



# Interpreter Services Program

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## Overview

- Interpreters
- Changes effecting providers
- How the program works for providers
- The Interpreter Services Contractor
- The reimbursement process

## Provider Responsibility

- According to [Title VI of the Civil Rights Acts of 1964](#) and the [Americans with Disabilities Act \(ADA\)](#), providers are required to assure language access. HCA supports you in this effort by offering interpreter services through our contractor.
- If HCA's interpreter services contractor is unable to provide an interpreter, providers are responsible to provide an interpreter at their expense.

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## Interpreters and the Union

- The Governor granted spoken Language Access Providers (LAP)s bargaining rights in 2011.
- HCA and DSHS are required to follow the collective bargaining agreement (CBA). This means:
  - Interpreters must be LAPs
  - DSHS certified/authorized or recognized
  - Payment rates are set by the CBA
- Agreement (CBA) between the state and the Union can be found at the Office of Financial Management: [Language Access Providers WFSE](#)
  - ASL Interpreters are exempt from the bargaining agreement and terms

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## Integrated Managed Care (IMC) Changes Effecting Providers

How does this affect the way IMC providers request an interpreter?

- You must register an HCA account with [Universal Language Service](#).
- You must pre-schedule interpreters using their online scheduling system.
- For last minute emergent requests, you can call the Universal Language Service customer service center (425) 454-8074.

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## Eligibility for Covered IMC Interpreter Services

### Apple Health Medicaid Appointments

- Current Medicaid eligible
- Enrolled in an IMC plan (IMC eligible)
- Services covered in their benefit package
- Provided by a Medicaid Provider (Authorized Requestor)

### Authorized Requestors

- An authorized requestor is any health care provider that is:
  - Enrolled as an HCA provider
    - Complete the application online on our website at <https://www.hca.wa.gov/billers-providers/apple-health-medicaid-providers/enroll-provider>
  - Registered with HCA's contractor
    - Register with Universal at <https://hcauniversal.com/new-requester-registration/> and take the required training to create an account.

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## Services not covered

### Apple Health Medicaid does not pay for interpreter services related to:

- Administrative Services
  - Scheduling appointments
  - Appointment reminder phone calls
  - Paperwork
- Inpatient hospital services (e.g. labor and delivery)
- Nursing facility services
- Public health agencies and public health hospitals (certified public expenditures)

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## Universal Language Service as the Contractor for Interpreter Services

### Universal Language Service (Universal):

- Receives, schedules, and responds to requests for interpreter services
- Screens requests for eligibility (provider, client, service)
  - Verified 48 hours in advance and at the time of request
- Contracts with certified, authorized, or recognized interpreters to provide language access services
- Pays the interpreters for services provided
- Provides Face to Face Interpretation

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## What happens if a request cannot be filled?

If Universal is unable to fill an ASL or IMC Behavioral Health or Substance Use Disorder interpreter request, a provider may get their own interpreter, and submit a request for reimbursement to [billing@ulsonline.net](mailto:billing@ulsonline.net).

What to submit to Universal to receive reimbursement:

1. Copy of the job number from Universal.
2. Copy of the paid invoice.
3. Completed [reimbursement voucher](#)
4. W-9 form

Note: HCA will not issue reimbursements that exceed the CBA agreed rates or ASL rates determined by the [ODHH website](#). You are responsible for any remaining balance.

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## Questions?

### HCA Interpreter Services Program

- <https://www.hca.wa.gov/billers-providers/programs-and-services/interpreter-services>
- [INTERPRETERSVCs@hca.wa.gov](mailto:INTERPRETERSVCs@hca.wa.gov)

### Universal Language Service

- <https://hcauniversal.com/>
- [accounts@ulsonline.net](mailto:accounts@ulsonline.net)
- 1 (888) 462-0500

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