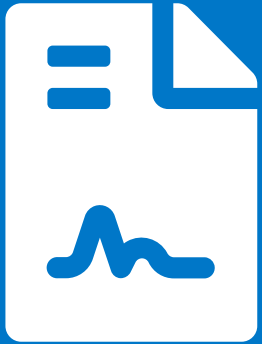


Interpreter Services Program

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Overview

- ▶ Background
- ▶ Provider requirements
- ▶ How the program works for providers
- ▶ The Interpreter Services contractor
- ▶ New services



HCA procured
contractor for Apple
Health interpreter
services

2012



The first single
contract for spoken
language was issued
to CTS Language
Link

Sept 2012



Universal Language
Services became the
spoken language
contractor

2018

Background, continued

- ▶ HCA procured for a separate spoken language contract for OPI and VRI.
 - ▶ HCA was unable to find a qualified contractor to provide services.
- ▶ To comply with senate bill 6245, HCA is required to provide spoken language over the phone interpreting (OPI) and video remote interpreting (VRI) services for Apple Health clients.
- ▶ HCA entered a sole source contract to provide OPI and VRI interpreting for Apple Health clients.
 - ▶ This was done with authorization from the Department of Enterprise Services (DES).

Provider requirements

- ▶ According to Title VI of the Civil Rights Acts of 1964, providers are required to:
 - ▶ Provide language access services to Medicaid clients.
 - Health Care Authority (HCA) supports providers by offering language interpreters through our contract with Universal.
 - ▶ Provide interpreter services at their expense if Universal is unable to provide an interpreter.
 - HCA can only pay for services for language access providers (LAP)s under the CBA.

How the program works

- ▶ To participate in the program, providers must:
 - ▶ Enroll as an HCA health care provider
hca.wa.gov/billers-providers/apple-health-medicaid-providers/enroll-provider
 - ▶ Register with Universal as a requester at
hcauniversal.com/new-requester-registration/
 - If you are already registered for in-person jobs, you will still be required to register for the OPI and VRI option as these are separate contracts with Universal.
 - Once registered you will have access to request OPI, VRI and in-person appointments utilizing the online scheduling platform through Universal.

New Services: OPI

- ▶ OPI spoken language interpreters are now available.
- ▶ Requests are processed through Universal.
- ▶ Only pre-scheduled requests.
- ▶ OPI requests are processed just like they are today.
- ▶ Provider will schedule all OPI services using Universal's online scheduling platform.

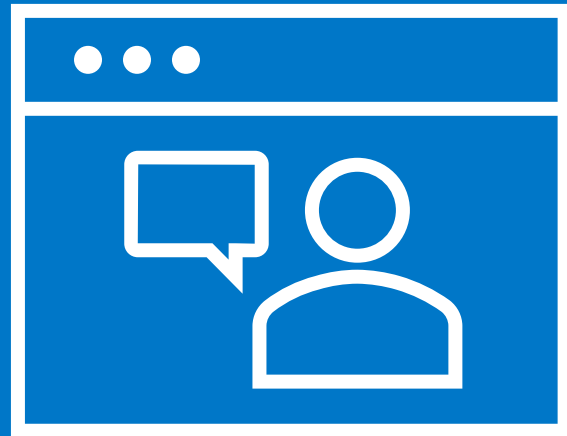
New Services: VRI

- ▶ Providers can schedule VRI services using:
 - ▶ The Universal's online VRI process, or
 - ▶ Their own video platform.
 - ▶ Providers using their own video software, must agree to the HIPAA compliant terms provided by Universal.

Services not covered

- ▶ Apple Health does not cover the following interpreter services:
 - ▶ Administrative services
 - Scheduling appointments
 - Appointment reminder phone calls
 - Paperwork
 - ▶ Inpatient hospital services
 - ▶ Nursing facility services
 - ▶ Public health agencies and public health hospitals
 - ▶ On-demand OPI/VRI

Questions?





Resources

▶ HCA Interpreter Services

- ▶ interpretersvcs@hca.wa.gov
- ▶ hca.wa.gov/billers-providers-partners/programs-and-services/interpreter-services

▶ Universal Language Services

- ▶ hcauniversal.com/
- ▶ accounts@ulsonline.net

▶ HCA notification sign up

- ▶ public.govdelivery.com/accounts/WAHCA/subscriber/new?topic_id=WAHCA_343