



HCA Medical Over-the-Phone Interpretation

During the Washington state of emergency HCA will offer over-the-phone interpretation (OPI) through Universal Language. This is the preferred method of interpretation, and providers are encouraged to request OPI whenever possible.

Video remote interpretation (VRI) is not available through HCA's contract with Universal Language; however, providers can use their own video-based technology and in-person interpreters can participate remotely.

HCA will allow in-person interpretation when the healthcare provider determines it is medically necessary to support the client's care. The healthcare provider is expected to provide personal protective equipment (PPE) and infection control measures for the interpreter.

For more information on requesting video-based or in-person interpretation during the state of emergency, please see the Alternate Types of Service section on page 5.

These guidelines are valid only for HCA Medicaid Appointment requests during the Washington State of emergency. Current information and resources regarding OPI during the COVID-19 pandemic can be found on Universal Language's [Requester HCA OPI webpage](#).

Service Overview

All Medicaid Requesters' accounts will be enabled for OPI, after which Requesters can begin using the service immediately by logging in to Universal Language's Scheduling Portal and selecting "Phone Pre-scheduled" as the Type of Service when entering Jobs (interpreter requests).

As soon as an Interpreter has accepted the OPI Job, the Requester will receive a confirmation to let them know their request has been filled. At the Scheduled Start Time of the appointment, the Requester will call Universal Language using an assigned OPI phone number to be connected to the Interpreter. If a third party, such as a Limited English Proficiency (LEP) client, needs to be conferenced into the call, the Universal Language Agent will connect all parties, then remove themselves from the call so the interpretation session can begin.

Requesting Pre-Scheduled HCA-Medical OPI Jobs

Requesting interpreters for HCA OPI Jobs is exactly the same as requesting an in-person interpreter. The only additional step is updating the **Type of Service** to "**Phone Pre-scheduled**" when entering a Job on the scheduling platform to indicate the appointment will take place over the phone.

HCA jobs are requested online via Universal Language's scheduling portal*. Exceptions (calling or faxing) can be made for urgent requests.



1. Log in to the Customer Portal
2. Click *Accounts* Tab
3. Locate the correct 'Customer Account', then click on the link
4. Click "Create New Job" button in upper right-hand corner
5. Enter *HCA Medical* as 'Type of Job'
6. Select appointment service type in 'HCA Service Type' field.
7. Enter 'Job Information' such as language, date, time, duration, etc.
9. **'Location Information' has required fields which must contain information in order to proceed with saving the job. Address information that is pre-filled in Job Street Address, City, State and Zip fields should be left as is and will be disregarded by the interpreter automatically.**
 - a. Requesters that do not have pre-filled addresses on their account(s) will temporarily have a zip code saved in the Job Zip Code field to allow the scheduling portal to accurately locate local interpreters.
 - b. Update Requester Name and Requester Phone Number fields with name and phone number of person entering request
10. Enter confirmation preferences in the *Confirmation* section.
 - a. HCA jobs are confirmed online or via email. Exceptions (phone or fax confirmations) can be made for urgent requests.
 - b. Job Status Email Alerts: Select *Yes* to receive automated alert emails when a job is pending (save scheduling@ulsonline.net as a safe sender to prevent emails from going to junk/spam folder):
11. Enter **"Type of Service" as *OPI Pre Scheduled***

Customer In-Person Job Notes

Type of Industry
Medical / Healthcare

Type of Service
Phone Pre-Scheduled
-- Select --
In-Person
Phone Pre-Scheduled
Phone Pre-Scheduled DB
Phone On Demand
Video Pre-Scheduled DB
Translation

12. If a specific interpreter is being requested, click the "Open Interpreter Selector" button at the bottom of the page
 - a. Select "Special Request Reason" to indicate why it is medically necessary to have the requested interpreter:
13. Once all information has been entered, click "Save"



14. The job will be added to the system and a job number will appear in the upper left-hand corner of the screen
 - a. **The requester will need to provide the Job Number when calling to begin each pre-scheduled OPI session**

*Family Appointments requested under the HCA Contract must be submitted via phone or fax (download the HCA Interpreter Request Form for Family Member Appointments here: [Word](#))

HCA OPI Access Information

Requesters will need two pieces of information prior to each HCA OPI Job – the dedicated HCA OPI phone number, which is to be dialed at the scheduled start time of each OPI Job, and the Universal Language Job Number for the appointment. If connection to the Client will be needed, the Requester will also need to provide the client's phone number.

