

Requesting an interpreter

Federal law requires providers to secure interpreters for any Apple Health (Medicaid) client that:

- Experiences trouble speaking or understanding English; or
- Is Deaf, Deafblind or Hard of Hearing.

Spoken language requests

To request language access interpreters for your Apple Health client's, as a provider you must [register as a new requester with Universal Language Services](#)

Learn how to register and request an interpreter by viewing the requester [webinars](#) and [guides](#).

Eligibility

For the Health Care Authority (HCA) to pay for interpreter services the following criteria must be met:

- Client is an eligible Apple Health client
- Appointment is for an Apple Health covered services.
- Provider must be enrolled with Health Care Authority.
- Services are authorized and provided under the HCA contract with Universal Language Services

HCA will not pay for interpreter services when:

- Interpreter is a member of the family.
- Client is receiving inpatient or nursing facility services.
- Interpretation is for administrative service.

Sign language requests

Office of the Deaf and Hard of Hearing (ODHH) recently created a new sign language interpreter request form. Upload the new [Interpreter Request Form for Medical Providers using Apple Health](#) into ProviderOne when you submit your request for an interpreter. This form replaces all other versions and is screen reader compatible.

Providers must follow this ProviderOne prior authorization request process and upload the new form to ProviderOne when requesting a sign language interpreter.

More information

- [Interpreter services \(provider\) webpage](#)
- [Sign language interpreter contract transition webpage](#)
- [Step by step Prior Authorization Submission guide](#)
- [Deaf Choice Qualified Sign Language Interpreter Request form](#)
- [Provider's guide on how to bill for sign language reimbursement](#)

