowed to bill for that team evaluation one time. Not multiple times. No matter how many disciplines were included as members of the team.**
- If you are interpreting for individual evaluations, you may bill for each evaluation separately based upon your begin time and end time as documented.
- The time that you document for any verbal interpreting session should match the time documented by the discipline that you are interpreting for. You should not be billing for any time spent in a child/family's home if the discipline that you are interpreting for is not present.
- Do not stay at a child/family's home after the therapist that you are interpreting for leaves.
- Schedule future therapy sessions while in the presence of the discipline and the family for whom you are interpreting prior to ending each session.
- You are not allowed to round up time when billing.
- If you make phone calls on behalf of a discipline, or if a family calls you to cancel a visit, document the calls and include a begin time and end time for each call. Since providers are not allowed to round up time, wait to bill for you phone calls until you have enough minutes to equal a 15 minute unit. Bill using the last date of service that you documented. Include an extra note in you documentation that identifies all of the dates of services that you are billing under one date for monitoring and audit purposes. **You may only bill in this manner for phone calls made to the family on behalf of the discipline for whom you are interpreting, or if the family calls you to cancel a service.**

Thank you for your prompt attention to this matter.

cc: CFC Program Managers
 EI Monitoring
 Central Billing Office
 Call Center
 EI Training