1. **HCA OPI Phone Number:** 1-855-422-6741 (1-855-HCA-OPI1); posted in notices area (at the top of each page) on the scheduling portal
2. **Job Number** – tracking number issued at the time each job is entered into the scheduling portal (e.g. J-1234567)
3. **Client Phone Number** – for telemedicine appointments

Starting the Interpretation Session

To begin an OPI session, Requesters should follow the procedure below to be connected to the interpreter.

1. [Login](#) to Universal Language's scheduling portal
2. Locate Job for the pre-scheduled OPI session, making note of the Job Number
3. Dial HCA OPI phone number – 1-855-422-6741 (1-855-HCA-OPI1) (this number is also posted in notices section at the top of each page on scheduling portal)
4. Universal Language OPI Agent will answer call and collect data from Requester
 - a. Job Number
 - b. Caller name (or verify caller based on Caller ID)
5. Agent looks up Interpreter assigned to Job Number and calls them
 - a. Requester is put on a brief hold while Interpreter is contacted and conferenced into the call
6. Once the Interpreter is on the line, the Agent will verify if connection to the LEP Client is needed
 - a. Requester provides client's phone number
 - b. Agent dials Client's phone number and informs the Requester the Agent will remove themselves from the call as soon as the Client answers so the session can begin
7. Interpreter introduces themselves to the Requester, and Client once they are on the line

Interpreter to Requester:

"Hello, this is [language] interpreter ID Number [ID#]. I will interpret everything you say and keep it confidential. May I introduce myself to the client?"

Requester: "Yes"

Interpreter to Requester:



“And their name is [client first and last name]”?

Requester: “Correct”

Interpreter to LEP Client:

“Hello, may I please speak with [client first and last name]

Client: “Yes, this is [client’s name]”

“Hello, [client first name] I will be your English interpreter today. I will interpret everything you say and keep it confidential.”

Interpreter to Requester:

“Please begin the session when you are ready”

8. Requester checks Interpreter in by entering *Actual Start (Arrival) Time* on job (see Tracking Service Start and End Times section below for further details)

Ending the OPI Session

Requesters should follow the steps below to end the OPI session.

1. When the session has been completed, the Interpreter will provide their ID Number once more so the Requester can record it for feedback related purposes.
2. To disconnect all parties, the Requester hangs up
3. Requester checks Interpreter out by entering *Actual End (Departure) Time* on job (see Tracking Service Start and End Times section below for further details)

Tracking Service Start and End Times

To ensure Interpreters are paid for the correct amount of time for each encounter, Requesters are to login to the scheduling portal to provide the **Actual Start and End Times (i.e. Check In / Check Out)** for each OPI Job.

How to Complete Online Check In / Check Out

1. Locate job
2. Click on “Job Number”
3. Click “Check-In/Out” button in upper right-hand corner
4. To check an interpreter in, complete the ‘Check In: Actual Start (Arrival) Time section
 - o Date field will automatically list appointment date
 - o Enter Hour and Minute manually or click “Now” button to generate current time
 - Hour field is in military time (e.g. if services began at 2pm, enter 14 in the Hour box)

Check In: Actual Start (Arrival) Time

Date	Hour	:	Minutes	
<input type="text" value="Sep 7, 2020"/>	<input type="text" value="8"/>		<input type="text" value="02"/>	<input type="button" value="Now"/>

Check Out: Actual End (Departure) Time

Date	Hour	:	Minutes	
<input type="text" value="Sep 7, 2020"/>	<input type="text" value="8"/>		<input type="text" value="38"/>	<input type="button" value="Now"/>

* Service Completed?

Appointment Duration
0 Hours 36 Minutes



5. To check an interpreter out after services are completed, follow steps 1-3, then complete the 'Check Out: Actual End (Departure) Time' section
 - Enter Date
 - Enter Hour and Minute manually or click "Now" button to generate current time
 - Hour field is in military time (e.g. if services ended at 3pm, enter 15 in the Hour box)
6. Complete the *Services Completed?* Section
 - Select *Yes* if services were completed
 - Select *No* if services were not completed
 - Indicate the reason why in the *Reason Services Not Completed* Section
7. Click "Save"

Alternate Types of Service

Although OPI is the preferred method of interpretation during the state of emergency, video-based or in-person interpretation are available for HCA Medicaid appointments in addition to OPI.

