

Behavioral health and Interpreter Services

Who is Universal Language Service?

[Universal Language Service](#) (Universal) is the contractor for the HCA Interpreter Service program which is available to health care providers serving limited English proficient (LEP) Apple Health Medicaid clients and individuals applying for or receiving DSHS or DCYF services. For more information, see Health Care Authority (HCA) [Interpreter Services webpage](#).

How do I request Spoken Language access providers (LAPs)?

You must be an eligible Medicaid provider and register an HCA account with Universal.

Once you are registered, Universal will provide you with your login information and a link to their [Customer User Guide](#) that will provide you assistance in navigating the Universal scheduling portal.

What if Universal cannot provide an LAP for a behavioral health (BH) or substance use disorder (SUD) appointment?

If Universal is unable to fill your interpreter request, you may choose another agency to fill the job. Once you have received a paid invoice, you may request reimbursement from Universal for valid interpreter service claims.

HCA will not reimburse for requests that are:

- Clients that are not Apple Health Medicaid
- Services not covered by Apple Health
- Not requested through Universal first
- Last minute provider or client cancellations
- Client no-show appointments

The provider is responsible for these services.

Can I request a specific LAP?

Specific LAPs may be requested through Universal if they follow the HCA guidelines:

- Gender preference
- Cultural requirements
- Medical conditions that qualify as medically necessary

Can I request an interpreter last minute?

Yes, however, it is best to submit your request in advance to allow LAPs the opportunity to review their schedule and accept jobs.

How do I get reimbursed for my BH and SUD appointments?

Once you have contacted a private agency, serviced the appointment, and paid for the services. You may submit the information to Universal for reimbursement at billing@ulsonline.net and supply the following information:

- Copy of paid invoice
- Completed reimbursement [voucher](#)
- Job number from Universal
- W-9 form

HCA will reimburse the interpreter services up to the [Collective Bargaining Agreement](#) (CBA) for LAPs.

Provider is responsible for any mileage and transportation fees and fees over the CBA rate.