

News about interpreter services

Authorized Requesters: The Health Care Authority (HCA) provides this as a resource of new developments and reminders about how you can access interpreters for your Apple Health (Medicaid) clients and Social Service visits.

Interpreters: Universal Language Service (Universal) is available to assist you with completing the requirements to provide interpreter services for HCA, DSHS and DCYF jobs. Visit HCAUniversal.com for more information.

Provider updates

- A [Customer Platform User Guide](#) is available to assist Authorized Requesters in using Universal's online scheduling platform.
- The HCA is offering a [reimbursement option](#) for American Sign Language (ASL) and Integrated Managed Care (IMC) Behavioral Health (BH) and Substance Use Disorder (SUD) requests.
- The HCA is now offering a [data dashboard](#) where you can view utilization data, including fill rates.
- Family member appointments need to be faxed in using the [HCA request form](#) to ensure the same interpreter is scheduled for all appointments. Family member appointments cannot exceed 90 minutes combined.
- Universal is offering onsite training sessions for providers. Contact Jana at JanaM@ulsonline.net to schedule your session today.

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Provider FAQs

What if Universal cannot provide an ASL interpreter?

You may choose another agency to fill the job. HCA will reimburse you up to the [ODHH ASL](#) allowable charges.

You are responsible for any remaining balance.

Visit our [ASL FAQ](#) for more information.

When can I request a specific interpreter?

Specific interpreters can only be requested when medically necessary.

For more detailed information, please visit Universal's [Provider FAQ](#).

Interpreter updates

- A user guide is available on Universal's [Interpreter Guides webpage](#) to help assist in navigating the online platform.
- The proposed [2019-2021 Language Access Providers \(LAP\) Collective Bargaining Agreement](#) (CBA), pending budget approval, will be effective July 1, 2019.
- All DSHS spoken language interpreter credentials expire after four years unless you submitted your [required documentation](#). For more information, visit [Language Testing and Certification \(LTC\)](#).
- The [Incident Resolution Process](#) was updated effective February 15, 2019.

New IMC providers

IMC coordinates physical health, mental health, and substance use disorder treatment services to help provide whole-person care under one health plan.

By January 1, 2020, integrated managed care will be available in all [regions](#).

For more information, visit HCA's [Managed Care webpage](#).

What does this mean for providers?

You must register with Universal. Once registered, you will submit your interpreter request through Universal's online portal.

If Universal is unable to fill an ASL or IMC BH or SUD request, a provider may follow the reimbursement process to help cover the costs. For more information on how to request reimbursement, visit [Universal's FAQ webpage](#).

Note: HCA will not issue reimbursements that exceed the CBA agreed rates or ASL rates determined by the [Office of Deaf and Hard of Hearing \(ODHH\) website](#).

You are responsible for any remaining balance.

When will I know if my request has been filled?

When submitting an interpreter request, you may choose to receive automated notifications of status changes. You can also view the live status of your request anytime on your online scheduling platform.

For more information, visit Universal's [Customer Platform User Guide](#).

Interpreter FAQs and resources

When must I send a secure email?

When sending client information via email, such as job invoices, to Universal or HCA, you must ensure the email is secure.

Client information sent via unsecure email is subject to a HIPAA violation and could result in a portal suspension.

What does Awaiting Time Verification status mean?

This means you have disputed the times and Universal is waiting up to 30 business days for the requester to respond.

How can I upload an expense?

You must attach the expense to the job before you submit your invoice or approve your times online.

Reminder!

Provider participation

Providers are required to assure language access according to [Title VI of the Civil Rights Acts of 1964](#) and the [Americans with Disabilities Act \(ADA\)](#). Our Interpreter Services Program supports you in this effort by offering interpreter services for Medicaid covered appointments through our contract with Universal.

Participation in our program is voluntary. However, when using the HCA's state-paid interpreter services, you must follow the program policies and guidelines. Additional information can be found on our HCA [interpreter services webpage](#).

Best practices

As the authorized requestor for interpreter services, you are responsible for connecting your clients with the interpreter. Notating the specific clinic or department in your request will reduce confusion of the location of the job and ensure prompt interpreter services.

If the interpreter does not arrive for the scheduled appointment, you must document the job as an interpreter no-show on the platform.

Reminder that specific interpreters can only be requested for [medically necessary treatment](#). For more information, please visit the [Universal FAQ page](#).

Interpreter participation

As a Universal contracted interpreter, you agree to provide interpreter services for health care and/or social service jobs through Universal and abide by the rules and guidelines.

You must review, understand, and comply with the [code of ethics](#) and the [Incident Resolution Process](#).

Interpreters must approve a job in the platform before Universal can submit it to HCA or DSHS for payment.

Upcoming Stakeholder meeting

The HCA will be holding a quarterly stakeholder meeting June 24, 2019 for stakeholders, interpreters, and deaf, deafblind, and hard of hearing community members. HCA will send out an announcement for registration.

Additional information can be found on Universal's [Interpreter FAQ webpage](#).

Do I need to submit an invoice for cancelled jobs?

No, however, please allow 3-5 business days for Universal to update your estimated payment.

Resources

- [National Standards on Culturally and Linguistically Appropriate Services \(CLAS\)](#)
- [Registry of Interpreters for the Deaf, Inc.](#)
- [Washington Department of Social and Health Services, Language Interpreter and Translator Code of Professional Conduct](#)