Reimbursement for Spoken Language Interpreters for Behavioral Health Providers

Frequently Asked Questions

1. What interpreter requests are eligible for reimbursement?

   Only in-person spoken language interpreter appointments for behavioral health are eligible for reimbursement. These requests must be submitted through Universal Language Service and you must have job number. If no interpreter has been assigned through Universal, you may use the reimbursement process. Please see How do I get reimbursed?

   HCA will only provide reimbursement for requests that are submitted through Universal Language Service and have a job number and are for:
   - In-person interpreters
   - An eligible behavioral health service
   - An eligible Medicaid client see
   - A Medicaid enrolled provider

2. Can I use the HCA Interpreter Services program for any Medicaid covered healthcare appointment?

   No. HCA will NOT reimburse for interpreter services when:
   - The request is for an appointment other than behavioral health services
   - The interpreter is a member of the family.
   - It is for an inpatient and/or hospital service.
   - It is for nursing facility services.
   - It is for public health agencies or hospitals (certified public expenditures)
   - It is administrative services such as, but not limited to:
     o Scheduling appointments.
     o Making reminder calls.
     o Miscellaneous tasks.

3. Will the reimbursement cover 100% of my expenses in getting my own interpreter?

   No, any expenses that exceed the established reimbursement rates will not be covered. You are responsible for paying the difference. See How much will I get reimbursed?

4. How much will I get reimbursed?

   Hourly interpreter rates are reimbursed at the $41.00/hour rate established in the Collective Bargaining Agreement.
5. How do I request reimbursement?
   You must submit your request through Universal Language Services. If no interpreter has been assigned and you choose to cancel the request and seek reimbursement you must:

   1. Cancel your request in the Universal platform and include the reason
   2. Pay for your own interpreter and receive proof of payment (i.e. receipt or invoice)
   3. Complete a reimbursement voucher and send via secure email to billing@ulsonline.net with:
      a. Proof of payment
      b. The job number you canceled
      c. Updated W-9 form

6. Are mileage, parking, ferry and toll expenses reimbursable?
   No, only the CBA hourly interpreter rate is reimbursable.

7. Can I be reimbursed for an interpreter if the client is a no show?
   No, HCA cannot reimburse for expenses when a client was not present.

8. Is over the phone or video remote interpreting reimbursable?
   No, HCA can only reimburse for in-person interpreter expenses.

9. Can I be reimbursed if for last minute requests?
   Yes, as long as the request is submitted through Universal Language Service and all other reimbursement criteria is met.

10. Can I be reimbursed when I cancel a request that already had an interpreter assigned?
    No, reimbursements are only available when an interpreter has not already been assigned.

11. Where can I find more information about how to request a spoken language interpreter?
    There are webinars, FAQs and other important information on Interpreter services website.

12. Can we sign up for email notifications to receive updates and more information?
    Yes! HCA uses GovDelivery to share updates about the program including webinars and other changes.

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Resources

| Universal Language Services |
| Collectivite Bargaining Agreement |
| Interpreter services Program |
| GovDelivery |

Email: INTERPRETERSVCS@hca.wa.gov