Washington State Health Care Authority	**Interpreter Services Stakeholder Meeting**	**WA State Health Care Authority** **December 16, 2019** **11:00 am – 1:00 pm**

Registered Attendees:					
☒	Aaron Soto	☒	Deborah Rader	☒	Rena Long
☒	Anthony Pheasant	☒	Deborah Roberts	☒	Spencer Hargett
☒	Ashley Boysen	☒	Elsie Rodriguez Paz	☒	Todd Slettvet
☒	Becky Carrell	☒	Glena Felker	☒	Breanna
☒	Berle Ross	☒	JoAnna Gaffney	☒	Carolyn Traub
☒	Christina Fogg	☒	Kari L. Owen	☒	Dee Sweet
☒	Deborah O'Willow	☒	Kristi Cruz	☒	Angela (DBSC)

Agenda Items	Lead	Summary Notes
Welcome/Introductions • Ground Rules	Deborah (ODHH)	**Ground Rules:** • 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.

Transition Status & Next Steps	Becky (HCA) / Deborah (ODHH)	• Overview of the January 1, 2020 Transition and temporary payment method that is similar to the process used to reimbursement off-contract interpreters.
		• Training webinars and instructions for the ProviderOne Prior Authorization will be posted on the internet once they are available.
		   ○ The HCA met with ODHH contractors on 12/5/19 and went over the ProviderOne application.
		• The HCA will give the opportunity for feedback, questions, help in the first few weeks of January. Rapid Response mechanism is what the HCA calls this process. This will allow timely responses. More information to come in the next few weeks.
		• The HCA will host Rapid Response (RR) Check-Ins to mitigate any issues/concerns with implementation on the following dates and time – more information to come:
		   ○ Friday, 1/3/20 at 11:30 am – 12:00 pm
		   ○ Tuesday, 1/7/20 at 2:30 pm – 3:00 pm
		   ○ Friday, 1/10/20 at 11:00 am – 11:30 am
		      ▪ Skype call-in: 1-360-407-3811
		      ▪ Conference ID: 1089895

New Process for Requesting Interpreters	Becky (HCA)	Overview of the ProviderOne (P1) Prior Authorization (PA) Process: • Medical providers that are enrolled in ProviderOne will open the ProviderOne Prior Authorization and fill out the automated form. The ODHH Request Form

		will be uploaded and sent to the HCA. The HCA will ensure that the ODHH Request Form is filled out completely, that the appointment is for Medicaid Services, and that the client is Medicaid eligible. The HCA will then send out a request to fill the job. Once an appointment is filled, the HCA will load information into PA. The interpreter will bring the ODHH Request Form to the appointment and receive a signature to confirm services. SL agency or independent contractors will then bill the HCA.
		
		Current process for requesting interpreters for 2020:
		• Medical providers submit 2020 requests to the HCA SL Interpreter Requests email: HCASLinterpreterRequests@hca.wa.gov . Directions for the temporary process can be found on the sign language interpreter contract transition webpage. The HCA SL Request Team reviews the request ensuring the ODHH Request Form is complete and that the body of the email includes the medical provider's name, medical provider's NPI number, medical provider's specialization, and the Apple Health client's ProviderOne number. The HCA SL Request Team then confirms the request to the medical provider and works to fill the appointment & confirms to the provider once the job has been filled (interpreter has been assigned). If the SL Agency or Independent Contractor is enrolled with
		ProviderOne, they will bill through ProviderOne. If they are not, they will be paid manually through the A19 process while the HCA works to get them enrolled.
		
