Washington State Health Care Authority	**Interpreter Services Sub-Workgroup Meeting**	**WA State Health Care Authority February 3, 2020 2:00 pm – 3:30 pm**

Registered Attendees:					
☒	Anthony Pheasant (HCA)	☒	Jennifer Inman (HCA)	☒	Michelle Chillstrom
☒	Amie Kidane	☒	JoAnna Gaffney (HCA)	☒	Mike Short
☒	Andrea Medlock	☒	Kathryn Byers (HCA)	☒	Polly MacLEan
☒	Ashley Boysen (HCA)	☒	Kristi Cruz	☒	Rena Long
☒	Becky Carrell (HCA)	☒	Katherine	☒	Sarah Hammert
☒	Berle Ross (ODHH)	☒	Kathleen To	☒	Scott Sankey
☒	Brittany Cirineo	☒	Kristi Cruz	☒	Shelly Hansen
☒	Damon Mickelsen	☒	Katherine Oum	☒	Todd Slettvet (HCA)
☒	Janelle Utheim	☒	Lindsay Higdon	☒	+16 unidentified guests on the phone.

Agenda Items	Time	Lead	Summary Notes
Welcome/Introductions • Ground Rules	2:00 – 2:10	Deborah (ODHH)	• There will be an interpreter rotation every 15 minutes. We ask that if this rotation occurs while you are speaking that you pause and allow the interpreters time to switch. • When addressing the group always introduce yourself by name and organization. • To ensure that we touch on every item on the agenda, please hold any comments/questions related to a specific agenda item until the Question and Answer session at the end of the meeting. We will write down the names of those who have questions and when we get to the Question and Answer session, we will start answering questions based on that list of names. • Be respectful, engaged, and considerate of others. • Help our interpreters by speaking clearly and slowly.
Workgroup Discussion • ProviderOne Billing & Claim Submission	2:10 – 3:00	Rebecca (HCA)	An overview of the attached PowerPoint *Medicaid 1010 Sign Language Interpreter Claims* was provided by Becky Carrell. This PowerPoint covered 1) How to submit a claim and 2) Template Billing • There is one diagnosis code: Z710

Question & Answer Session	3:00 – 3:20	Rebecca (HCA)	**Questions/Answers**:
			• How can Deaf or DeafBlind individuals access the webinar?
			  ○ Reach out to the HCA to receive 1:1 support.
			• Where is the PA reference number on the DSHS 17-123A form?
			  ○ The PA reference number is added at the top of the DSHS Request for Sign Language Interpreter form (DSHS 17-123A).
			• When will there be a space on the DSHS 17-123A Form to put the PA reference number?
			• The DSHS 17-123A Form was updated this week to include the PA reference number. The original form is still located on the HCA and ODHH websites.
			• What do we do with DSHS 17-123A forms that do not have a client ID number?
			  ○ Email HCA Interpreter Services: INTERPRETERSVCS@hca.wa.gov .
			• Kari with ASL Professionals and Rena Long are both receiving DSHS 17-123A forms with missing information. City is often missing.

			○ The new DSHS 17-123A form should resolve some of issues with missing information. • What do we do if we have need an interpreter for an appointment that is very soon, such as within the next two weeks? ○ Best practice is to always request an interpreter as soon as the appointment is known, and at least 14 days in advance. ○ Requests are very hard to fill when there is not enough advance notice. The HCA has been working on developing a formal process for "last-minute requests". Providers can use the reimbursement process. Providers still to submit a request for an interpreter through ProviderOne. DSHS 17-123A form is required to be paid by the HCA directly. • Michelle Chillstrom, Scott Sankey/Kathleen To, and Lindsay Higdon all are having issues in their provider clinic. Transition to this process is difficult for them. Judy Tran from Children's Hospital is also having issues. Problem solving meeting is desired. ○ The HCA can help mitigate these issues if you reach out to the email box. The HCA is hosting Rapid Response Calls every Friday of February – this is a good format to bring up these issues. ○ HCA will reach out directly to the providers having difficulty to provide technical assistance and brainstorm solutions. HCA is committed to assisting them in being successful in requesting ASL interpreters. • Can we still submit requests for interpreters in bulk like with ULS? ○ The process we are walking through today needs to be followed (*see attached PowerPoint). It is electronic but different. ○ HCA is committed to meeting with providers to assist with this new process and brainstorm ways to improve it. • Jennifer (HCA) Dates and Times that everyone would like to see training in the future? ○ Michelle: Between 10am-2pm on Tuesdays, Wednesday, or Thursday work best for UWMC.
Action Item Review	3:20 – 3:25	Rebecca (HCA)	N/A
Wrap-Up/Conclusion	3:25 – 3:30	Deborah (ODHH)	*Thank you for your time!*

Action Items				
Action Item	**Assigned To:**	**Date Assigned:**	**Date Due:**	**Action Taken:**
Send out registration information for SL interpreter and agency webinars training	HCA	2/3/20	2/10/20	Completed
Follow-up with providers/facilities: Michelle Chillstrom, Scott Sankey/Kathleen To, and Lindsay Higdon.	HCA - Becky	2/3/20	2/10/20	Pending

Additional Resources	
Description	**Hyperlink**
HCA Fill Rate Data	Interpreter Services Data Dashboard Interpreter Services Interpreter Coverage Report
HCA Transition Webpage	Sign Language Interpreter Contract Transition

Upcoming Rapid Response Calls Join here Call-In: 360-407-3811 Conference ID: 1089895	• Friday, February 7, 2020 at 11:00-11:30 a.m. • Friday, February 11, 2020 at 9:00-9:30 a.m. • Friday, February 14, 2020 at 9:00-9:30 a.m. • Friday, February 17, 2020 at 9:00-9:30 a.m. • Friday, February 28, 2020 at 11:00-11:30 a.m.
Interpreter/Agency Billing Webinar	February 13, 2020 from 8:30—10:00 AM PST. We encourage all sign language agencies and independent contractors to register for this training.
Email Contact for Questions	HCA Interpreter Services INTERPRETERSVCS@hca.wa.gov

