

# COVID-19 Vaccination Information Sheet

## Managed Care Organizations

### Non-emergency medical transportation (NEMT) and Interpreter Services support for members

#### NEMT

Washington Apple Health (Medicaid) pays for transportation services to and from needed non-emergency health care appointments. The COVID-19 vaccine is considered a covered service. If you have a current ProviderOne Services Card, you **may** be eligible for transportation. Call the transportation provider (broker) in your area to learn about services and limitations. After confirming eligibility, your regional broker will arrange the most appropriate, least costly transportation for you. A list of brokers can be found at [hca.wa.gov/transportation-help](https://hca.wa.gov/transportation-help).

#### Interpreter Services

##### Providers

Federal law requires providers to secure interpreter services for any Apple Health client that:

- Experiences trouble speaking or understanding English.
- Is Deaf, DeafBlind or Hard of Hearing

##### Spoken language requests

A spoken language requester must register as a new requester with Universal Language Services to request language access interpreters for Apple Health clients. Visit the resources on how to register and request an interpreter:

- [Provider overview webinar](#)
- [Request Guide](#)

##### Eligible Services


For HCA to pay for interpreter services the following criteria must be met:

- The client is an eligible Apple Health client
- Services are an eligible Apple Health benefit.
- Health care provider must be an Apple Health enrolled provider (for clients with or without managed care coverage)
- Services are authorized and provided under the HCA contract with Universal Language Services.

##### HCA will not pay for interpreter services when using the following services:

- The interpreter is a member of the family
- Inpatient services



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- Nursing facilities services
  - Administrative service (for comprehensive list visit our interpreter services [webpage](#)).

### **Sign language requests**

HCA switched from using a single coordinating entity for all spoken and sign language interpreter requests to using a dedicated sign language contract managed by Office of Deaf and Hard of Hearing (ODHH).

To request a sign language interpreter, providers must follow the ProviderOne Prior Authorization Request process and upload [ODHH Interpreter Request form](#):

- [Step by step Prior Authorization Submission guide.](#)
- [Deaf Choice Qualified Sign Language Interpreter Request form.](#)
- [Provider's guide on how to bill for sign language reimbursement.](#)

ODHH recently created a new sign language interpreter request form based in Microsoft Word. Upload the new [Interpreter Request Form for Medical Providers](#) into ProviderOne when you submit your request for an interpreter. This form replaces all other versions and is screen reader compatible.

### **For additional information about HCA's Interpreter Services Program please visit:**

- [Interpreter Services Webpage](#)
- [Sign Language Transition Webpage](#)

