

Apple Health (Medicaid) interpreter services policy during COVID-19 pandemic

Effective for dates of service on and after March 30, 2020, the Health Care Authority (HCA) is temporarily adding remote based interpreting for Apple Health (Medicaid) providers serving Apple Health enrolled clients.

Sign Language Interpreters

All sign language interpreters are obtained through the state's master contract which is overseen by the Department of Social and Health Services (DSHS), Office of Deaf and Hard of Hearing (ODHH). ODHH is permitting sign language interpreters to participate remotely, though the meeting host's video conference technology. For more information, visit [ODHH's website](#).

- You do not need to change how you request interpreters for Apple Health clients
- The interpreter or sign language agency will contact you directly to set up video conferencing
- Video conferencing is offered by the provider, not by HCA
- ODHH manages the state contracts and determines how long this exception is available

For more information, visit the [HCA](#) or [ODHH](#) websites.

Spoken language interpreters

HCA has entered into an emergency contract with Universal Language to offer Over the Phone Interpreting (OPI) for Apple Health clients. OPI will be available during Washington's State of Emergency that has resulted from the COVID-19 pandemic.

- You do not need to change how you request interpreters for Apple Health clients
- For OPI, providers call a dedicated number and Universal conferences the interpreter and client
- View the [Provider guidance on requesting interpreters during the COVID-19 State of Emergency](#)

For more information, visit the [HCA](#) and [Universal](#) websites.