Washington State Health Care Authority

Medicaid 101
Sign Language Interpreter Claims

January 2020

Washington State Health Care Authority

Getting Started

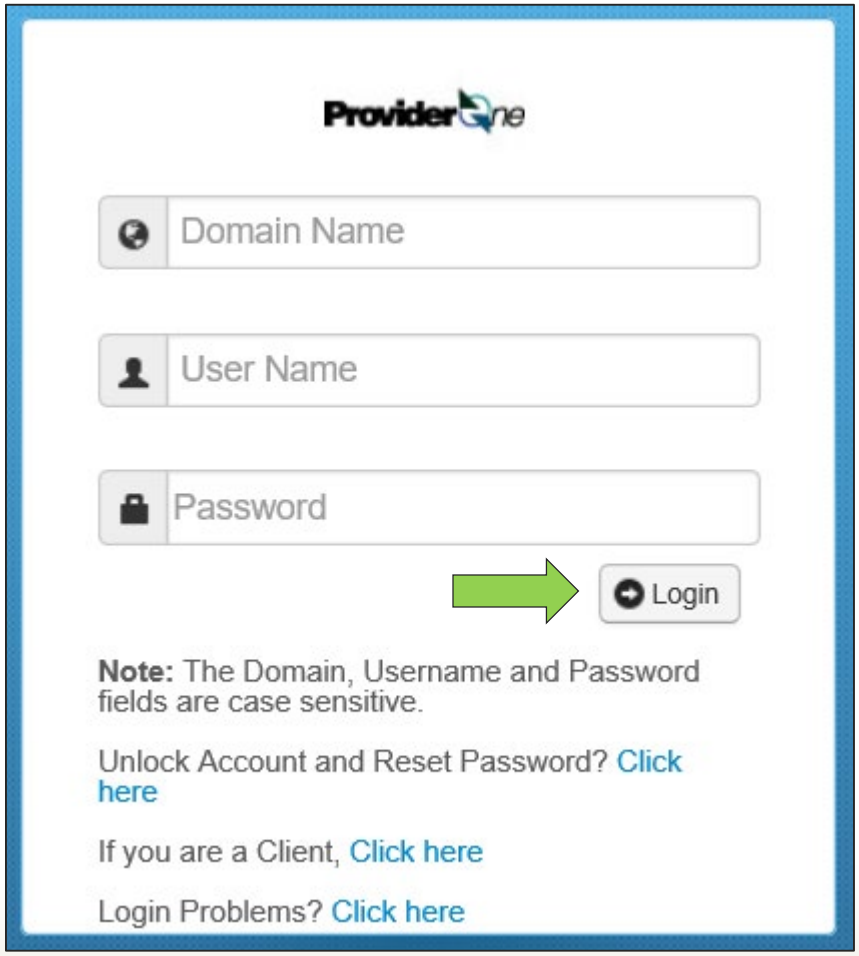
ProviderOne is used by Washington Apple Health providers to submit claims and manage their provider accounts. It is compatible with the most commonly used internet browsers: Google Chrome, Firefox, Microsoft Edge, Internet Explorer (IE) for Windows, and Safari for Windows and MAC.

In order for **ProviderOne** to work on your computer, verify your browser allows popups, as these are vital to successful claims submission.

Washington State Health Care Authority

Getting Started

- Use web address: https://www.waproviderone.org
- Complete the **Domain**, **Username**, and **Password** fields.
- Click on the **Login** button.

