

The Health Care Authority (HCA) is reaching out to provide information about how to use our interpreter services vendor, Universal Language Service. **Please forward this information on to your Integrated Managed Care (IMC) provider network.**

In order for interpreter services to be covered by HCA, you must provide Universal Language Service (Universal) the client's ProviderOne number, client's full name and date of birth, and your NPI in order to verify:

- Services are an eligible Washington Apple Health (Medicaid) medical benefit; and
- The client is an eligible Washington Apple Health (Medicaid) client; and
- Services are authorized and provided by a HCA Medicaid Provider ([Enrolled as an HCA provider](#))

Universal reviews eligibility of clients at the time of request, 48 hours prior to the appointment, and the day of the service. If you do not provide the client's ProviderOne number or your NPI, you will be responsible for paying for the interpreter services appointment.

If eligibility is verified but Universal is unable to fill the request with an interpreter, the provider/requester has the option to cancel the request and go to a private agency and follow our [reimbursement process](#).

For additional information about our interpreter services program, please visit [HCA's Interpreter Services webpage](#).

Thank you,

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Washington State
Health Care Authority

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