



**STATE OF WASHINGTON
HEALTH CARE AUTHORITY**

626 8th Avenue, SE • P.O. Box 45530 • Olympia, Washington 98504-5502

Dear requesting provider,

Thank you for requesting a sign language interpreter for an Apple Health (Medicaid) client. For Apple Health to cover this request, all eligibility and coverage criteria must be met. Find the criteria on the Health Care Authority (HCA) Interpreter Services webpage at:

hca.wa.gov/billers-providers-partners/program-information-providers/interpreter-services-providers.

To summarize, Apple Health will only cover sign language interpreters when:

- The patient (or their parent or legal guardian) is an eligible Apple Health client.
- The provider delivers Apple Health covered services.
- The provider is enrolled with Apple Health.
- Interpreter services are authorized and provided through the Department of Enterprise Services (DES) statewide contract.

As an Apple Health provider, you are responsible for verifying client eligibility and benefit coverage for services before delivery. You are also required to verify client eligibility and benefit coverage for sign language interpreter services before you request a sign language interpreter.

If Apple Health does not cover your interpreter request because of client or provider ineligibility, then you are responsible for paying for the interpreter(s). The sign language contractor will bill you directly for interpreter services rendered.

Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA) require you to provide interpreter services, including sign language. View the US Department of Health and Human Services' training at: hhs.gov/sites/default/files/section1557-training-slides.pdf. This training was developed to help clarify rule 1557 of the Affordable Care requirement under Medicaid.

If this request was submitted as an Apple Health request in error, immediately:

- Cancel the request on the Office of the Deaf and Hard of Hearing (ODHH) online request form, or
- Contact the sign language contractor so they can cancel the request on your behalf.

If you do not cancel a request that is submitted in error, you will be billed directly by the sign language contractor for the cost of the interpreter(s).

Visit the Sign Language Interpreter Contracts and Resources Program webpage at dshs.wa.gov/altsa/odhh/sign-language-interpreter-contracts-and-resources-program for more information on the rates and fees for interpreters when they are not covered by Apple Health.

Thank you,
HCA Interpreter Services Program