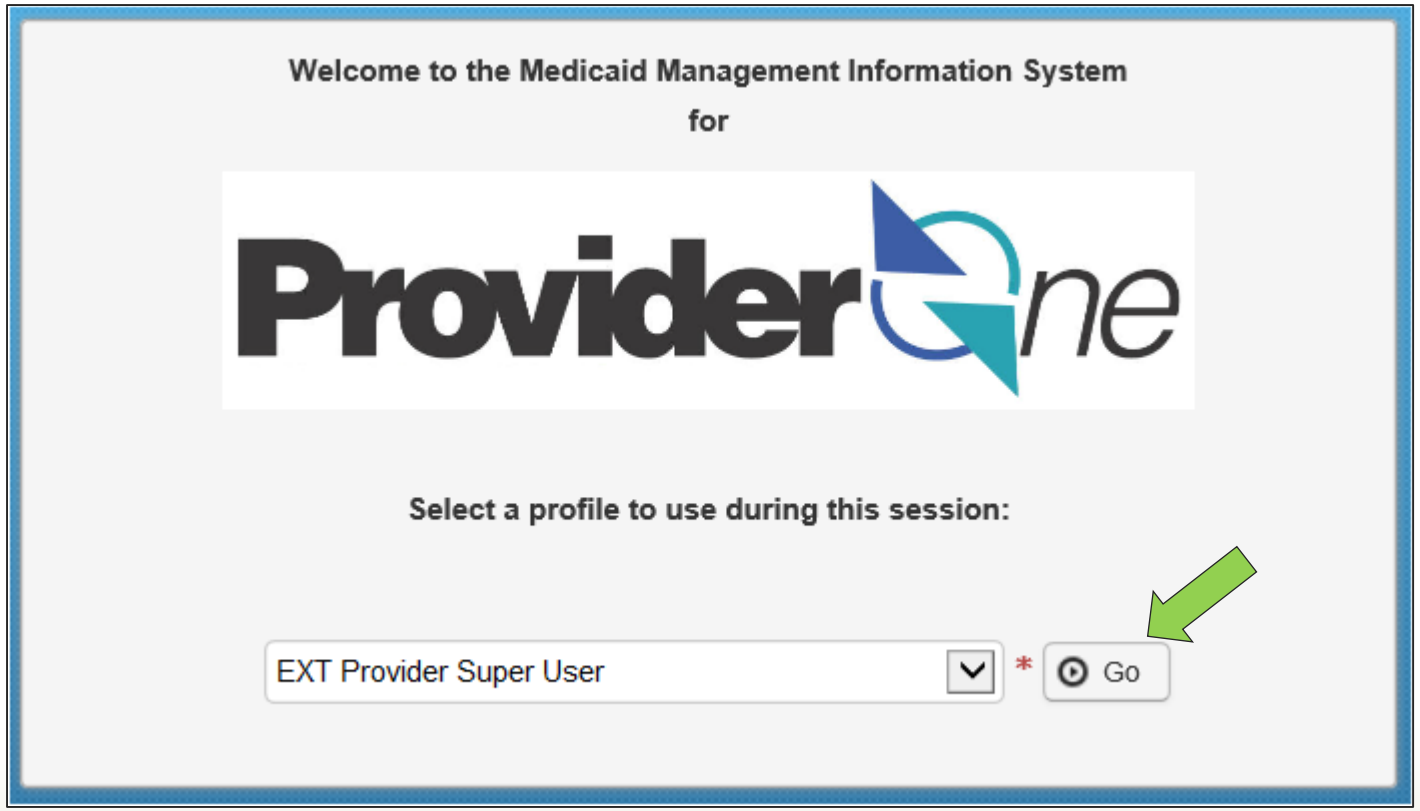


Washington State Health Care Authority

Claim Submission

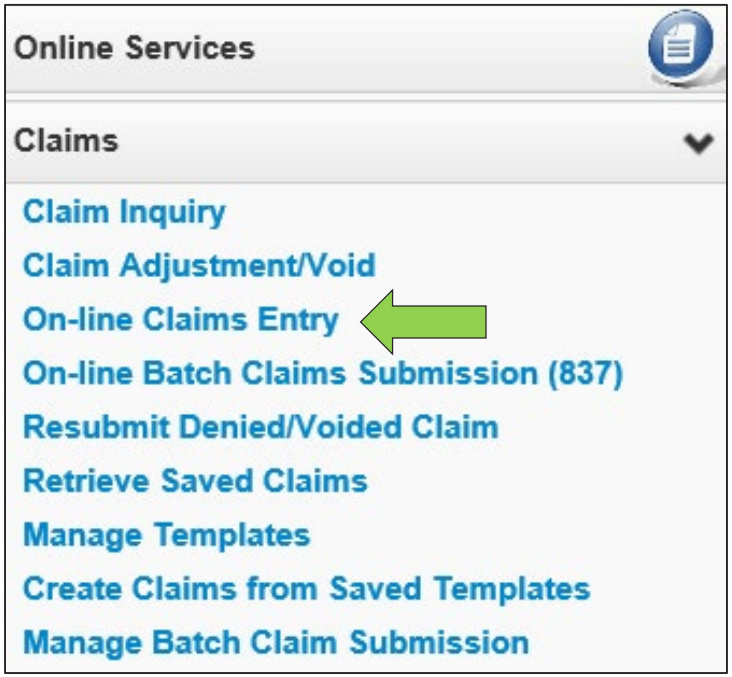
Claim Submission

- Select the **EXT Provider Super User** profile to submit claims using Direct Data Entry (DDE) and click **GO**.



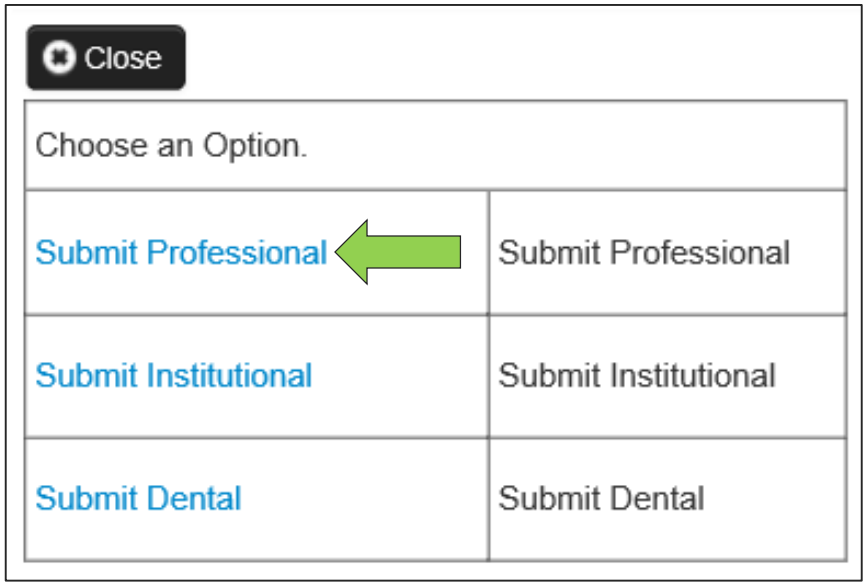
Claim Submission

- From the Provider Portal, select the **Online Claims Entry** option located under the **Claims** heading.



Claim Submission

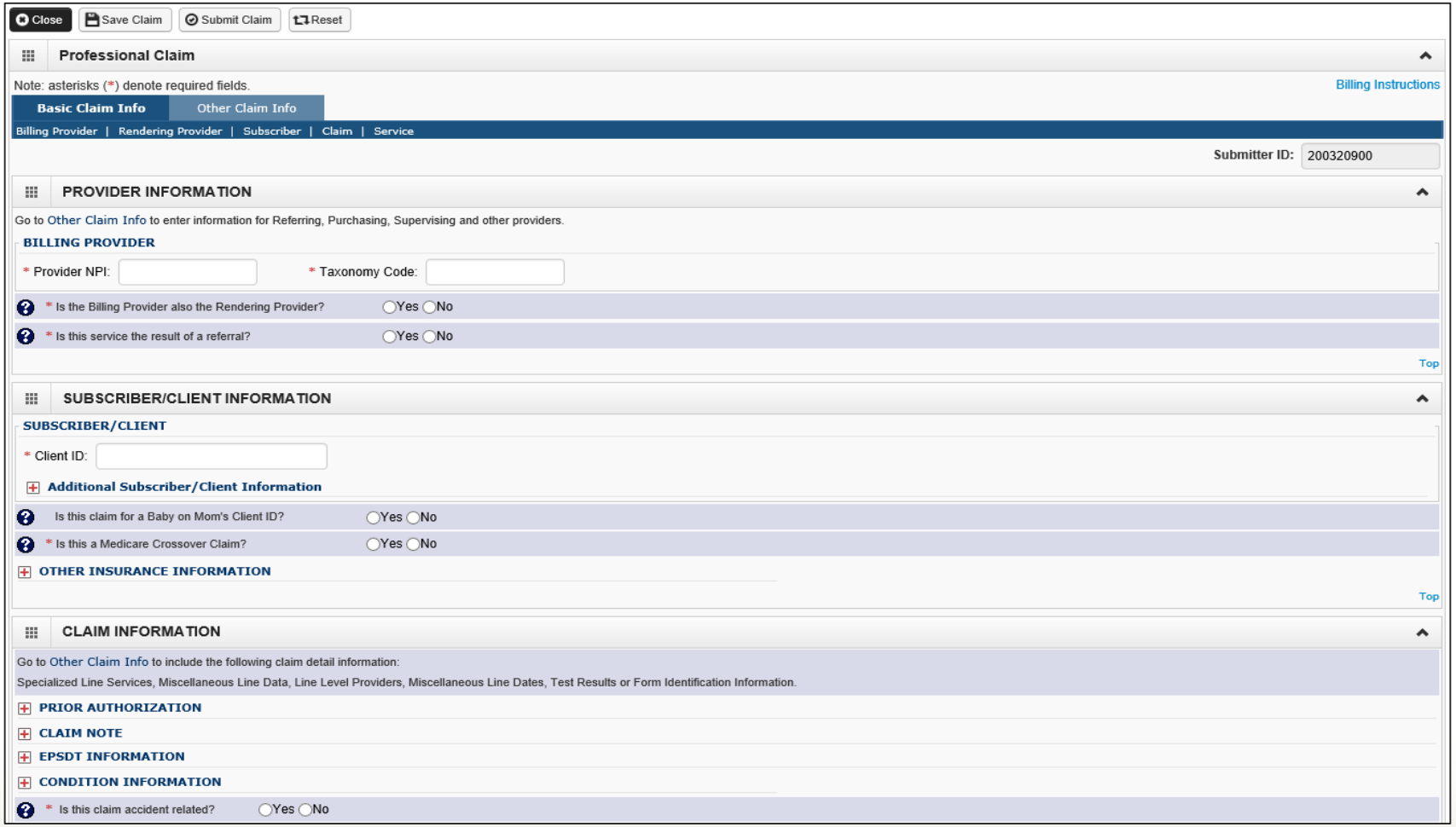
- Select the **Submit Professional** option for medical claims, which is equivalent to the submission of a CMS-1500 claim form.



