

News about interpreter services

The Health Care Authority (HCA) is sending you this update covering new developments and reminders about interpreter services you, as a provider, can access for your Apple Health (Medicaid) patients.

Interpreters: Click on *Spoken and ASL interpreters* to the right or scroll to the bottom of this newsletter.

Recent updates

- Western State Hospital is offering Interpreter Safety Orientation. You will be paid for your time spent at the training.
- HCA recently acquired an apparent successful bidder, [Universal Language Services](#), for the face-to-face contract.
- Language Link recently increased their pool of American Sign Language (ASL) interpreters. Visit [HCA's webpage](#) to view a list of ASL interpreters by county.
- As of January 1, 2018, health care providers unable to obtain an ASL interpreter through Language Link can be reimbursed at the rates listed on the ODHH website for obtaining their own ASL interpreter.
If the ASL interpreter is not listed on the ODHH website, reimbursement will be the maximum per hour rate of \$55.
- Since January 1, 2018, the reimbursement process for integrated managed care providers (Mental Health and Substance Use Disorder) utilizing a private agency has been fully automated.
- For reimbursement, health care providers must follow the approved [reimbursement process](#) through Language Link. Additional information can also be found on HCA's [ASL](#) and [IMC](#) FAQs.

In this issue

- [News about interpreter services](#)
- [Recent updates](#)
- [Changes coming!](#)
- [Important!](#)

Provider FAQs and resources

How much advanced notice do I need to give?

There is no required notice; however, advanced notice will maximize the chance of filling the assignment.

When will I receive a Cannot Fill notice?

Typically a Cannot Fill notice will be sent 48 hours prior to the start time of appointments

Can I add more users to my account?

Yes, you can add, edit, and delete users to your account and specify their level of access. Visit [Language Link](#) to review this process

Changes Coming!

HCA recently acquired an apparent successful bidder, [Universal Language Services](#), for the face-to-face contract. Once the contract is finalized, the effective date will be July 1, 2018.

Universal Language Services will be reaching out to providers and interpreters over the next few months to provide additional information and help adjust to the new process and changes.

What does this mean for interpreters?

You will need to register with the new contractor prior to July 1, 2018. You will also need to become familiar with their scheduling process and portal. Instructions on how to register with them will be sent out through our GovDelivery system. Be sure to sign up on our [HCA webpage](#).

The Collective Bargaining Agreement will not be effected by this new contract.

What does this mean for providers?

You will need to become familiar with the new contractor's enrollment, portal and scheduling processes. Information on registration will be provided on our webpage and sent via GovDelivery within the next few months. Be sure to [sign up](#) for our GovDelivery notifications on our [HCA webpage](#). This will allow you to keep up to date on any changes and new processes to come.

Important!

Provider participation

Participation in our program is voluntary. However, when using the HCA's state-paid interpreter services, you must follow the program policies and guidelines. Additional information can be found on HCA's September 15, 2017 [Newsletter](#).

Best practices

As the authorized requestor for interpreter services, you are responsible for connecting your clients with the interpreter. Notifying interpreters when the client checks in will reduce confusion and ensure prompt interpreter services.

How do I check interpreter availability in my area?

You can check interpreter availability by language, date, time, and location of request. Visit [Language Link FAQ](#) to review this process.

How long does an interpreter have to wait after the appointment start time?

Interpreters are expected to wait 30 minutes after the appointment start time for a patient to arrive. After 30 minutes, the provider will need to check the interpreter out by using the "Patient No-Show" option on the check-out page

Note: For additional training and information, please visit the [Language Link website](#).

Resources

- [National Standards on Culturally and Linguistically Appropriate Services](#) (CLAS)
- [Registry of Interpreters for the Deaf, Inc.](#)
- [Washington Department of Social and Health Services, Language Interpreter and Translator Code of Professional Conduct](#)

If the interpreter does not arrive for the scheduled appointment, you must document the job as an interpreter no-show.

More information on the check-in and checkout process can be found on HCA's January 2018 [newsletter](#), or on the [Language Link](#) webpage.

Reminder that specific interpreters can only be requested for [medically necessary treatment](#). For more information, please visit the [Language Link FAQ](#).

Spoken and ASL interpreters

As a Language Link contracted interpreter, you agree to provide interpreter services for health care and/or social service jobs through Language Link and abide by the rules and guidelines.

You must review, understand, and comply with the [code of ethics](#).

If you would like additional information on contracting with Language Link, check out HCA's [webpage](#), September 15, 2017 [Newsletter](#), or contact [Language Link](#) directly.

Western State Hospital

New Interpreter Safety Orientation is now being offered at Western State Hospital (WSH). These trainings are being provided for the safety and security of the interpreters, as well as the patients and facility staff. Interpreters who participate in this safety orientation will be paid the per hour base rate, as established by the CBA.

Interpreters who are interested in providing services for WSH will need to participate in these trainings.

For more information on how to register for upcoming trainings, visit <http://hca.language.link/safety-training-western-state-hospital/>.