



HCA K8552 Interpreter Orientation

Pre-Scheduled IPI, OPI, VRI

K8552 Contract - Effective July 1, 2026

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Introduction

This orientation provides Qualified Interpreters (Interpreters) with comprehensive guidance on the requirements, expectations, and procedures applicable to interpretation services performed under the Washington State Health Care Authority (HCA) Interpreter Services Program (ISP) Contract K8552.

This document is a guide meant to be used in combination with the documents and resources provided within it.

Most detailed instructions and reference materials referenced in this guide live on our dedicated site: hcauniversal.com/interpreter-instructional-material/. We encourage you to bookmark it for future reference.

The legal terms of your relationship with Universal Language Service, including your responsibilities as a subcontracted interpreter and your Business Associate Agreement (BAA), are governed by the Interpreter Services Provider Agreement (ISPA) and BAA you sign with Universal at initial onboarding. Those are stand-alone documents and are not reproduced here.

Interpreters are required to review and acknowledge this orientation prior to performing any services under the HCA ISP Contract. The orientation is updated periodically to reflect contract revisions, policy changes, and operational updates. Annual re-acknowledgment is required as a condition of continued participation in HCA-covered services.

Universal Language Service Contact Information

Contact Center (24/7/365)

Email: Jobs@ULSonline.net

Phone: (425) 452-5644 / Toll Free: (888) 462-0500 option 5

Interpreter Accounts Department

Email: Interpreter@ULSonline.net

Phone: (425) 450-7022 / Toll Free: (888) 462-0500 option 4

Billing Department

Email: Billing@ULSonline.net

Phone: (425) 450-7021 / Toll Free: (888) 462-0500 option 3

WeCare Program

Email: WeCare@ULSonline.net

Note: Mark Jobs@ulsonline.net, Interpreter@ulsonline.net, Billing@ulsonline.net, and WeCare@ulsonline.net as safe senders in your email server to ensure you receive all communications.

Online Scheduling Portal

The Universal Language Service Online Scheduling Portal is the primary platform Interpreters use to manage HCA ISP Contract work. You will use the portal day-to-day to manage interpretation jobs and stay informed about job opportunities. Everything from new jobs being released through final payment information flows through the portal, so before providing services, you must familiarize yourself with the portal's core functions.

Portal Capabilities

The online portal is used for:

- Viewing and accepting available jobs
- Calendaring and managing accepted jobs
- Rejecting jobs that do not meet your availability
- Returning a previously accepted job
- Travel preferences (distance willing to travel for In-Person Interpretation (IPI) jobs)
- Notification preferences (which methods to receive job alerts: text, email)
- Approving or disputing service start and end times
- Submitting travel expense reimbursement requests
- Accessing Job Statements

New jobs are released throughout the day for you to accept or reject based on your availability. The jobs you see on the portal are refreshed every 60 seconds and customized for you based on:

- Preferences you set on the portal such as your travel radius and general availability.
- Documents you have on file in Paycor (see Online Document Management in Paycor Section) that determine your eligibility for providing services such as certification, background check and immunizations.

You may login to review new available jobs at any time. You can also sign up to receive text and/or email alerts, so you are notified when a new job is released on the portal.

Note: The Online Scheduling Portal may offer you a variety of types of jobs for various contracts. HCA jobs are identified by Type of Job "HCA Medical". You can customize the types of jobs you see by filtering based on your preferences, as described in the Interpreter Portal User Guide. If you are only interested in accepting HCA jobs, you may Reject all other types of jobs or filter available jobs by Type of Job = "HCA Medical".

Returning a job (giving it back) is available on the portal at any time, but timing matters. Giving a job back less than 24 hours before the scheduled start time is subject to the Incident Resolution Process (see Feedback and Corrective Action Section).

Once a job is accepted, it is added to your calendar and you will have access to full details about the job such as LEP client name, estimated payment, and other information to be aware of before you provide

service. These details are not provided in advance in order to comply with HIPAA and protect client information.

Once service has been completed, you will also use the portal to approve/dispute service start and end times for payment purposes. You may also upload paper copies of work order forms or receipts for travel reimbursement.

Where to learn more:

Detailed instructions with step-by-step guidance can be found in the Interpreter Portal User Guide located here and should be read prior to providing services: <https://hcauniversal.com/wp-content/uploads/2026/06/HCA-K8552-Interpreter-Portal-User-Guide-REV-6.26.26.pdf>.

Please direct any questions regarding the Scheduling Portal to Interpreter Accounts at interpreter@ulsonline.net or 425-450-7022.

