

# Interpreter Services Program Policy

## Requesting a specific spoken language interpreter

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### Purpose

This policy establishes the parameters for when a specific spoken language interpreter can be requested for Apple Health (Medicaid) enrollees' health care appointments through the Health Care Authority (HCA) Interpreter Services Program (ISP) coordinating entity(s). Specific interpreters are only permitted when the request complies with the criteria outlined in this policy.

### Definitions

**Terms in this policy have the following meanings:**

Authorized requester	The individual at the Medicaid facility/providers office that is solely responsible for the enrollment and activity with the coordinating entity and the online scheduling platform.
Coordinating entity	The specific vendor that HCA ISP contracts with to provide services to assist Medicaid providers to fill interpreter service requests for limited English speaking Apple Health clients.
Interpreter/LAP	The language access provider (LAP) who provides spoken language services for Apple Health limited English proficient (LEP) clients during a health care appointment.
Medically necessary	Term for describing requested service, which is reasonable calculated to prevent, diagnose, correct, cure, alleviate, or prevent worsening of conditions in the client. (As defined in WAC 182-500-0070). <ul style="list-style-type: none"><li>• Continuing counseling sessions</li><li>• Applied Behavior Analysis therapy sessions</li><li>• Cancer treatments as requested by the medical provider</li><li>• Pediatric private duty nursing sessions in the home setting, in which the treatment plan requires frequent communication, such as when the child's care needs are changing, where a change in interpreter will impact the health outcome or effectiveness of the interaction</li></ul>

- Continuity of care for the treatment plan or any treatment or medical procedure where a change in interpreter will impact the effectiveness and efficacy of the treatment or procedure

Online scheduling platform

The online platform is specific to the coordinating entity where a requester will schedule an appointment and a request for a LAP/interpreter

Requester/User

A requester/user is the individual that schedules health care appointments through the coordinating entity's online scheduling platform for an Apple Health limited English proficient (LEP) client and a health care provider.

Specific interpreter

When a specific interpreter language access provider is requested for a health care appointment and the requirements are met per the medically necessary guidelines outlined in this policy.

## Policy Requirements

The Interpreter Service Program has written guidelines through their contract with the coordinating entity for requesting a specific interpreter for health care appointments when utilizing the ISP contract. The coordinating entity(s) passes the requirements on to the Medicaid provider in both an online provider guide and the frequently asked questions (FAQ) document on the [web site](#). ISP also provides this information on their [web site](#).

Requesters/user should only be requesting a specific interpreter when it is determined to be necessary, per the Medically Necessary requirements and to carry out the health care appointment.

1. The coordinating entity must ensure Medicaid providers are complying to the guidelines provided via the coordinating entity and meet the qualifications required for a specific interpreter request.
2. The coordinating entity(s) will investigate any suspected noncompliance to the Medically Necessary guidelines by:
  - a. Reviewing reports for a specific facility/provider/user to determine the policy is applied accordingly.
  - b. Notify the facility/provider/user of the potential noncompliance to the specific interpreter policy.
  - c. The requester/user must provide the information to determine compliance with the policy.
  - d. If the requester/user provides the required documentation, no further action is warranted.
3. The coordinating entity(s) will suspend access for requester users that utilize the HCA contract if facility/provider/user cannot provide proof the policy was applied appropriately.