		Questions:
		   o Glena: Timeline- How much time do you need for process? How will last minute requests or emergencies be handled?
		      ▪ Becky: Two weeks' notice is needed to request an interpreter.
		      ▪ Todd: The HCA program is not designed for emergency appointments. We will attempt to fill however, or medical providers can use the reimbursement process.
		   o Breana: 1) Emergency Room appointments have a disconnect with their requirements to obtain an interpreter. Maybe emphasize the requirement in the transition. 2) Is there still a 48-hour requirement?
		      ▪ Debbie: 1) This is an on-going issue. ODHH will be providing advocacy. This program is for the Medicaid process only. 2) Contract requires 48 hours' notice.
		   o Kristi: How will HCA staff send out SL requests? I am concerned about the staffing skillset it would take to determine which agencies to send the request to. ULS did not have this skillset. How are we improving? Who is doing match review?
		      ▪ Debbie: We will monitor and support the matches. New ODHH Qualified Sign Language Interpreter Request Form (version shared is a draft version, changes will continue to be made) will help with this.
		      ▪ Kristi: I like the idea of the form but would title it something other than "request" and add instructions to lesson confusion.
		      ▪ Berle: This form is not Medicaid specific. This form is available for the community and will be posted on the ODHH website.
		      ▪ Glena: Cart coverage?
		      ▪ Berle: Cart is not related to this program, but the coverage question will be looked into.
		      ▪ Deborah Roberts: Even if it is not IS, it is a RA under title 2 of the ADA. I have used cart and it can be supplemental to a SL interpreter.

Break	N/A	N/A
Update on New Billing Process and Trainings	Becky (HCA)	• Reviewed New Billing Process and Training up above. Trainings:

		• The HCA will have training and processes written soon - more information to come. Webinar dates not available yet. Trainings will be more individualized. Once agencies are in P1 and templates are set up, the HCA will come to providers to host training.

Question & Answer Session	Becky (HCA)	**Questions:**
		• Kristi: What information has gone to providers?
		    ○ Becky: ULS has been sending out messaging about the changes. The HCA has been sending out messaging through GovDelivery, DL's, and List Serves. The HCA will send out more targeted messaging to providers.
		• Carolyn: Plan for when an interpreter is confirmed for an appointment. How will the client find out?
		    ○ Becky: The HCA will confirm with the provider. Emailing the client will continue to be discussed for the future. When training begins, we will go over medical providers confirming the interpreter with the client.
		• Todd: This program is designed for non-urgent non-emergency interpreters. Urgent requests are outside this program's scope.
		• Kristi: How will the HCA pull data and view grievances?
		    ○ Becky: Interim process with email and A19 data will be tracked on a simple spreadsheet in excel. Moving forward, P1 will track everything. Reports will be easy to pull. We will validate data to report out a fill-rate. The HCA will report back on the grievance process.
		• New RD version of the ODHH Request form that will go live in April was shared since the last IS Stakeholder Meeting.
		    ○ Rena: Is there going to be a place for the Independent Contractor NPI?
		        ▪ The template will have the NPI.
		    ○ Kristi: Use a different word than "reject".
		    ○ Kristi: A19 concerns of low usage. Reimbursement process exists outside of ULS. I would like to see reporting on usage prior to next meeting. And more communication that there is a reimbursement process.
		        ▪ Becky: HCA will work on that.
		    ○ Angela: is HCA responsible for VRI services?
		        ▪ Todd: Currently, HCA is not providing VRI in IS contracts. There is discussion about exploring this in the future.
		    ○ Glena: One NPI # for our hospital and clinics?
		        ▪ Anthony: You can decide when applying for P1. Similar process as ULS.
		    ○ Carolyn: Consider making an ALS video of concern for grievances.

Action Item Review	Becky (HCA)	• Becky (HCA) will follow-up with Glena Felker about Medicaid CART coverage. • Ashley will send out minutes and include the rapid response information for January. • Berle and Debbie will continue working on the new ODHH Form to incorporate edits.
Wrap-Up/Conclusion	Deborah (ODHH)	*Thank you for your time!*

Action Items				
Action Item	**Assigned To:**	**Date Assigned:**	**Date Due:**	**Action Taken:**
1.	HCA - Becky	12.16.19	1.1.20	Follow-up with Glena Felker about Medicaid CART coverage.
2.	ODHH – Debbie/Berle	12.16.19	Continuous	Continue editing and adding to the new ODHH form: Qualified Sign Language Interpreter Request.
3.	HCA - Becky/Jennifer	12.16.19	12.27.19	Grievance piece will be followed up on with Kristi.

4.	HCA - Becky	12.16.19	1.20.20	Pull data on usage for Kristi and communicate reimbursement process to increase awareness.

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