



Interpreter Services Program

Kathy Templet/Anthony Pheasant/JoAnna Gaffney
Program Specialists
Medicaid Program Operations and Integrity
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Overview

- Interpreters
- 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 to limited English speaking clients (LEPs). 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.

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 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](#)
- Sign Language Interpreters are exempt from the bargaining agreement and terms

Requesting Spoken Language Interpreters

How does this affect the way 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.

Eligibility for Covered Interpreter Services

Apple Health Medicaid Appointments

- Current Medicaid 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.

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)

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
- Provides Face to Face Interpretation
- Bills HCA ProviderOne system for payment
- Pays the interpreters for services provided

What happens if a request cannot be filled?

If Universal is unable to fill your request for a Sign Language or Behavioral Health or Substance Use Disorder appointment, the provider may cancel this request and obtain an interpreter through a private contract.

Submit the following to billing@ulsonline.net 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

For Sign Language reimbursement, see our [Provider's guide on how to bill for sign language reimbursement](#)

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.

Questions?

HCA Program Staff

Contact

- INTERPRETERSVCS@hca.wa.gov

Additional Information

- www.hca.wa.gov/isproviders
- www.hca.wa.gov/sli-transition

Additional Resources

Universal Language Service

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

Office of Deaf and Hard of Hearing

- <https://www.dshs.wa.gov/altsa/odhh/sign-language-interpreter-contracts-and-resources-program-1>
- 1 (800) 422-3263