

Provider reimbursement for Sign Language Interpreters

Frequently Asked Questions

1. What interpreter requests are eligible for reimbursement?

Only in-person sign language interpreter costs are eligible for reimbursement. These requests must be submitted to ProviderOne and you must have received a reference (prior authorization) number. Once you have submitted a request to ProviderOne, you may choose to cancel the request if no interpreter has been assigned, and use the reimbursement process.

HCA will only provide reimbursement for requests that are submitted through ProviderOne, have a reference number, and are for:

- In-person interpreters
- An eligible health care service
- An eligible Medicaid client
- A Medicaid-enrolled provider
- Services provided within the past 90 days

2. Can I use the HCA Interpreter Services program for any Medicaid-covered health care appointment?

No. HCA will not reimburse for interpreter services when:

- The interpreter is a member of the family.
- It is for an inpatient and/or hospital service.
- It is for nursing facility services.
- It is for public health agencies or hospitals (certified public expenditures).
- It is for administrative services such as, but not limited to:
 - Scheduling appointments.
 - Making reminder calls.
 - Miscellaneous tasks.

3. How much will I get reimbursed?

Mileage, travel, and toll fees are reimbursed at the cost incurred. Hourly interpreter rates are reimbursed at the full rate posted on the [Office of Deaf and Hard of Hearing Sign Language Interpreter rates website](#) or a maximum of \$55 per hour. HCA will not reimburse for hourly costs or other expenses without proof of payment.



4. Will the reimbursement cover 100% of my expenses in getting my own interpreter?

Any expenses that exceed the established reimbursement rates will not be covered. You are responsible for paying the difference. See *How much will I get reimbursed?*

5. Is there a timeline on when I can submit a claim for reimbursement?

To ensure timely processing you must submit your claim for reimbursement no later than 90 days from the date of the appointment. Claim submitted after 90 days will be denied. If you are experiencing difficulties submitting your claim contact HCA Interpreter Services at INTERPRETERSVCS@hca.wa.gov

6. How do I cancel a request I submitted through ProviderOne?

If you need to cancel a request you must email HCA Interpreter Services INTERPRETERSVCS@hca.wa.gov and include:

1. PA reference number you are cancelling
2. Reason for the cancellation

**Reminder that if an appointment has been filled by HCA and you cancel the interpreter you are not eligible for reimbursement*

7. How do I request approval for reimbursement?

Email HCA Interpreter Services INTERPRETERSVCS@hca.wa.gov

- a. Subject line of email must read: Reimbursement Request
- b. Body of email must include:
 - i. PA reference number of request you are cancelling
 - ii. Date of the appointment
 - iii. Attach a copy of the paid invoice which must include:
 1. Interpreter name
 2. Date/Time of service
 3. Paid amount (identify amounts for mileage, parking, ferry and toll fees)

8. How do I request reimbursement?

Once an approval email is received from HCA Interpreter Services you may submit a ProviderOne claim. You must ensure you have included the PA reference number in your claim. If you have not received approval from HCA your claim cannot be processed.

9. Are mileage, parking, ferry and toll expenses reimbursable?

Yes. Proof of payment is required and all other reimbursement criteria must be met. These expenses must be included on your ProviderOne claim.

10. Can I be reimbursed for an interpreter if the client is a no show?

No, HCA cannot reimburse for expenses when a client was not present.

11. Is video remote or video relay interpreting reimbursable?

No, HCA can only reimburse for in-person interpreter expenses.

13. What clients are eligible for Interpreter Services?

All Medicaid-enrolled clients are eligible except:

- Client with out-of-state services
- Clients who are on spenddown that is still pending
- Clients who are institutionalized
- ERSO—Emergency & Related Services that are not prior approved
- QMB ONLY--Qualified Medicare Beneficiary
- QDWI ONLY-- Qualified Disabled Working Individual
- SLMB ONLY—Specified Low-Income Medicare Beneficiary
- TCFPO—Take Charge Family Planning Only
- GA—General Assistance

14. Who is eligible to request an interpreter through the HCA Interpreter Services program?

HCA enrolled health care providers who are serving a Medicaid-enrolled client. The Medicaid-enrolled client must have an **eligible benefit service package**

15. Can we sign up for email notifications to receive updates and more information?

Yes, you can [sign up for HCA updates](#) about the program.

16. Where can I find more information about how to request a sign language interpreter?

HCA shares webinars and other important information on our [Sign language interpreter contract transition](#) webpage.

Additional resources

- [Sign language interpreter contract transition](#)
- [Master Interpreter Request Form for Medical](#)
- [Interpreter Services Program](#)
- [GovDelivery](#)
- [State Sign Language Interpreter Contracts](#)
- Email: INTERPRETERSVC@hca.wa.gov