



As stated in your provider agreement, and sections 4.2.6, 4.3.2, and 6.1.3 of the BCBSNM Provider Reference Manual, you are responsible for arranging interpreters for limited English proficient (LEP) individuals and for patients who qualify under the Americans with Disabilities Act (ADA). You may use an interpreter service of your choice. After the interpreter service is provided to a BCBSNM member, you can send an invoice to BCBSNM for reimbursement of the cost of the service. The invoice may be submitted to:

Provider Servicing  
P.O. Box 23151  
Waco, TX 76702

If you do not have a preferred interpretation provider or wish to explore other services that may not be available from your preferred provider, a non-exhaustive list of interpretation providers is made available below informationally for your ease of reference. The list is limited to providers of *health care* interpreter services, which have an expectation of compliance with HIPAA and any other applicable state or federal privacy statutes or regulations. However, healthcare providers engaging interpretation providers are responsible for confirming the privacy compliance of the service they are utilizing.

Please note that, except for Language Line Solutions, BCBSNM is not contracted with nor otherwise works with any of the listed interpretation providers. The below information is from the entities offering these services. BCBSNM makes no representation as to the scope of services offered; providers should contact an entity directly to verify the services that they offer. This non-exhaustive list is not presented in any specific order or ranking, and the list does not constitute BCBSNM's endorsement of, or preference for, any of the listed interpretation providers.

- BCBSNM currently works with **Language Line Solutions**. This translation is available to providers and members during calls to BCBSNM customer service.
  - Information available at: <https://www.languageline.com/industries/healthcare-interpreting-translation-services>
  - Services include support of over 240 languages, available 24/7 365, telephonic and video support including face-to-face interpretation in American Sign Language (ASL).
  
- **CyraCom Language Solutions**
  - Information available at: <https://cyracominternational.com/healthcare>
  - Services include phone interpretation, video interpretation, and onsite interpretation. They support 100 languages with 24/7 365 services. Clients include hospitals, health systems, and insurers. They also offer translation, localization, and assessment services.
  
- **Interpreters Unlimited Inc**
  - Information available at: <https://interpretersunlimited.com/industries/healthcare/>
  - Services include more than 200 languages, available 24/7 365, in-person, telephonic, and video remote interpretation available including ASL interpretation. They also offer transportation and document translation service



- **Sorenson Communication**
  - Information available at: <https://www.sorenson.com/interpreting-services/healthcare/>
  - Services with specialization in videophone including emergency call systems, video relay, captioning and on-demand interpreting for deaf and hard of hearing people, leaders in ASL interpretation.
  
- **The Language Doctors (TLD)**
  - Information available at: <https://thelanguagedoctors.org/industries/healthcare/>
  - Services include specialization in medical and legal translations for 300+ languages, healthcare translation services in over 200 languages including ASL, available 24/7 365, including over-the-phone, video remote, and in-person.