Washington State Health Care Authority

Claim Submission

- Overview of the upper half of the DDE Professional claim screen



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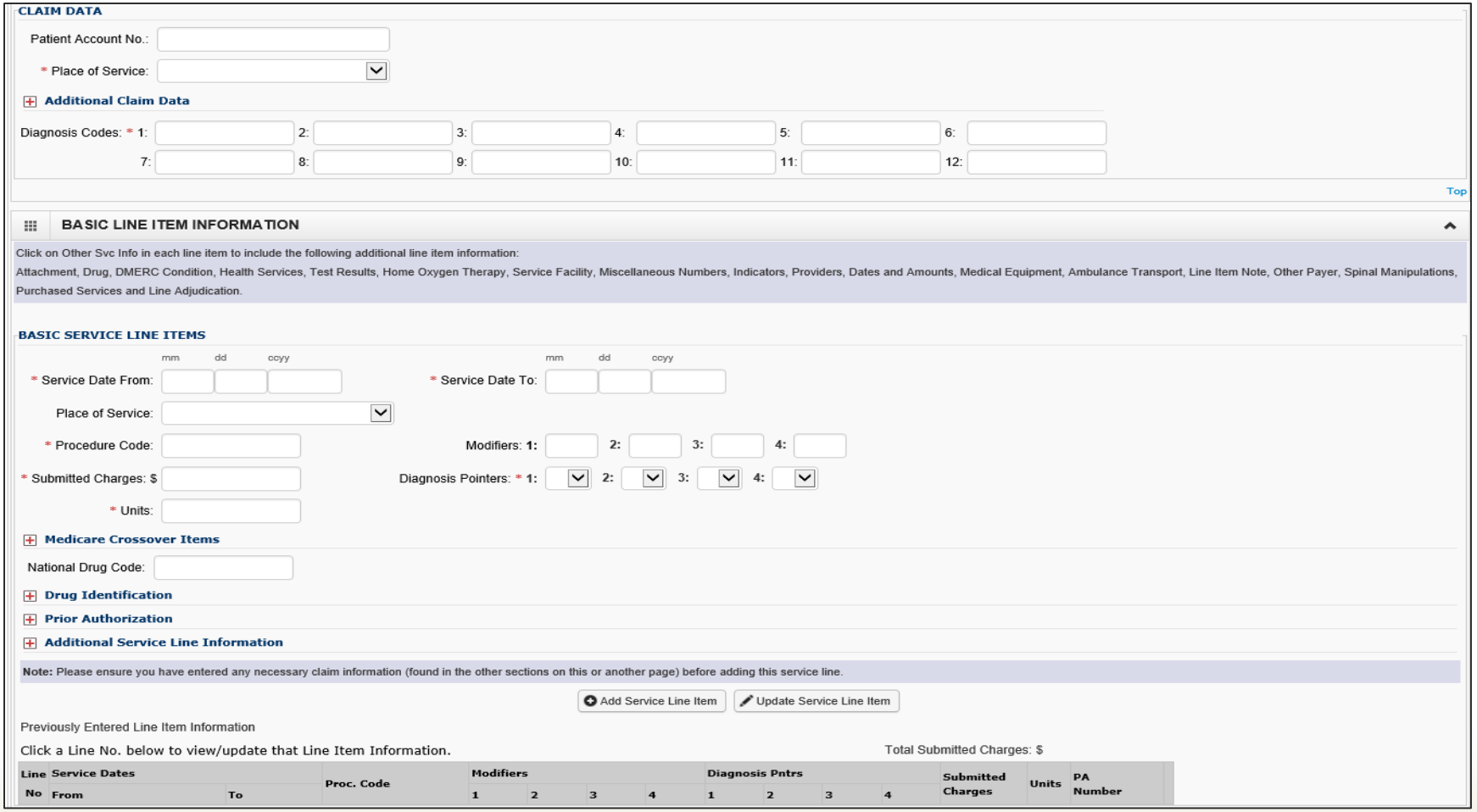
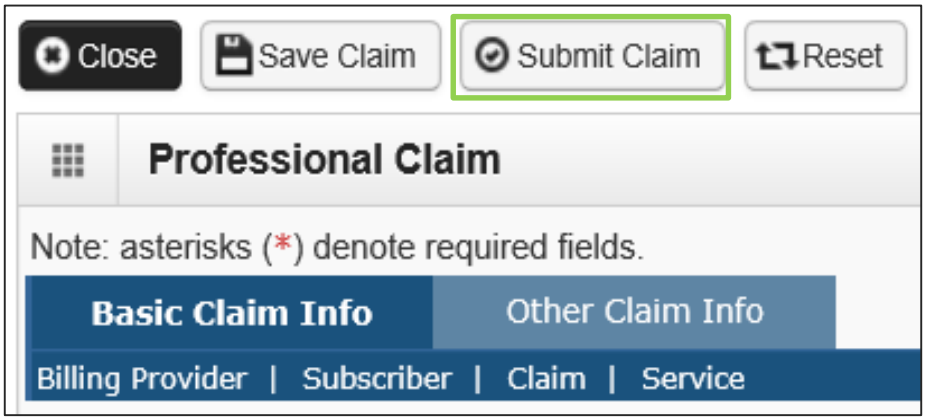
Claim Submission

- Overview of the lower half of the DDE Professional claim screen



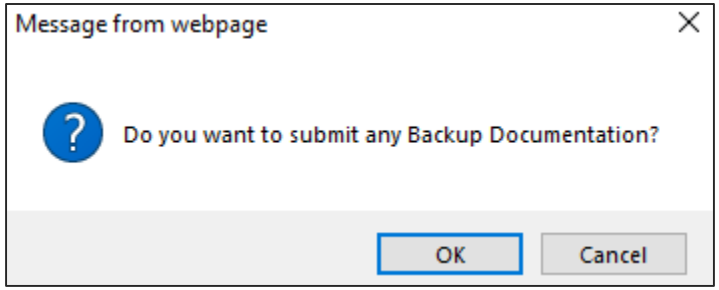
Submitting Claim for Processing

- When the claim is ready to submit into ProviderOne for processing, use the **Submit Claim** button on the top left header bar.



