



July 1, 2018

Re: Important Information from the Washington State Health Care Authority

Effective July 1, 2018 the HCA contract vendor for interpreter service will change to Universal Language Services.

Please review the Frequently Asked Questions from the Washington State Health Care Authority regarding American Sign Language and Interpreter Services.

If you have questions about the information in this notice, please visit the Washington State Health Authority website section for interpretive services, which can be found by clicking on the following link: [American Sign Language & Interpreter services](#).

Thank you

American Sign Language (ASL) and Interpreter Services

Frequently asked Questions

Who is Universal Language Service?

Universal Language Service (Universal) is the contractor that provides interpreter services to Washington State Medicaid eligible clients for Healthcare appointments and Social Service appointments for the Department of Social and Health Services (DSHS) and the Department of Children, Youth and Family (DCYF) offices.

How do I request interpreters?

In order to request an interpreter through the HCA contractor, you must [register](#) with Universal's online scheduling platform.

Once you are registered, Universal will train providers how to access an interpreter using their online service portal.

The HCA Interpreter Services program is available to healthcare providers serving limited English proficient (LEP), Deaf and Hard of Hearing, and Blind Medicaid clients and individuals applying for or receiving DSHS or DCYF services. For more information, visit HCA's [Interpreter Services webpage](#).

Do I have to use Universal?

HCA will not reimburse you for interpreter services if you did not use the online scheduling platform to request the job through Universal first.

Can I request an interpreter last minute?

Yes. However, it is best to request an interpreter in advance to allow interpreters the opportunity to review their schedule. Universal cannot guarantee that a last minute request will be filled.

What if Universal cannot provide an ASL Interpreter?

If Universal is unable to fill your request, you may choose another agency to fill the job. Once you have paid that agency, follow instructions under "How do I get reimbursed?"

How do I get reimbursed?

Once you contact a private agency, schedule the interpreter, and pay for their services, you will need to submit the following documents electronically to Universal for reimbursement:

1. Copy of paid invoice
2. Job number from Universal with an "Unable to Fill" status
3. Completed reimbursement voucher

Once the claim is processed at HCA, Universal will reimburse the provider up to the approved [ODHH](#) rate. If a private contracted ASL or CDI Interpreter is not established on the ODHH website, the maximum allowable payment is fifty-five dollars (\$55) per hour.

You are responsible for the remainder balance.