



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

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

- During the request process, you will have the option to provide your own HIPAA and CBA-compliant video conferencing link or specify that Universal Language Service should provide the link.

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 a job.

Note: Requests can be cancelled at any time by locating and opening the request and completing the Job Cancelled section. Requests that do not have Interpreters scheduled by the scheduled start time will be cancelled by UniversalLanguage.

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

- Use the video conferencing link at the scheduled start time, which can be found by locating and opening the job on the Scheduling Portal.
 - If you choose to have Universal Language Service provide a video conferencing link, we will save that info in the Notes to Requester field on the job for your reference and provide it to the interpreter once scheduled.
 - If you choose to provide the video conferencing link, it will be saved in the Notes to Interpreter field on the job for the Interpreter's reference.

4. Record LAP's/Interpreter's check in/out times via the Scheduling Portal.

- If you provided the video conferencing link, you are responsible for recording the interpreter's times. At the scheduled start time, open the job on the Scheduling Portal and click

Edit	Check-In/Out	Repeat Job	▼
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Check In/Out in the upper right-hand corner to record the interpreter's service start time. Use the same steps to record the service end time once the appointment is complete.

- If Universal Language Service provided the link, you don't need to record times; they're captured automatically.

5. After the Appointment

- Confirm times for payment (applicable when you provided the video conferencing link): 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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