

Processing an Apple Health (Medicaid) Sign Language Interpreter Requests

Desk Aid for Sign Language Agencies and Independent Contractors

<p>1. Receives secure email request for interpreter from HCA</p>	<ul style="list-style-type: none"> • The email will contain: <ul style="list-style-type: none"> ○ The authorization (reference) number used to identify requests in ProviderOne, which you will use to bill for the service once it is completed ○ An attached Master Interpreter Request form, which the provider completed to indicate appointment date, time, location, etc. ○ Date of the Medicaid appointment ○ If the request is urgent
<p>2. Send a confirmation reply to HCA acknowledging receipt of request</p>	<ul style="list-style-type: none"> • Once you receive the request and accept responsibility for trying to fill it, you must send an email to INTERPRETERSVC@hca.wa.gov acknowledging receipt. <ul style="list-style-type: none"> ○ This must be sent within 48 hours. ○ This can be a quick reply that says “Received” • If you can’t accept the request, you must send HCA Interpreter Services a response indicating you are unable to fill it.
<p>3. Secure an interpreter for Medicaid appointment</p>	<ul style="list-style-type: none"> • Once you have secured an interpreter for the appointment, you must contact the provider (identified on box 8 of the Master Interpreter request form) to confirm you have secured an interpreter, and give them the name of the interpreter(s). <ul style="list-style-type: none"> ○ Always use the preferred contact method indicated on the form, whether email, phone, or fax • Next, you must send an email to HCA Interpreter Services confirming the job was filled, including: <ul style="list-style-type: none"> ○ The authorization (reference) number ○ The name of interpreter(s) assigned ○ The interpreter’s travel time (if applicable)
<p>4. Job Completed</p>	<ul style="list-style-type: none"> • Once the job has been completed, you are now ready to bill. Please refer to the step-by-step training on how to bill a claim at: https://www.hca.wa.gov/assets/program/sl-interpreter-direct-data-claim-submission.pdf