Video-Based Interpretation

HCA will allow interpreters to interpret remotely, through video, when the provider is using their own video-based technology. The provider is responsible for the technology including any needed technical assistance. Requirements for requesting remote interpreters:

- Providers must have their own video technology/software.
- Providers must enter the link to the video in the "Notes to Interpreter" field of the request.
- Providers must provide all technical assistance and troubleshooting for using the video technology/software.

Video-based interpreter requests are to be entered on Universal Language's scheduling portal. When entering each video-based Job, the Requester must select "In-person" as the Type of Service and include a video link in Notes to Interpreter field.

Notes To Interpreter (e.g. department, clinic, field of services; directions; contact info for social service appointments)

Video based appointment info:
Meeting Link: <https://example.us02web.eDBOY2Nnejh1VmJRTGY2N>
Meeting ID: 987 654 321
Password: 123456

In-Person Interpretation

HCA will allow interpreters to attend appointments in-person if the healthcare provider determines it medically necessary to support the client's care needs. You should use your clinical judgement on a case-by-case basis to make this determination and you are expected to provide the interpreter the same level of personal protective equipment (PPE) and infection control measures used by medical



professionals in your facility. You will continue to schedule through the Universal Language portal as an in-person appointment. In order to get an in-person interpreter, you must enter a description of the PPE and infection control measures in the “interpreter notes” field of the appointment.

Examples of situations that may determine an in-person interpreter is medically necessary to support the client’s care needs include:

- Communicating nuances of body language so that messaging would be complicated without in-person interpretation, such as unusually complex assessments, occupational therapy, or behavioral health.
- When phone interpretation could be disruptive to therapeutic care and services, such as Applied Behavioral Analysis (ABA).
- Procedures and care require the patient to move room to room in which the interpreter phone cannot follow the patient, such as radiology.
- End of life care.

In-person interpreter requests are to be entered on Universal Language’s scheduling portal. When entering each in-person Job, the Requester should enter a description of the PPE and infection control measures in the “Notes to Interpreter” section on the Job.

Notes To Interpreter (e.g. department, clinic, field of services; directions; contact info for social service appointments)

PPE:
Mask
Gloves
Hand sanitizer

Providers must comply with the [PROCLAMATION BY THE GOVERNOR: AMENDING AND EXTENDING PROCLAMATIONS 20-05 AND 20-24](#) and the DOH [COVID-19 Infection Control Guidance for In-Person Interpretation Services](#), which apply to in-person interpreters.

Note: Interpreters are not required to accept in-person appointments or complete any in-person appointment if PPE/safety precautions are not offered during the appointment.

Frequently Asked Questions

Q: What if the Interpreter is disconnected prior to the session being completed?

A: If the Interpreter is disconnected, a message will play to inform the Requester the Interpreter was dropped from the call. The Requester will need to call back in to Universal Language and we will attempt to connect the same interpreter one time to continue the OPI call, however, if we are unable to reach the same Interpreter, we will attempt to connect the requester with another available Interpreter instead.

Q: What if the LEP Client does not answer the phone when contacted?

A: If desired, the Agent can immediately redial the client’s phone number in a second attempt to reach them. If the client still does not answer the call, the requester may ask the interpreter to leave a



voicemail indicating the time they will try contacting the client again for the appointment, if that is an option. The interpreter will remain available for the call-back for a 30-minute window, after which the Job will be considered a last-minute cancellation. During this 30-minute window, the Requester may call Universal Language up to 3 times to request that additional attempts to reach the client are made. (Recommended intervals are at the scheduled start time, 10 minutes after the start time and 25 minutes after the start time).

Q: What if the Requester experiences issues with the quality of service?

A: They may hang up and dial back their OPI Phone Number. When the Agent answers, the Requester should provide the Job Number and indicate the issue that occurred. Depending on the situation, Universal Language's Agent will attempt to contact the pre-scheduled interpreter and troubleshoot the connection quality. If unable to reach the original Interpreter, the Agent will connect the Requester with a new Interpreter to complete the session.

Q: For Family Member appointments, do I need to call in for each Job Number separately?

A: No, you only need to call in once for all family members, however, when completing online check in / check out, you will still need to enter separate start and end times (that do not overlap) for each individual Job Number.

Q: If the provider is running behind, can the interpreter give me their phone number so we can call them back when we are ready?

A: No, you are not able to contact interpreters directly. Services that do not begin within 30 minutes of the scheduled start time will be considered last minute cancellations.