

# Sign Language Interpreters and Billing

## Frequently Asked Questions

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## Communications and contact information

### 1. Can we sign up for email notifications to receive updates and more information?

Yes! HCA uses [GovDelivery](#) to share updates about the program including webinars and other changes.

### 2. Will the webinar and meeting materials be distributed or made available?

Yes, the materials are emailed out to all webinar attendees and posted on the [Sign language interpreter contract transition](#) website.

### 3. Who do I contact at HCA if I have questions?

You can reach us at [INTERPRETERSVCS@hca.wa.gov](mailto:INTERPRETERSVCS@hca.wa.gov). More information is available on our [Sign language interpreter contract transition](#) website.

### 4. Who do I contact at ODHH if I have questions?

Any questions related to this new process for requesting an interpreter for Medicaid clients should be directed to HCA at [INTERPRETERSVCS@hca.wa.gov](mailto:INTERPRETERSVCS@hca.wa.gov). If you have questions specific for ODHH, you can visit their [contact us website](#).

## Eligibility and who can use the HCA Interpreter Services Program

### 5. Who is eligible to use the HCA Interpreter Services program?

HCA enrolled Health care providers who are serving a Medicaid enrolled patient. The Medicaid enrolled client must have an eligible benefit service package.



## 6. What clients are eligible for Interpreter Services?

All Medicaid enrolled clients are eligible except:

- Client with out of state services
- Clients who are on a spenddown that is not pending
- Clients who are institutionalized
- ERSO—Emergency & Related Services that are not prior approved
- QMB ONLY--Qualified Medicare Beneficiary
- QDWI ONLY-- Qualified Disabled Working Individual
- SLMB ONLY—Specified Low-Income Medicare Beneficiary
- TCFPO-Take Charge Family Planning Only
- GA—General Assistance

## Enrolling and access to ProviderOne

### 7. Where do I access ProviderOne?

<https://www.waproviderone.org/>. Information on how to log in and use ProviderOne is available in the ProviderOne Provider System User Manual.

### 8. If I work for a sign language agency, do I need to enroll with ProviderOne?

No, the sign language agency will enroll with ProviderOne and complete all billing processes. Only independent contractors and sign language agencies under the state contract need to enroll with ProviderOne.

### 9. How do I submit my ProviderOne application?

Send completed applications to [INTERPRETERSVCS@hca.wa.gov](mailto:INTERPRETERSVCS@hca.wa.gov) and we will forward it to Provider Enrollment. It takes approximately one week to process. If you need a copy of the application please contact HCA Interpreter Services at [INTERPRETERSVCS@hca.wa.gov](mailto:INTERPRETERSVCS@hca.wa.gov).

### 10. Who do I contact if I have questions about how to complete my ProviderOne application?

HCA Provider Enrollment can assist you. Please call 1-800-562-3022 Ext 16137.

### 11. Where can I get a copy of the ProviderOne application?

Contact HCA Interpreter Services at [INTERPRETERSVCS@hca.wa.gov](mailto:INTERPRETERSVCS@hca.wa.gov) and a copy will be provided to you.

### 12. How long does it take for my ProviderOne application to be processed?

It takes approximately one week. You can contact Provider Enrollment at 1-800-562-3022 Ext 16137 if you have any questions about your application status.



**13. What fields do not have to be completed on the ProviderOne application?**

All other fields must be completed except:

- National Provider Identifier (NPI)
- NCPDP (NABP) Number
- Medicare Number
- Facility License
- Specialty
- Drug Enforcement Agency (DEA)

**14. What type of practice am I?**

You must enter: ASL Interpreter Services.

## Interpreter Requests and Assignments

**15. How do I work with HCA for medical appointments now that Universal is no longer doing these requests?**

Interpreters who have an Independent Contract will receive requests directly from HCA. If you are working with an agency, you need to be on the ODHH approval list and signed up with an agency who has a contract with the state. The [list of agencies](#) includes Universal among several others.

**16. I used to be busy with medical appointments, and now I am not being requested. What happened?**

HCA has changed the way sign language interpreters are requested for Medicaid clients. A few reasons you may not be getting Medicaid (or HCA or Apple Health) assignments could be:

- The provider has not started using the new ProviderOne request process for Medicaid appointments. If this is the case, please have the provider contact HCA Interpreter Services at [INTERPRETERSVCS@hca.wa.gov](mailto:INTERPRETERSVCS@hca.wa.gov).
- You are not on the [ODHH approved list](#) for the [state contract](#). If this is the case, you should contact ODHH directly at [SignLanguageInterpreters@dshs.wa.gov](mailto:SignLanguageInterpreters@dshs.wa.gov).

**17. How will I receive assignments?**

HCA or the agency will send you the [Master Interpreter Request Form](#) by email. You will follow your normal process for accepting and filling the request.

