

Sign Language Services

Interpreter Service

Apple Health providers are required to ensure appropriate language access are provided to their Apple Health clients according to [Title VI of the Civil Rights Act of 1964](#) and the [Americans with Disabilities Act \(ADA\)](#). The Health Care Authority's (HCA) interpreter services (IS) program supports Medicaid health care providers by offering sign language interpreter services for Apple Health (Medicaid) healthcare appointments.

Office of Deaf and Hard of Hearing

ODHH works with HCA to provide sign language interpreters through the Department of Enterprise Services (DES) statewide master contract. DES and ODHH have a cooperative purchase agreement, and ODHH administers the contracts which are available to all state agencies.

There are [two master contracts](#):

- Independent contractors: Sign language interpreters who coordinate their scheduling and business directly with the requestor, rather than through an agency.
- Sign language interpreter referral agencies: Contractors who seek out and schedule appropriate interpreters for your request. There is an additional booking fee.

Provider Eligibility

Apple Health providers are eligible to request an interpreter when:

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

Requesting an Interpreter

ODHH has implemented an online request process. Providers must set up an account through the ODHH website and then fill out the online [HCA Apple Health Services Request](#) Form for each interpreter request.

If you have questions about the master contracts or the request process, please visit [Sign Language Interpreter Contractors](#) or contact them at:

ODHH Contact	Phone	Email
SLICR Program Manager	1-360-339-4559	berle.ross@dshs.wa.gov
Program Support Specialist	1-360-338-6042	daniel.wharton@dshs.wa.gov

Reimbursement

HCA will provide [sign language reimbursement](#) for requests that are submitted through the online ODHH request form with a service request number (SR) and are for:

- Apple Health Medicaid eligible client
- An eligible health care service
- An HCA Medicaid enrolled provider
- Services provided within the last 90 days.

Mileage, travel time, and toll fees are reimbursed at the cost incurred. Hourly interpreter rates are reimbursed at the full rate posted on the [ODHH interpreter rates](#), or a maximum of \$55 per hour. You must provide proof of payment for reimbursement.