



Interpreter Services Program

Kathy Templet/Anthony Pheasant/Jennifer Inman
Program Specialists
Interpreter Service Program
Medicaid Program Operations and Integrity
February 2018



Overview

- Background
- Who we serve
- Interpreters and the Union
- The Contractor
- Authorized Requestors
- Requesting Interpreters
- Services not-covered
- Provider responsibility
- The ASL reimbursement process
- Questions

Background

- At the direction of the legislature, the Health Care Authority (HCA) procured a single coordinating entity (contractor) to provide spoken language interpreter services for Medicaid and Department of Social and Health Service (DSHS) clients. Language Link was selected, following a competitive procurement, and began services with the HCA contract on September 24, 2012.
- In 2011, HCA consolidated American Sign Language (ASL) with its brokered Spoken Language Interpreter Services (IS) for Medicaid covered appointments to align Medicaid reimbursement policies and Centers for Medicare and Medicaid Services (CMS) guidance for both types of interpreting.

3

Who we serve?

- **Apple Health Medicaid**
 - Current Medicaid eligible
 - Services covered in their benefit package
 - Provided by a Medicaid Provider
 - Health Home services
- **Department of Social and Health Services:**
 - Receiving services through or applying at:
 - Community Services Office
 - Children, Youth and Family services
 - Eastern and Western State Hospital

4

Interpreters and the Union

- The Governor granted spoken Language Access Providers (LAP)s bargaining rights in 2011.
- HCA and DSHS are required to follow the collective bargaining agreement (CBA). This means:
 - Interpreters must be LAPs
 - DSHS certified/authorized or recognized
 - Payment rates are set by the CBA
- Agreement (CBA) between the state and the Union can be found at the Office of Financial Management: [Language Access Providers WFSE](#)
- ASL Interpreters are exempt from the bargaining agreement and terms

5

Language Link: The Contractor

The Contractor:

- Contracts with LAP and ASL interpreters for language access needs
- Receives, schedules, and responds to requests for interpreter services
- Screens requests for Medicaid eligibility (provider, client, service)
 - Verified 48 hours prior to time of service
- Offers Face-to-Face, Telephonic, and Video Remote Interpretation (VRI)
- Pays the interpreters for services provided

6

Authorized Requestors

An authorized requestor is any health care provider that is:

- Enrolled as an HCA provider
- Registered with HCA's contractor, Language Link

In order to enroll as an HCA provider, you must:

- Complete the application online on our website at <https://www.hca.wa.gov/billers-providers/apple-health-medicaid-providers/enroll-provider>

In order to register with the contractor, you must:

- Register on their website and take the required training to create an account.
 - Once registered, you will be able to access the online scheduling portal for all interpreter requests

7

Requesting Interpreting Services

Authorized Requestors (Medicaid Providers or Social Service Staff) can submit your request to Language Link by:

- Using the on-line scheduling system;
- Fax or email at any time;
- Calling directly between 8AM and 5PM, Monday through Friday;
 - Requests can be on-demand
 - 30 days or more in advance
 - Offers telephonic, VRI, or face-to-face interpreters

8

Services Not Covered

Apple Health Medicaid does not pay for interpreter services related to:

- Administrative Services
 - Scheduling appointments
 - Appointment reminder phone calls
 - Paperwork
- Inpatient hospital services (e.g. labor and delivery)
- Nursing facility services
- Public health agencies and public health hospitals (certified public expenditures)

9

Provider Responsibility

- According to [Title VI of the Civil Rights Acts of 1964](#) and the [Americans with Disabilities Act \(ADA\)](#), providers are required to assure language access. HCA supports you in this effort by offering interpreter services through our contractor, Language Link.
- If HCA's interpreter services contractor is unable to provide an interpreter, providers are responsible for providing an interpreter at their expense.

10

Special Situations for ASL Interpreter Requests

If the contractor is unable to fill your ASL request, a provider may get their own ASL interpreter, and submit a request for reimbursement

How to receive reimbursement:

- Receive and document the “cannot fill” request from contractor
- Schedule an interpreter through your own process
- Pay the interpreter or agency you used
- Send a copy of a paid invoice, along with the ‘cannot fill’ number, to contractor for reimbursement.

Note: HCA will not issue reimbursements that exceed the [ODHH rates](#). You are responsible for any remaining balance.

11

HCA Interpreter Services Program

- <https://www.hca.wa.gov/billers-providers/programs-and-services/interpreter-services>
- interpretersvcs@hca.wa.gov

Language Link

- <http://hca.ctslanguagelink.com/>
- hcaproviders@ctslanguagelink.com
- [1-\(800\) 535-7358](tel:1-800-535-7358)

HCA Program Staff

Kathy Templet, Program Specialist
Katherine.templet@hca.wa.gov
(360)725-0769

Anthony Pheasant, Program Specialist
Anthony.pheasant@hca.wa.gov
360-725-1258

12



Health Home Program
Washington

Certificate of Completion

Interpreter Services

Presented by
Katherine Templet, Jennifer Inman, and Anthony Pheasant
Interpreter Service Program
Medicaid Program Operations and Integrity
Washington State Health Care Authority

*Webinar aired on: March 8, 2018 in Lacey, Washington
for Health Home Care Coordinators and Allied Staff*

Training Credit of 1 Hour

Please sign and date to attest that you reviewed this PowerPoint

Your Signature

Date

Supervisor's Signature

Date



Transforming Lives