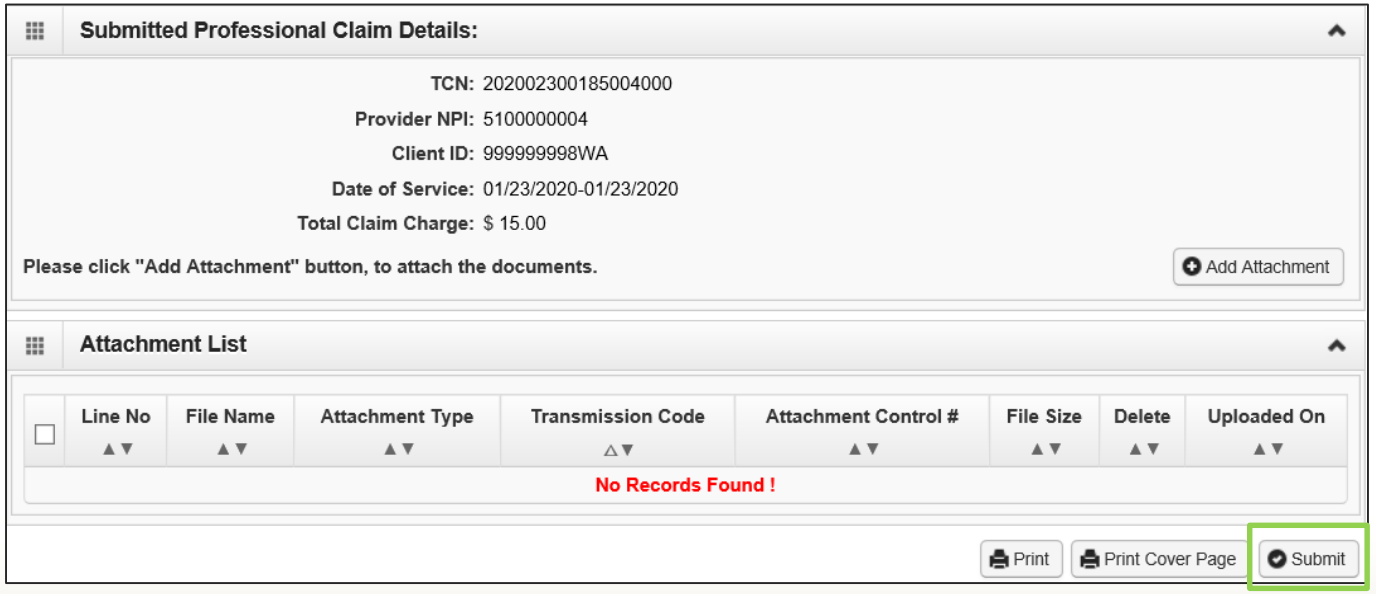
Submitting Claim for Processing

- After the **Submit Claim** button is pushed, the following pop up window is displayed.
- Click on the **Cancel** button if no backup is being sent.



Submitting Claim for Processing

- The **Submitted Professional Claim Details** confirmation page is displayed. It will display a summary of the basic claim information, as well as the assigned claim number (TCN).
- ProviderOne displays **No Records Found** if no backup documents have been attached.
- Click the final **Submit** button to send your claim to ProviderOne.

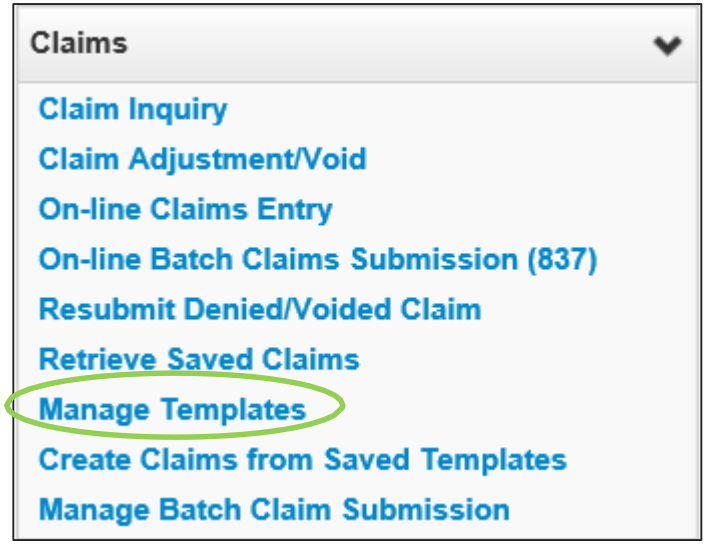


Washington State Health Care Authority

Template Billing

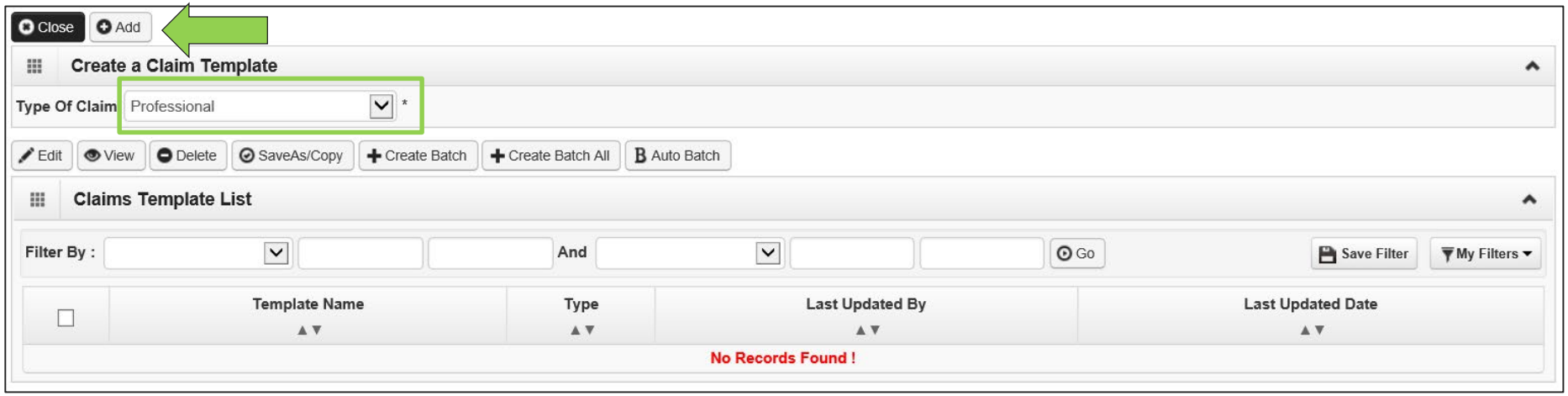
Creating a Claim Template

- ProviderOne allows creating and saving templates.
- Click on the **Manage Templates** hyperlink.



