Sign Language Contractor

Eligibility Overview Process

Prior Authorizations in ProviderOne

HCA Interpreter Services uses the ProviderOne Prior Authorization (PA) system to confirm client and provider eligibility for sign language requests. This ensures contractors have confirmation of Apple Health eligibility prior to every appointment, rather than potentially learning afterward a patient is not covered by Apple Health.

Once a sign language contractor receives an Apple Health request from ODHH, they enter it into ProviderOne. A PA number is generated for tracking purposes, so contractors can check the status of their request at any time.

Sign language interpreter request process

1. Requestor submits a request for a sign language interpreter through the ODHH online Apple Health form, which generates an ODHH reference number for the job (The Service Request Number).

2. The contractor verifies it is an Apple Health job by:

   a. Submitting request in ProviderOne Prior Authorization (PA) system following the step by step instructions.

      i. Once the request is successfully submitted the PA system generates a PA number. This is a reference number and not a guarantee of eligibility.

      ii. HCA Interpreter Services staff review the request within 2 business days to verify the client and provider are both eligibility. If both client and provider are eligible HCA staff changed the status to approved.

      iii. A request must be in Approved status to verify that it is eligible, and to ensure the claim will be paid.

      iv. If the request is **not** an eligible request, HCA staff change the status in ProviderOne to Rejected reach out to you via email to notify you.

      v. If your request is last minute and less than two business days, you should check the status of the request. You can do this by following the instructions that are in the step by step PA training materials.

      vi. If HCA contacts, you and the provider or client is not eligible you may work out private pay arrangements with the provider, as they are still required by ADA and Title VI to provide an interpreter for the client. HCA has a form letter on the sign language website you can present to Apple Health providers reminding them of their responsibility.

3. Once a request has been validated as an eligible Medicaid request it will show Approved and can be used to make your ProviderOne claim payable. For questions on how to submit a claim with an Approved PA request, please use our step by step claim guide.