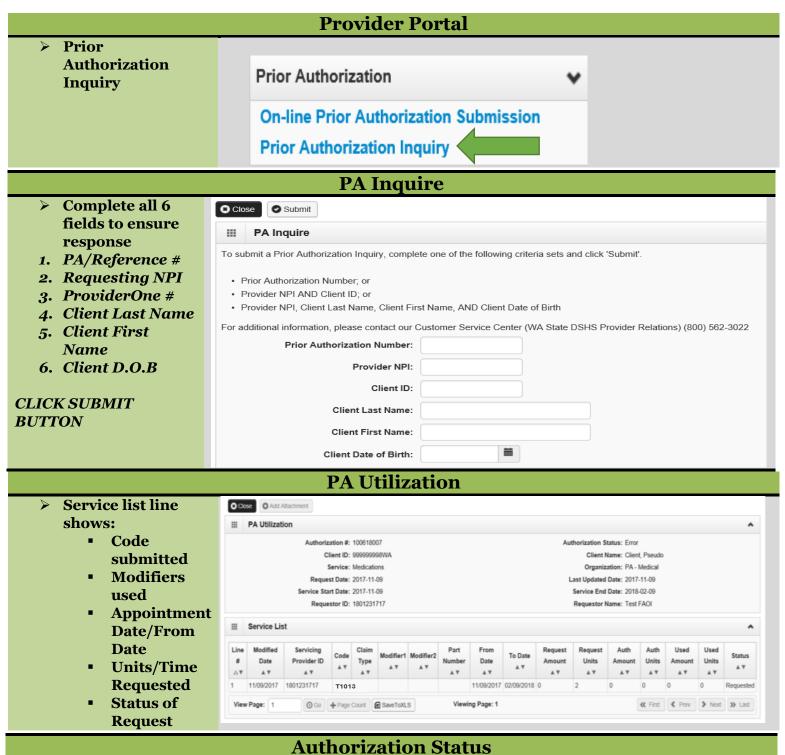


## Desk Aid

Checking Status of Sign Language

## Interpreters Request in ProviderOne





## Desk Aid

Checking Status of Sign Language

## Interpreters Request in ProviderOne

۶	Error = HCA staff needs to	Error	Definition
≻	work Requested =	Error	There is an error in ProviderOne that will be cleared once the request is worked. No action needed by the provider.
	Error has been cleared	Requested	The authorization has been requested and received.
	and we	In review	The authorization request is currently being reviewed.
	received your	Cancelled	The authorization request has been cancelled.
	request Referred=We	Pended	Additional information has been requested from the provider.
	are working	Referred	The authorization request has been forwarded to a second level reviewer.
>	on getting an interpreter Reject =	Approved/hold	The request is approved but additional information is necessary before the authorization can be released for billing.
	Incorrect	Approved/denied	The authorization request is partially approved with some services denied.
	information in request	Rejected	The authorization request was returned as incomplete.
≻	Approved =	Approved	The authorization has been approved.
	Interpreter assigned	Denied	The authorization has been denied.
Troubleshooting Tips			
1. Key in all information correctly, double check for typos			
		must wait	check a request and it is in error status you do not need to resubmit. You two business days before a request is processed and your status is
information		informatio	nly receive a letter from us via fax or mail <b>IF</b> we pend for additional n, we reject for incorrect information, or we approve because we have bb or we have approved you for the reimbursement process
Submitting Request			

\*\* Step by step training is on our webpage @ www.hca.wa.gov/sli-transition

\*\*\* Trouble submitting a request please email us @ INTERPRETERSVCS@hca.wa.gov