

Interpreter Service (IS) is a program available through Health Care Authority (HCA) for Medicaid health care providers and their Medicaid clients. The program allows the providers to gain access to skilled and qualified spoken language access providers (LAPs) and sign language interpreters for Apple Health (Medicaid) clients who have limited English proficiency (LEP) and may be Deaf, DeafBlind, or hard of hearing. HCA offers access to an in-person spoken language contract, an over-the-phone and video remote spoken language contract, and a sign language contract. The IS program works with Universal Language Service for all spoken language contracts and the Office of Deaf and Hard of Hearing (ODHH) for the sign language contract.

Medicaid providers are required to ensure appropriate language access is provided to their Medicaid clients according to [Title VI of the Civil Rights Act of 1964](#) and the [Americans with Disabilities Act \(ADA\)](#).

## How to request an Interpreter or LAP?

- Request spoken language LAPs through our contract with [Universal Language Service](#).
- Request sign language interpreters through the Department of Enterprise Services (DES) Office of Deaf and Hard of Hearing (ODHH) master contract utilizing the [online request system](#).

## Who is eligible to utilize HCA's Interpreter Services contracts?

Apple Health Medicaid providers are eligible to request an interpreter when:

- They have a national provider identification number (NPI)
- They are actively enrolled as an Apple Health Medicaid enrolled health care provider
- The services are for an eligible Apple Health Medicaid client

## What services are available through Universal Language Service?

- Universal Language Service offers in-person, over-the-phone, and video remote interpreting. All appointments are offered to DSHS certified, authorized, and recognized LAPs. Medicaid providers can schedule a service request online through the [Universal Language Service portal](#).
- It is the responsibility of the provider to verify eligibility, but Universal Language Service will verify the eligibility when accepting the request for interpreter services.
- LAPs are paid directly by Universal Language Service so there is no paperwork for providers.

## What services are available through DES/ODHH?

- ODHH offers interpreter services with certified, authorized, and recognized sign language and tactile interpreters.
- Increased ability to best match interpreters with Deaf, DeafBlind, and Hard of Hearing clients.
- Accepts requests through the [online request system](#).

For more information on Interpreter Services please visit the [Interpreter Services webpage](#).

Contact us at: [interpreterservices@hca.wa.gov](mailto:interpreterservices@hca.wa.gov)



