

Reporting Clients Receiving Interpreter/ Translation Services

MINNESOTA CAREWARE POLICY AND PROCEDURE

Issue Date: July 12, 2010

Revised: July 1, 2019

Purpose

The Ryan White Program requires client level data for reporting to HRSA and for Parts A, B and state HIV services grant management. In Minnesota, these data are collected in Minnesota CAREWare.

Policy

To promote efficiency and protect client privacy in reporting interpreter and/or translation services, the assigned program contract manager for Part A will receive information from providers whose clients utilize interpreter and/or translation services and assist the Minnesota Department of Health (MDH) data coordinator to facilitate data entry into CAREWare.

Procedure

Interpreter agencies submit invoices to the designated program contract manager indicating that an unidentified client received interpreter and/or translation services at a specified service agency on a specified date. Interpreter and/or Translation agencies will include the client's unique record number (URN), which they obtain from the agency for which they provide the service, on the invoice.

The service agency will provide the interpreter and/or translation agency with the client's URN that was generated in CAREWare. If the client receiving interpreter and/or translation services was new to the service agency, the service agency must enter the client into CAREWare in order to generate the URN.

- PDI providers are only required to directly enter the client's legal name, date of birth, and gender into CAREWare in order to generate the URN. The state and county of residence must also be entered in order to ensure that the service is entered by MDH under the correct contract by source of funding. The remaining information about the

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client will be imported into CAREWare from the service agency's next Minnesota-Specific (Form I) semi-annual data file submission.

The program contract manager will submit a spreadsheet to the data coordinator at MDH by the 15th day of the quarter following the end of the quarter in which interpreter and/or translation services were provided. Data to be listed on the spreadsheet for each client will include the URN, date of interpreter and/or translation service, number of units of service, the service agency for which interpreter and/or translation services were provided, and the name of the interpreter and/or translation agency.

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