**18. Will I still be able to select my assignments from a list of available HCA or Medicaid requests?**

No. HCA or the agency sends the [Master Interpreter Request Form](#) by email directly to you.



**19. Will I still log into the Universal platform to receive HCA or Medicaid assignments?**

No, HCA no longer contracts with Universal for sign language interpreters. All Medicaid (or HCA or Apple Health) request are completed using the [state contract](#).

**20. Do I need to send anything back to HCA when I accept a request?**

Yes, as required by the [state contract](#), you must respond within 48 hours whether you can fill the request. Once you have filled the contract and assigned an interpreter (for referral agencies), you must provide the name of the interpreter.

**21. Will the requests be visible to all interpreters under the [state contract](#)?**

No, these requests will no longer be posted online to be accepted (such as with Universal). HCA will send the [Master Interpreter Request From](#) directly to you. If you are unable to fill the request, HCA will move to the next contractor. Urgent requests may be sent to multiple contractors, and the first available to fill the request will receive the assignment.

**22. When will the new sign language request process start?**

January 1, 2020. HCA now exclusively uses the state sign language contract for all sign language requests.

**23. Is the ProviderOne process temporary?**

No, this is the new, permanent process for Medicaid providers to request a sign language interpreter through the [HCA Interpreter Services program](#).

**24. Will the ProviderOne process be used for all requests for interpreters?**

No, this will only be used for requests for sign language interpreters.

**25. Will this change help in assigning interpreters faster?**

Yes, it is expected to help in getting more jobs filled and assigning interpreters faster.

## Submitting claims and billing

**26. How will I get paid?**

HCA will pay you directly through the ProviderOne system. You must enroll with ProviderOne in order to receive payment. Please see *How do I submit my ProviderOne application*. Payment is generated after you submit a claim into ProviderOne. Please see *How is the billing/interpreter payment completed?*

**27. How fast will I get paid?**

ProviderOne issues payments every Friday. All claims that have submitted by 5:00 p.m. on Tuesday will be issued as payment on Friday. Claims typically process within 10 business days.



**28. How is the billing/interpreter payment completed?**

Interpreters and sign language agencies will submit a ProviderOne claim to receive payment. The claim will require the reference number (Prior Authorization number) in order to be paid. The reference number will be included on the [Master Interpreter Request Form](#). The interpreters and sign language agencies must enroll with ProviderOne in order to submit claims. HCA will provide detailed training and technical assistance on how to complete the billing process.

**29. Will the interpreter be paid if the client or provider is a no show?**

Yes, HCA will issue payment as described in the [state contract](#).

**30. When can I get training or technical assistance on the billing process?**

HCA will provide the first training on how to bill for interpreters and sign language agencies on February 3, 2020 at 2:00 p.m. More information is available on our [Sign language interpreter contract transition](#) website.

## Types of appointments and interpreters

**31. I am not contracted under the state sign language contract. Can I receive Medicaid assignments?**

No, HCA is exclusively using the [state contract](#). Only sign language agencies and independent contractors under the state sign language contract can receive Medicaid assignments.

**32. Can I contract directly with HCA to receive Medicaid assignments?**

No, HCA is exclusively using the [state contract](#). Only sign language agencies and independent contractors under the state sign language contract can receive Medicaid assignments.

**33. If a sign language interpreter is not available for the date requested, is it permissible for the provider to reschedule a non-urgent appointment to a different date?**

Yes! This is one of the recommendations to assure the client is able to have the appropriate and needed language access services during their healthcare appointments.

**34. Will providers be able to request interpreter teams, or more than one interpreter for an appointment?**

Yes, this needs to be documented on the sign language request form.

**35. What type of sign language interpreters will providers have access to through the HCA Interpreter Services program?**

All interpreters that are under the [state contract](#) are potentially available. Check out their [website](#) for a listing.



**36. Will providers be able to schedule multiple/ongoing/reoccurring requests for a sign language interpreter?**

No, the provider must submit a separate sign language request for each individual appointment. However, they can schedule as many individual requests as they need, up to a year in advance.

**37. I have several dates on hold for reoccurring medical appointments but they have not been confirmed through an agency. Why?**

If the medical appointment is for an Apple Health client, the provider must submit their request for an interpreter through the HCA ProviderOne system. All Medicaid (or HCA or Apple Health) appointments that have gone through the correct process will be assigned a reference number. The independent contractor or sign language agency will be given this reference number. If there is no reference number, then the request has not been confirmed and cannot be paid by HCA.

## Resources

[Sign language interpreter contract transition](#)

[Provider Enrollment](#)

[Master Interpreter Request Form](#)

[Interpreter services Program](#)

[GovDelivery](#)

[State Sign Language Interpreter Contracts](#)

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