



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

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

- Once your request has been submitted, you will be provided with a Job Number. This number will be needed at the time of service and will be referenced in any communication from Universal Language Service pertaining to your interpreter request.

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. Get Connected to the Interpreter

- Dial **1-855-422-6741** at the scheduled start time
- When connected with an Agent:
 - Provide your Job Number
 - Wait to be connected to an interpreter

5. Get After the Appointment

- 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.

Feedback On Interpreter For This Job (0) New

- Interpreter check in/out times are tracked automatically via our phone system; no action needed by Requester/Service Provider to track service start and end times.

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

Phone 1 (888) 462-0500 or 1 (425) 454-8074