



Spoken Language Reimbursement

Interpreter Services Program
Medicaid Program Division

April 2025

Reimbursement training objectives

Review Medicaid provider's federal obligations

Overview of the HCA reimbursement policy

Identify the eligibility requirements for reimbursement

Identify requests not eligible for reimbursement

Understand the reimbursement rate and CBA

Canceling a request for reimbursement

Submitting a reimbursement voucher

Medicaid provider federal obligations

- ▶ Providers must ensure spoken and sign language access for Medicaid clients in compliance with [Title VI of the Civil Rights Act of 1964](#) and the [Americans with Disabilities Act \(ADA\)](#).
- ▶ The HCA's Interpreter Services Program (ISP) supports these efforts by providing spoken and sign interpreter services for Apple Health (Medicaid) healthcare appointments.



HCA reimbursement policy



If HCA Interpreter Services vendor is unable to fill a scheduled appointment through the HCA contract, providers are responsible to provide an interpreter at their expense.



HCA will reimburse Medicaid providers for Behavioral Health (BH) and Substance use disorder (SUD) Medicaid interpreter services appointments that they were unable to fill through the HCA vendor.

Reimbursement eligibility requirements



- Spoken Language vendor is unable to fill the interpreter services request.
- The request must be cancelled prior to the pre-scheduled appointment start time.
- The appointment is for Apple Health covered BH or SUD services.
- Services are for an Apple Health eligible client.

Requests are not eligible for reimbursement when:

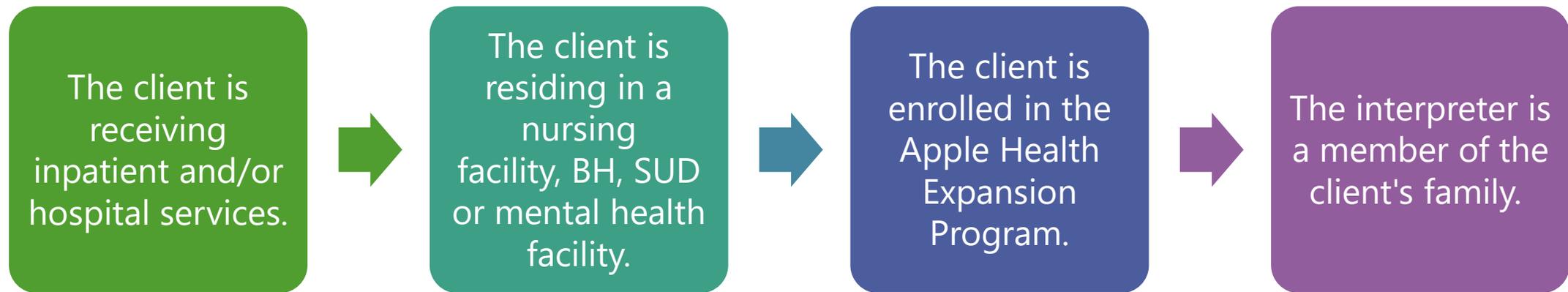


The initial request was not submitted through HCAs spoken language vendor scheduling portal.

The provider is providing services through a public health agency, hospital, or Behavioral Health Organization (BHO).

The task is administrative.

Requests not eligible continued



Rates and the CBA

Providers will be reimbursed at the rate according to the current Washington Federation of State Employees- Language Access Providers Collective Bargaining Agreement

Any costs that exceeds the established CBA rate will not be covered by HCA.

Providers are responsible for paying the cost difference.

Cancelling a request for reimbursement

If HCAs spoken language vendor is unable to fill your Mental Health, BH, or SUD request within your needed timeframe, follow these three steps for reimbursement.

1. Log on to the UniversalLanguage scheduling platform.

- Enter the correct UniversalLanguage job number in the portal.
- Select "Interpreter not found in time" as reason for cancelling the request.

2. Independently secure an interpreter

3. Pay for independently secured interpreter

IMPORTANT: If you cancel a request that has been filled by UniversalLanguage you will not be eligible for reimbursement.

Submitting a reimbursement voucher



Follow a three-step process to be reimbursed.

1. Access the reimbursement voucher on hcauniversal.com. Under the resources drop down select links/downloads
2. Download a Word copy of the reimbursement voucher and fill out.
3. Submit the following documents via secure email to billing@ulsonline.net or by fax to 425-454-3635
 - Copy of the cancelled job number from UniversalLanguage
 - Copy of the paid invoice
 - Completed [reimbursement voucher](#)
 - A one time, W-9 form

IMPORTANT: A reimbursement claim must be submitted to UniversalLanguage within 90 days from the date of service.

Resources

- ▶ [Title VI of the Civil Rights Acts of 1964](#)
- ▶ [Americans with Disabilities Act \(ADA\)](#)
- ▶ [WFSE LAP CBA](#)
- ▶ [hcauniversal.com](#)
- ▶ [Reimbursement voucher](#)
- ▶ [HCA ISP Webpage](#)
- ▶ [HCA ISP Billing Guide](#)



Contact information

For ISP questions email

INTERPRETERSVCS@hca.wa.gov

For UniversalLanguage billing questions email

accounts@ulsonline.net or call

1-888-462-0500