Types of Service

There are three Types of Services offered under the HCA ISP Contract, and all three are prescheduled. In the Online Scheduling Portal they appear under the Type of Service field as In-Person, Phone Pre-Scheduled, and Video Pre-Scheduled. The jobs the portal shows you are filtered to those you're credentialed and eligible to provide. You may accept any combination based on your preferences.

Payment rates and the conditions that determine your pay are set by the Collective Bargaining Agreement (CBA) and vary by Type of Service. The following apply to every Type of Service and directly affect how you are paid, so keep them in mind. See the Collective Bargaining Agreement Compliance section, and the CBA itself, for the complete schedule (<https://ofm.wa.gov/state-human-resources/labor-relations/collective-bargaining-agreements>).

- Encounter time is calculated from when the job starts to when it actually concludes, with two exceptions. If you arrive early and the requester, you, and the client all agree to start earlier than the scheduled time, the earlier start counts. If you arrive late and the job occurs, time begins when you arrive.
- Family Member Appointments (described below) can occur under any Type of Service. If a job is running longer than originally requested, you may continue interpreting if you are available; however, if you have another appointment, notify the provider of the time you must stop in order to arrive to your next appointment on time.

Separate from payment, one operational expectation applies to every Type of Service: if you are running late and will not be able to begin at the scheduled start time, contact Universal Language Service as soon as possible at (425) 452-5644 with your estimated arrival time so we can inform the requesting facility. Do not contact the requesting facility directly.

In-Person

In-Person jobs (In-Person Interpreting, or IPI) are prescheduled jobs where you provide interpretation services face-to-face for individuals with Limited English Proficiency typically at the requester's location. In-Person is the only Type of Service that requires travel.

- Travel radius: In-Person jobs appear on your portal only within the travel distance you set under your portal preferences.
- Equipment: none required.
- Immunizations: current immunization records on file in Paycor are required before you can accept any in-person job. See Immunization Requirements Section).
- ID Badge: Interpreters must wear an ID badge that includes their name and Universal Language Service's name. Badges can be ordered through the Interpreter Accounts department at interpreter@ulsonline.net. Temporary badges may be printed via the "ID Badge" tab on the Online Scheduling Portal.
- The requester checks you in and out electronically through the portal, and you approve or dispute the times afterward (see Work Orders, Invoicing, and Payment Section). Upon arrival, notify facility staff (typically front desk / reception staff) so they are aware you are there and notify them prior to departure.

Some IPI jobs take place off-site instead of at the official requester location, for example, the LEP Client's home. The job's "Notes to Interpreter" section may include helpful details such as parking or meet-up instructions and the Provider's contact information, but sometimes the address is the only information provided. Check the Notes section before you depart for an IPI job. When a job is at a client's home, do not enter without the Provider present. If you arrive first, wait outside until they arrive. If you cannot reach the Provider or do not have their contact information, contact Universal Language Service at (425) 452-5644.

Phone Pre-Scheduled

Phone Pre-Scheduled jobs (Over-the-Phone Interpretation, or OPI) are prescheduled jobs conducted entirely by phone using telephone technology hosted by Universal Language Service.

- Travel radius does not apply.
- Equipment: Universal does not provide equipment. You are responsible for a reliable phone and a private environment that protects PHI (see HIPAA Requirements and Expectations Section).
- At the scheduled start time, the requester calls Universal Language Service., A Universal Language Service agent will then call you on the phone number you've designated for OPI in your profile to connect all parties. All calls must be routed through Universal Language Service for you to be paid; if a requester contacts you directly, redirect them to call Universal Language Service.
- Your check-in and check-out times are uploaded automatically based on the call records, and you approve or dispute them on the portal afterward (see Work Orders, Invoicing, and Payment Section).

Video Pre-Scheduled

Video Pre-Scheduled (Video Remote Interpretation, or VRI) services allow Interpreters to provide spoken language interpretation remotely using video technology for appointments involving individuals with Limited English Proficiency (LEP). Video appointments may include healthcare visits, telemedicine appointments, or other scheduled interpreting sessions where one or more participants are joining remotely.

- Travel radius: does not apply.
- Equipment: Universal does not provide equipment. You are responsible for a reliable computer, camera, speakers, internet connection, and a private environment that protects PHI (see HIPAA Requirements and Expectations Section).
- At the scheduled start time, you join the session via a video conferencing link provided on the job in the online scheduling portal. The link's location depends on who provides it: if the requester provides it, look for the "Requester Video Conference Link Info" field; if Universal provides it, look for the "Notes to Interpreter" field. Review the link before the appointment and test your connection if needed. Requesters use a variety of video conference platforms, so it is important to review the conference link info in advance to ensure you have the correct platform before the appointment start time.
- If the requester provided the video conference link, the requester checks you in and out electronically through the portal, and you approve or dispute the times afterward (see Work Orders, Invoicing, and Payment Section). If Universal Language Service provided the video conference link, your check-in and check-out times are uploaded automatically based on the call records, and you approve or dispute them on the portal afterward (see Work Orders, Invoicing, and Payment Section).

