

Spoken Language Service

Provider Responsibility

Apple Health providers are required to ensure appropriate language access to care is 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 spoken language access provider (LAP) services for Apple Health (Medicaid) healthcare appointments.

Provider Eligibility

Apple Health providers are eligible to request interpreter services when:

- They have a national provider identification number (NPI)
- They are actively enrolled with Apple Health as an HCA Medicaid enrolled Health Care provider.
- They are requesting services 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.

Client Eligibility

Apple Health providers may request LAPs for clients that meet these criteria:

- Apple Health enrolled client
- Services are covered under the clients benefit service package

Requesting a Language Access Provider

Once you register as a new requester with [Universal Language Service](#), you may begin to use the service to order language access providers (LAPs) for your eligible Apple Health clients that are limited English proficient (LEP) and require language assistance during health care appointments.

- [Provider overview webinar](#)
- [Requester guide](#)

Reimbursement

Behavioral Health appointments cover both mental health and substance use disorder appointments and may be eligible for reimbursement of your interpreter costs. You must first request an interpreter through the Universal Language scheduling portal. If they are unable to provide an interpreter in a timely manner, you may be eligible to [submit a request for reimbursement](#) for some of the costs you incur in obtaining your own interpreter.

To Request Reimbursement:

You must submit your request through Universal. If no interpreter has been assigned and you choose to cancel the request and obtain your own interpreter, you must provide documentation to Universal Language for reimbursement within 90 days of the date of service.

- A canceled or unable to fill job number from Universal Language
- Proof of payment
- Updated W-9 form (only required once)
- Complete the [reimbursement voucher](#)
- Send via secure email to: billing@ulsonline.net

HCA will only reimburse up to the Collective Bargaining Agreement (CBA). You are required to pay any additional fees incurred, including parking, ferry, and travel fees.