

Interpreter Services Reimbursement Process

Frequently asked Questions

How do I get reimbursed?

If Universal is unable to fill your request within your timeframe¹, use this process:

1. Cancel your request with Universal
2. Use cancellation reason “interpreter not found in time”
3. Get your own interpreter through a private agency
4. Pay the private agency and get a receipt/invoice
5. Submit a secure email to billing@ulsonline.net with **ALL** of these documents:
 - a. Copy of paid private agency invoice
 - b. Job number from Universal
 - c. Completed [reimbursement voucher](#)
 - d. W-9 form (one time form)

What is the reimbursement rate?

Spoken language requests are reimbursed at the Collective Bargaining Agreement (CBA) rate of \$41.00 per hour.

Sign Language (SL) requests are reimbursed at the approved [Office of Deaf and Hard of Hearing](#) (ODHH) rates. If there is no rate established for the interpreter on the ODHH website, the maximum allowable payment is fifty-five dollars (\$55) per hour.

You are responsible for the remainder balance.

Do I have to use Universal?

Yes. In order for HCA to issue reimbursement, you must first request the job through Universal.

Does reimbursement cover mileage?

For Spoken Languages, interpreter mileage is not covered, and is not reimbursable. However, parking, ferry and toll fees are reimbursable.

For SL interpreters, mileage, parking, ferry and toll fees are covered and can be reimbursed.

What requests qualify for reimbursement?

Any SL request and any enrolled Integrated Managed Care (IMC) Behavioral Health (BH) or Substance Use Disorder (SUD) requests for:

1. Face-to-face
2. Services that are an eligible Washington Apple Health (Medicaid) benefit
3. Enrolled IMC Medicaid clients
4. Services provided by an [HCA enrolled Medicaid provider](#)

HCA will not reimburse for requests that were:

- Not requested first through Universal
- Last minute provider or client cancellation
- Client no-show appointments

The provider is responsible for these services.

Do I need an authorization number?

No, however, you must include the Universal job number with your request for reimbursement.

Can I be reimbursed for telephonic interpreting?

No. Only face-to-face interpreting can be reimbursed.

¹ Refer to page 7 of the [Requester Platform User Guide](#)