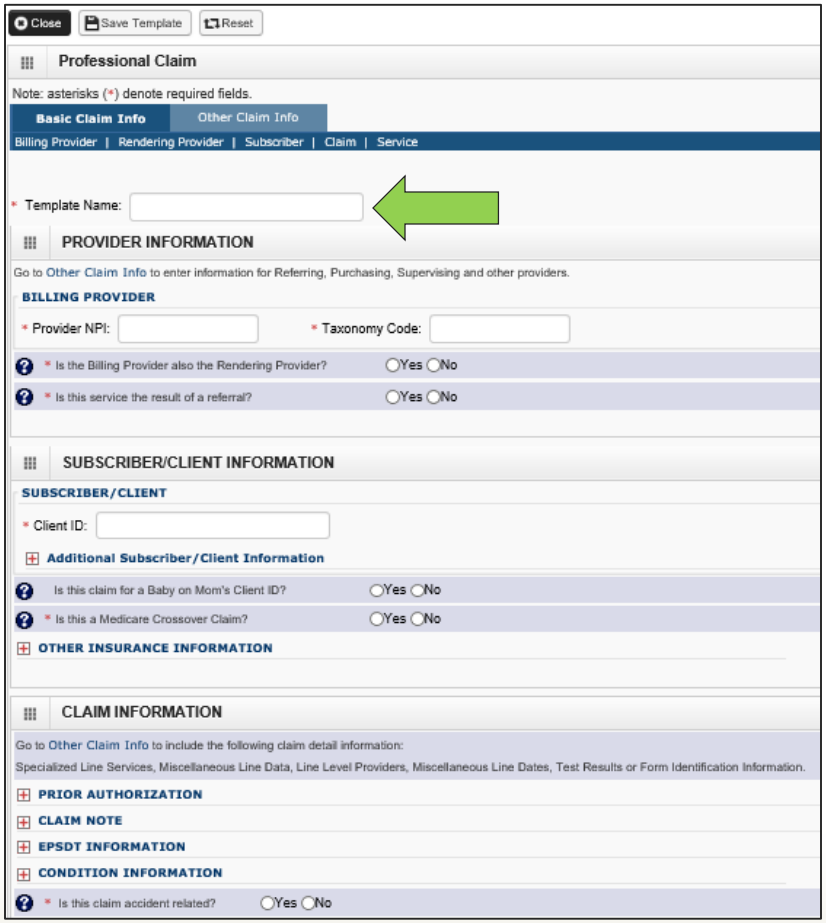
Creating a Claim Template

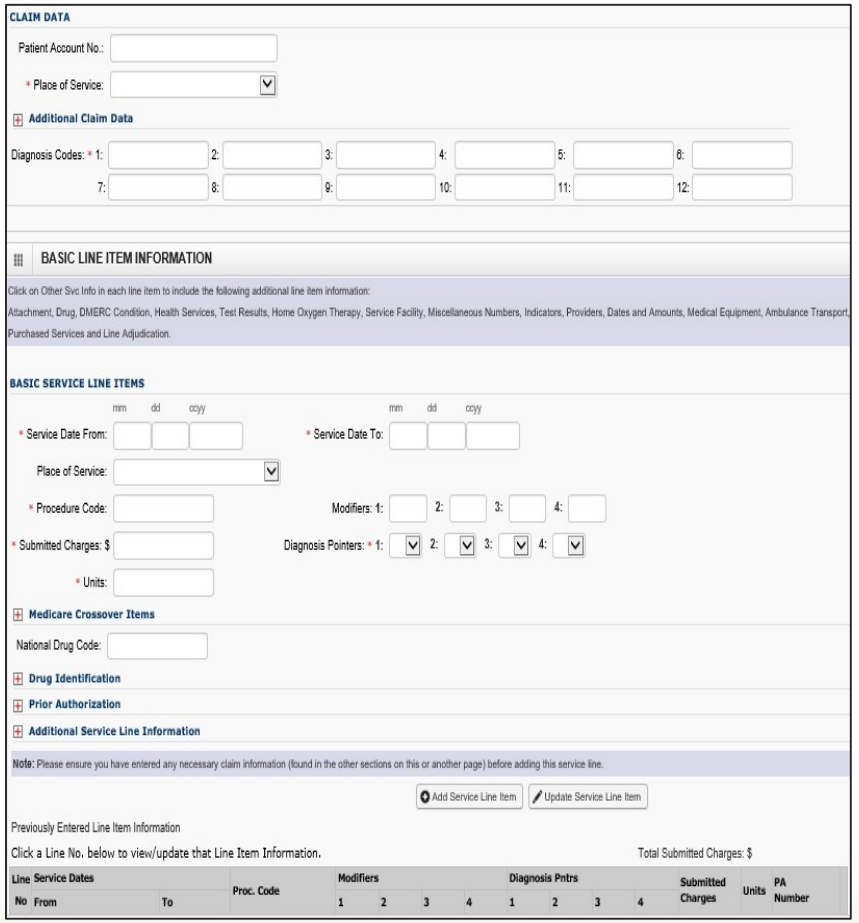
- At the Create a Claim Template and list screen, choose **Professional** from the **Type of Claim** box.
- Click the **ADD** button to bring up the claim template form.



