

Translation Services for MHCP Members

Individuals enrolled in MN HealthCare Programs (MHCP) Managed Care Plans have access to translation services.

Each plan handles access to the services differently. Please reference the individual health plan below, for instructions on how to access these services.

Nursing facility providers are generally required to provide (or arrange for) linguistically appropriate care (i.e. translation) for MNHCP members in their care. For other provider translation services, or to access more information, please reference the individual health plan information below or call the health plan provider service line.

Blue Plus

Members should call the Blue Plus member services number on the back of their card, to access interpreter services. Member services will patch in a translator and/or set up an appointment for translation services and will contact the member's assigned care coordinator (if there is one).

Health Partners

Members should call HealthPartners member services at (866) 874-3972. Member services will patch in a translator and/or set up an appointment for translation services and will contact the member's assigned care coordinator (if there is one).

Hennepin Health

Members or providers should call Hennepin Health member services at (612) 596-1036. Member services will patch in a translator and/or set up an appointment for translation services.

Medica

Members or their care coordinator should call Medica to set up translation services. The number to call should be listed on the back of the member's ID card and depends on the type of Medica product.

- Medica AccessAbility Solution® (SNBC) – (877) 379-7540
- Medica AccessAbility Solution® Enhanced (HMO D-SNP) (SNBC SNP) (888) – 347-3630

- Medica DUAL Solution® (HMO D-SNP) (MSHO) – (888) 347-3630
- Medica Choice CareSM MSC+ – (877) 379-7540

Prime West

Contracted providers are responsible for providing translation services and billing Prime West directly.

South Country Health Alliance

Members should contact South Country member services, and member services will coordinate the translation services.

Member Services: (866) 567-7242 – M-F from 8 a.m. – 5 p.m.

TTY: (800) 627-3529 (MN Relay) or 711

Expanded hours for SeniorCare Complete, Ability Care:

October – March, 7 days a week – 8 a.m. – 8 p.m.

April – September, M-F, 8 a.m. – 8 p.m.

UCare

Members should call their care coordinator or customer service at (612) 676-3395 or (877) 903-0061 to arrange for interpreter services. Hours of operation: M-F, 8 a.m. – 5 p.m.

TTY – (612) 676-6810 or (800) 688-2534

Other translation assistance

Here is a search function to locate translation services:

<https://hcir.web.health.state.mn.us/searchInterpreter.jsp>