

## Spoken Language Service

### Interpreter Service

Apple Health Medicaid providers are required to ensure appropriate language access are provided to their Apple Health Medicaid 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 Apple Health Medicaid health care providers by offering interpreter services for Apple Health Medicaid health care appointments.

### Universal Language Service

Universal Language Service contracts with HCA to provide in-person, over-the-phone and video remote spoken language interpreter services.

There are two contracts:

- In-person
- Over-the-phone and video remote

### Provider Eligibility

Apple Health Medicaid providers are eligible to request interpreter service 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

If you are a Health Home care coordinator who needs an NPI to request interpreter services, speak with your Care Coordination Organization (CCO) to determine which NPI is appropriate for your use.

### Requesting a Language Access Provider

Universal uses a scheduling platform to schedule interpreter services. A provider must:

- Register with [Universal Language Service](#)
- Review the [requester webinars](#)
- Review the [requester guides](#)

Submit a request (login will be given after registration.)

### Reimbursement

Providers can be reimbursed for interpreter expenses when:

- It is for a Behavioral Health appointment
- A request was submitted through UniversalLanguage scheduling platform.
- The request was unable to be filled by UniversalLanguage
- The provider provides the required information
- The provider follows the [Reimbursement Guidelines](#)