Creating a Claim Template

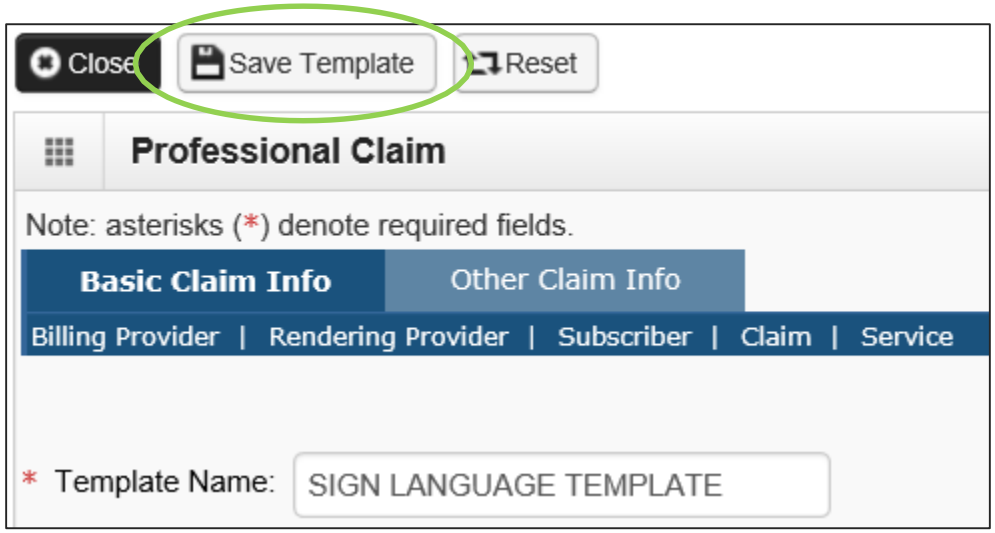
- Same claim form as above instructions – addition of **Template Name**.





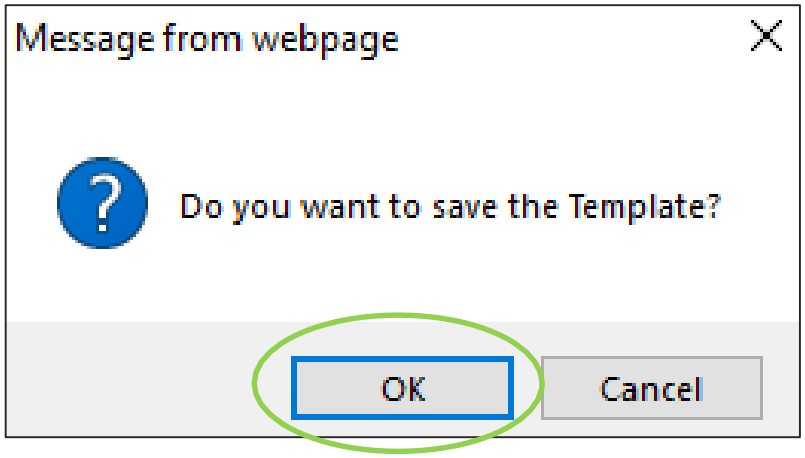
Saving a Claim Template

- When done entering information needed, click on the **Save Template** button in the upper left corner.



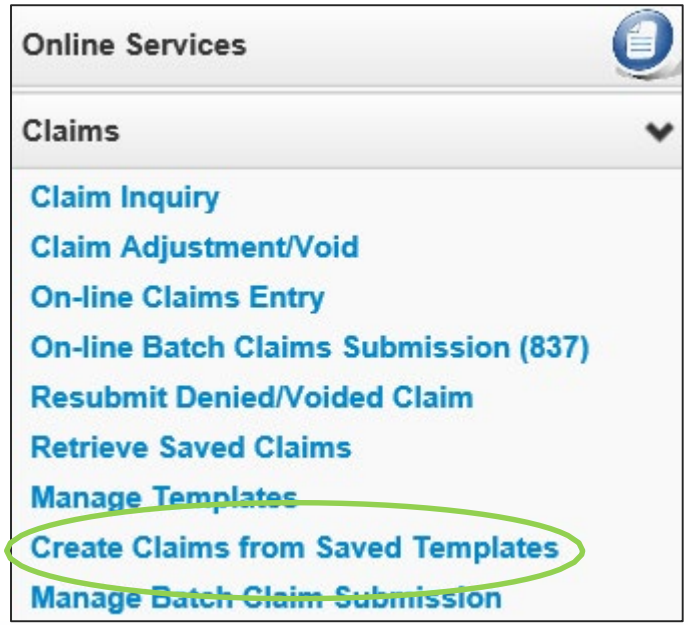
Saving a Claim Template

- You will receive a pop up asking if you would like to save the template. Answer **OK** to save.



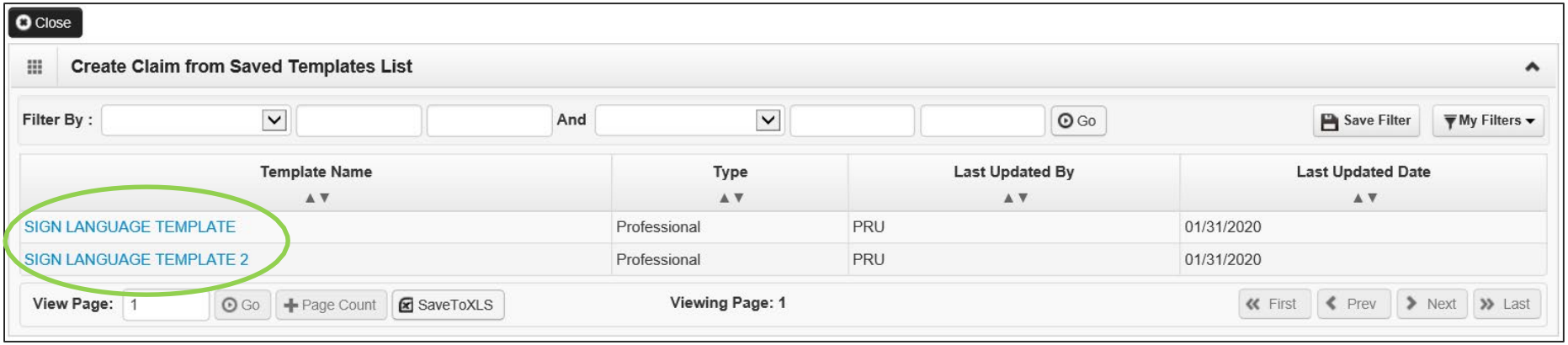
Submitting a Template Claim

- Claims can be submitted from a template.
- Click on the **Create Claims from Saved Templates** hyperlink.



