



Health Care Authority (HCA) Pre-Scheduled In-Person Interpretation *Requester Quick Reference Guide*

1. Submit an Interpreter Request via the Online [Scheduling Portal](#)

- For a list of languages available in your county for in-person interpretation, click [here](#). If an in-person interpreter is not available in your area for a certain language, you may request a phone or video interpreter instead.

2. Monitor the Status of Your Request

- Review online: login to the Scheduling Portal to review the Status of your request.
- Receive automatic emails: select Email as the Confirmation Preference when entering your request to receive email notifications when an interpreter accepts or gives back the job.

3. Cancel a Request (if needed)

- Cancel a request as soon as you no longer need it, or when you need to secure an interpreter through another resource, for example if a request is still pending as the appointment date nears and you need to look elsewhere.
- Open the request and complete the *Job Cancelled* section, and cancel before the scheduled start time.
- Universal Language Service will cancel a request only as a last resort if no interpreter is scheduled by the start time; canceling requests you no longer need is the requester's responsibility.

Job Cancelled
✓
Reason For Cancellation
Interpreter Not Found In Time
Cancelled By ⓘ
Requester's Name
Cancellation Date/Time
6/23/2026 5:06 PM

4. Interpreter will arrive at the specified address on schedule to provide service

- Record the interpreter's check in time via the Scheduling Portal by locating and opening the job and clicking on the Check In/Out button in the upper right-hand corner.
- Record the interpreter's check out time using the same process once services are completed.

Edit Check-In/Out Repeat Job ▼

5. After the Appointment

- Confirm times for payment: If you don't enter check in/out times within 2 business days, or the interpreter disputes your times, they may submit their own times. When this happens, you'll receive an email notification from

billing@ulsonline.net prompting you to review the times the interpreter provided. You have 14 calendar days from the appointment date to approve those times or provide different ones. If you don't respond within that window, the interpreter's times become the basis for payment.

- Provide feedback (optional): To provide feedback on an interpreter, locate and open the job on the Scheduling Portal. New feedback records can be created in the 'Feedback On Interpreter For This Job' section in the upper right-hand corner.

Additional resources including a full user guide, videos and FAQs can be accessed [here](#).

New staff who need access to the Scheduling Portal can submit a request for login credentials [here](#).

Questions? 24/7 Live Operators & Service Support

Email: scheduling@ulsonline.net

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