

# Fully Integrated Managed Care and Interpreter Service

## Frequently asked Question

### Who is Language Link?

Language Link is the current contractor that provides interpreter services to Washington State Medicaid eligible clients for Medical Provider appointments and Social Service appointments for DSHS offices

### How do I get interpreters?

You must register with Language Link on their website and take the required training to create an account. Language Link will walk you through the registration process. Contact them at [Language Link](#).

### Do I have to use Language Link?

No. However, HCA will not reimburse you for interpreter services if you did not first request the job through Language Link.

### What if Language Link cannot provide an interpreter?

If Language Link is unable to fill your request, you may choose another agency to fill the job. Once you have received a paid invoice follow instructions under “How do I get reimbursed?”

### How do I get reimbursed?

Once you contact a private agency and schedule the interpreter, submit the following documents to Language Link for reimbursement:

- 1) Copy of paid invoice
- 2) Job number from Language Link with a “cannot fill” status
- 3) Completed reimbursement voucher

Submit the documents electronically to Language Link following their approved reimbursement process.

HCA will not issue reimbursements that exceed the Collective Bargaining Agreement (CBA) agreed rates of thirty-eight dollars and fifty cents (\$38.50) per hour.

**You are responsible for the remainder balance.**

### What is the Collective Bargaining Agreement?

The Collective Bargaining Agreement (CBA) was developed in 2011 between the Governor and Washington Federation of State Employees. Even though they are not State employees, the CBA is for the purposes of rate and manor of payment and training. HCA must abide by the CBA for interpreters servicing through our contractor. For more information about the CBA you can review the document on the OFM website, WFSE [Language Access Providers](#).

### What about telephone interpreters?

HCA covers telephonic, face-to-face and video remote interpreting through our current contractor, Language Link. For more information visit the [Language Link website](#).

### Does CTS cover ASL interpreters?

American Sign Language (ASL) interpreters are covered through our current contractor. If Language Link is unable to fill the job due to ASL interpreters not available in your area, you can get a private ASL interpreter to provide services. If the client is Medicaid eligible, HCA will reimburse you. ASL Interpreters are not covered by the CBA. Rates are determined by the [ODHH](#) website.



## **Can I request an interpreter last minute?**

Yes. However, it is best to request an interpreter in advance to allow interpreters the opportunity to review their schedule. Language Link cannot guarantee a last minute request will be filled.

## **What happens if the agency charges more than HCA reimburses?**

HCA can only pay up to the amount agreed upon in the CBA. The rate for face-to-face interpreting is \$38.50 per hour, telephonic is \$.60 per minutes and video remote is \$2.85 for the first 10 minutes and \$.60 per minute thereafter. ASL services are determined by the ODHH website.