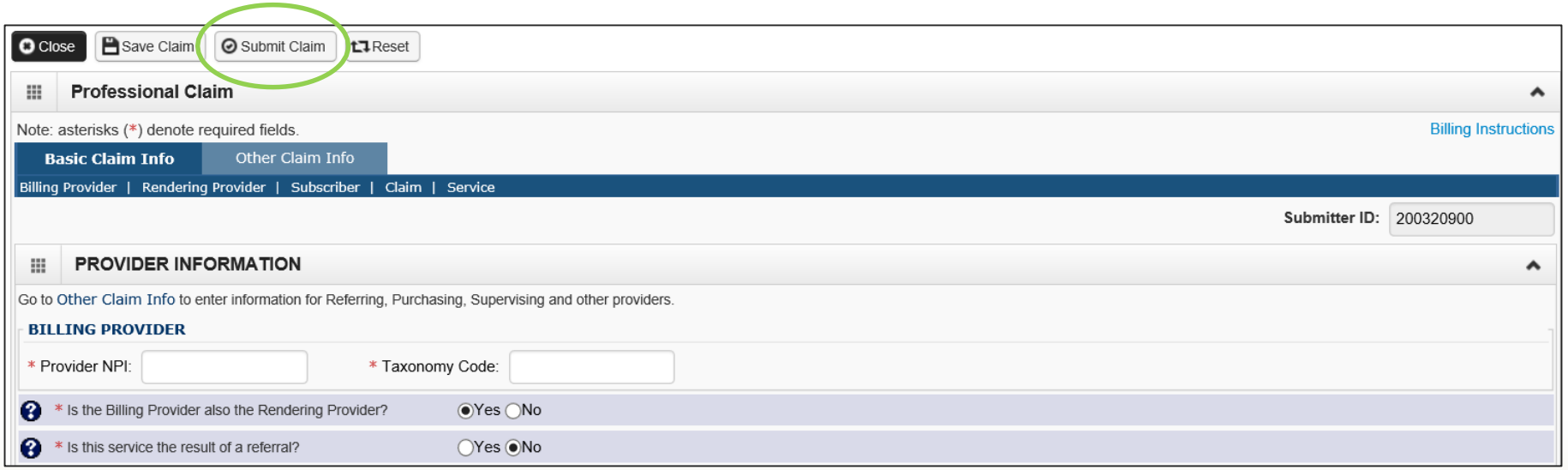
Submitting a Template Claim

- The **Create Claims from Saved Templates** list is displayed.
- Click on the **Template Name** to bring up the template.



Submitting a Template Claim

- Once the claim is displayed, continue to fill out the remaining missing information. This is the same process as shown in the previous slides.
- Click on the **Submit Claim** button in the upper left corner.



Contact and Support

- Contact Interpreter Services at:
  - interpretersvcs@hca.wa.gov
- Interpreter Services Website:
  - www.hca.wa.gov/isproviders
  - www.hca.wa.gov/sli-transition
- Contact Prior Authorization at:
  - www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing
  - 1-800-562-3022
- HCA Provider Enrollment
  - providerenrollment@hca.wa.gov
  - 1-800-562-3022 ext 16137
- ODHH
  - www.dshs.wa.gov/altsa/office-deaf-and-hard-hearing
  - 1-800-422-3263

Direct Data Entry Claims in ProviderOne

Start → Enter **Domain**, **Username**, & **Password** → Choose **EXT Provider Super User** Profile → From the Provider Profile select **Online Claims Entry** under the Claims Heading → Choose the **Professional** Claim Type → Complete Claim Form → End

Section 1: Provider Information

- Enter Billing Provider **NPI** & **Taxonomy** (171R00000X)*

Section 2: Client Information

- Enter **Client ID**
- Enter Client's **Last Name**, **Date of Birth**, & **Gender**
- Answer **No** to the question about whether claim is **Medicare Crossover Claim.**

Section 3: Claim Information

- Enter **Prior Authorization Number**, which can be found on **DSHS 17-123A**
- Answer **No** to question about whether claim is accident related*
- Enter **Place of Service** as **Office** (11)*
- Enter **Z710** as the **ICD-10 Diagnosis Code**

Section 4: Basic Service Line Items

- Enter **From Service Date** & **To Service Date**
- Enter applicable **Procedure code** T1013 (Interpreter Service), S0215 (Mileage), or A0170 (Transportation Fees)
- Enter **Modifiers** - U3 (Sign), 52 (Cancelled), U8 (BH), and/or U9 (SUD)
- Enter the billed dollar amount as **Submitted Charges**
- Enter the appropriate **Diagnosis Pointer** & procedure **Units**
- Click **Add Service Line Item** Button, attach **DSHS 17-123A**, & click **Submit Claim**
- Review the **Submitted Professional Claim Detail** screen & then click **Submit**

**Can be added to your personalized claim template*

Sign Language Resources

Based on active engagement with stakeholders and Sign Language (SL) interpreter agencies to identify ways to improve access to SL interpreters for Apple Health (Medicaid) clients, the Health Care Authority (HCA) has implemented a new process for providing SL interpreters.

HCA's new process for providing SL interpreters utilizes the Office of the Deaf and Hard of Hearing (ODHH) contract. As of January 1, 2020, medical providers who need a SL interpreter for their clients will complete an ODHH request form and send a request via the Provider One Prior Authorization process to HCA. HCA will process the request and send the ODHH form to SL Agencies and Independent Contractors who are contracted with ODHH. When an agency or independent contractor accepts a request this information will be shared with the requestor, or medical provider.

SL interpreters will complete the appointment, have the medical provider or client sign the ODHH form, and then submit the ODHH form to HCA and complete a claim via ProviderOne. HCA will process the claim and issue payment to the SL Agency or Independent Contractor. As long as the claim is submitted correctly, most will be paid within five to seven business days.

HCA and ODHH are committed to providing assistance during this transition. For more information, visit our transition webpage at: https://www.hca.wa.gov/about-hca/apple-health-medicaid/sign-language-interpreter-contract-transition. Additionally, please see the list of resources below:

Sign Language Agencies/Independent Contractors

ProviderOne Application Instructions will be available

Customized for SL Agencies and Independent Contractors Direct Data Entry

Claims Processing Webinar: February 13, 2020 8:30 am

Register for the Sign Language Interpreter/Agency Billing webinar at:
https://attendee.gotowebinar.com/register/8040510135813900545

Have a question? Contact the Interpreter Services Program at:
interpreterservices@hca.wa.gov

Call in to a rapid response calls to receive immediate attention:
February 7, 2020 11:00 am to 11:30 am
February 11, 2020 9:00 am to 9:30 am
February 14, 2020 9:00 am to 9:30 am
February 17, 2020 9:30 am to 10:00 am
February 28, 2020 11:00 am to 11:30 am

Rapid response conference line: 360-407-3811
Rapid response conference ID: 1089895

Medical Provider (Requestor) Resources

How to request an interpreter webinar is now on our transition webpage.

Call in to a rapid response call to receive immediate attention:
February 7, 2020 11:00 am to 11:30 am
February 11, 2020 9:00 am to 9:30 am
February 14, 2020 9:00 am to 9:30 am

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