

# Interpreter Services Program Policy

## Electronic submission of appointment check in-out time

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### Purpose

This policy establishes the parameters for Apple Health (Medicaid) enrolled providers, who request interpreter services through the coordinating entities online scheduling platform for Apple Health (Medicaid) clients for their health care appointments. The providers are required to agree to the terms and conditions of the coordinating entity for the utilization of the online scheduling platform that include the electronic submission of checking in and checking out a language access provider (LAP) for completed services.

### Definitions

**Terms in this policy have the following meanings:**

Authorized requester	The individual at the Medicaid facility/providers office that is solely responsible for the enrollment and activity with the coordinating entity and the online scheduling platform.
Collective Bargaining Agreement	The Collective Bargaining Agreement (CBA) is a contract between the State of Washington and the Washington Federation of State Employees for Language Access Providers (LAPs) (WFSE AFSCME Council 28).
Coordinating entity	The specific vendor that HCA Interpreter Service Program (ISP) contracts with to provide services to assist Medicaid providers to fill interpreter service requests for limited English proficient (LEP) Apple Health (Medicaid) clients.
Interpreter/LAP	The language access provider (LAP) who provides spoken language services for Apple Health LEP clients during a health care appointment.
Online scheduling platform	The online platform is specific to the coordinating entity where a provider will schedule an appointment for a Medicaid client and a request for a LAP/interpreter. The online platform is the avenue to check a LAP/interpreter in at the start of an appointment and check out at the end of the appoint.

Provider	Provider is an HCA enrolled Medicaid health care individual that treats Apple Health Medicaid clients.
Requester/User	A requester/user is the individual that schedules health care appointments through the coordinating entity's online scheduling platform for an Apple Health limited English proficient (LEP) client and a health care provider.
Work order form	The electronic or paper form used by the provider (requester), the LAP, and the coordinating entity to record and track an interpretation encounter.

## Policy Requirements

HCA Interpreter Service Program (ISP) requires the coordinating entity to maintain a platform where Requesters/users can request interpreter services for their limited English proficient (LEP) Apple Health (Medicaid) clients. The Requesters/users are required to schedule an interpreter request through the platform and ensure that the electronic work order form is completed online by checking the LAP in at the start time and checking the LAP out at the end of the appointment. Failure or delay in providing the check in or out times prevents the timely processing and payment to LAPs.

LAPs are covered by a collective bargaining agreement (CBA) that outlines the process should a provider not provide the check in or out times. Per Article 5.6 *Work Orders with Incomplete Times: When an authorized requestor has not entered a start or end time for a job within two (2) business days after the date of service, the Coordinating Entity shall electronically notify the requestor and the LAP, and the LAP will submit their start and end time for verification.* While this process does allow the LAP to provide their check in and out times, it is ultimately the providers responsibility to ensure the services were complete. This also inhibits the LAP from accepting additional jobs during any available time should the appointment end early.

Requesters/users must follow the steps to complete the check in and check out times for each scheduled appointment:

- Log in to the coordinating entities online scheduling platform
- Complete the electronic work order form with the start time of the appointment
- Complete the electronic work order form with the end of the completed appointment

Detailed steps of this process are available on the [coordinating entities webpage](#) and using the provider guides as written.

The coordinating entity will send requesters/users reminders at the second day and 14<sup>th</sup> day of the missing start and end time for appointments. Failure to provide start and end times by the 14<sup>th</sup> day, will result in a reminder letter and may result in Requester/user suspension of the scheduling portal to request interpreter services or invoicing directly to the health care provider for the interpreter services for the dates and times provided by the LAP.