



Accessing interpreter services during dental appointments with Apple Health Expansion

Apple Health Expansion health plans are responsible for providing interpreter services for clients for services covered by managed care. Dental services are not covered by managed care and are paid fee-for-services. Interpreter services are not covered by the Health Care Authority (HCA) or health plans for Apple Health Expansion services paid fee-for-service, such as dental care.

How do clients access interpreter services for dental appointments?

Apple Health Expansion clients who need interpreter services during their dental appointment must contact their dental provider directly to make a request.

Why is the HCA Interpreter services program unavailable for Apple Health Expansion?

Apple Health Expansion was designed to mirror Apple Health (Medicaid) to the extent possible. This program is funded with state money only and receives no federal funding. The HCA Interpreter services program is supported by federal funding and does not have a budget for state only services.

HCA's Interpreter services program provides interpreters for Apple Health programs that receive federal funding. Interpreter requests for Apple Health Expansion or other state only funded programs submitted through the HCA Interpreter services program are rejected or denied.

How do other state funded programs access interpreter services?

Individuals enrolled in state only funded programs, like Apple Health for Pregnant Individuals or After Pregnancy Coverage, must contact their provider directly for interpreter services.

Does HCA plan to support dental providers serving Apple Health Expansion clients?

HCA is currently working on a long-term solution to provide interpreter services to Apple Health Expansion clients receiving dental services.

Provider responsibility

Providers are responsible for ensuring their clients have access to interpreter services. Until a long-term solution is in place, dental providers will be responsible to provide interpreter services to Apple Health Expansion clients. This is similar to other state funded Medicaid programs.

- Providers are required to ensure spoken and sign language access according to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA).
- State law provides a strict interpretation related to civil rights and freedom from discrimination, which includes language access (RCW 49.60.030).

More information

- Sign up for email updates to stay informed:
https://public.govdelivery.com/accounts/WAHCA/subscriber/new?topic_id=WAHCA_595
- Learn more about Apple Health Expansion at hca.wa.gov/ah-expansion.