Where to Learn More:

- Full step-by-step instructions for accepting jobs, joining OPI calls, joining VRI sessions, and approving or disputing times are in the Interpreter Portal User Guide: <https://hcauniversal.com/wp-content/uploads/2026/06/HCA-K8552-Interpreter-Portal-User-Guide-REV-6.26.26.pdf>
- Minimum Standards for OPI and VRI: <https://universallanguageservice.com/docs/Minimum%20Standards%20for%20OPI%20VRI%20K4724.pdf>.
- FMA Quick Guide for LAPs: <http://universallanguageservice.com/docs/HCA>
- Pre-Scheduled OPI and VRI webinar: <https://hcauniversal.com/webinars/>.
- For payment rates by Type of Service, see the CBA <https://ofm.wa.gov/state-human-resources/labor-relations/collective-bargaining-agreements>.

Work Orders, Invoicing, and Payment

Work Order Completion

A work order is the electronic or paper form used by the provider, the Interpreter and Universal Language Service to record and track an interpretation appointment. It is a formal record of a completed appointment, capturing actual start and end times, services delivered, and any travel-related expenses. They are the basis for invoicing and payment.

The primary method used to submit work orders is electronically via the online Scheduling Portal. Interpreters complete electronic work orders through the portal by:

- Approving/disputing service start and end times entered by the Requester
- Entering service start and end times if the Requester fails to enter them within timeframe specified in the CBA
- Adding any required notes, dispute information, or travel reimbursement claims.

If electronic completion is not feasible, interpreters may upload paper copies of completed work order forms (completed while on-site). Pre-filled copies of the work order forms with job details populated can be accessed by navigating the applicable job in the portal, and clicking on the “HCA Job Invoice” button. You may also print copies of blank work order forms to bring with you to jobs in case the requester is unable to complete the work order electronically:

<https://universallanguageservice.com/docs/HCAJobInvoice.pdf>

Work Order Approval Timelines

Per the CBA, you have 180 days from the date of service to approve or dispute a work order for HCA jobs. The system will:

- Send reminder notifications for any unapproved work order.
- Restrict billing of work orders not approved or disputed within 180 days.

Note: Interpreters are encouraged to review and approve work orders promptly to avoid loss of payment.

Payment Dispute Process

If you disagree with the start time, end time, or other billable details on a work order, you may submit a dispute through the portal. The dispute process includes:

- Submitting your alternate start and/or end time(s) with supporting reason.
- Notification sent to the Requester for review.
- A 14-calendar-day window for the Authorized Requester to respond.
- If no response is received within 14 calendar days, your submitted times become the basis for payment.

Travel Reimbursement

All parking, ferry, and toll costs for travel to a prescheduled IPI appointment and returning to the Interpreter's home or to the next onsite IPI appointment will be reimbursed upon submission of a receipt at the time the appointment is approved by the Interpreter for submission to HCA for payment. Reimbursements claimed may only be for the sole purpose of providing services to HCA clients.

Receipts for travel reimbursement are submitted by uploading them to the applicable job on the online Scheduling Portal. For instructions on how to upload a receipt for reimbursement, please see the Interpreter Portal User Guide: <https://hcauniversal.com/wp-content/uploads/2026/06/HCA-K8552-Interpreter-Portal-User-Guide-REV-6.26.26.pdf>

Where to Learn More:

Full step-by-step instructions for completing, approving and disputing work orders, and uploading paper work order forms and travel reimbursement receipts are in the Interpreter Portal User Guide: <https://hcauniversal.com/wp-content/uploads/2026/06/HCA-K8552-Interpreter-Portal-User-Guide-REV-6.26.26.pdf>

Banking Rights and Responsibilities

Interpreters are responsible for providing accurate banking information for direct deposit (or alternate payment method via check or mail). Banking information must be kept current in your Paycor profile. Paycor is the system you use to manage your banking and direct deposit information.

Banking Rights

- Ability to choose payment method: direct deposit, check, or mailed payment.
- Right to receive a yearly Form 1099 statement of earnings if total earnings exceed \$600.
- Right to dispute payment errors through the dispute process described above.

Banking Responsibilities

- Accuracy and currency of banking information. Interpreters will be responsible for any fees incurred due to inaccurate or outdated banking information.
- Notification to Universal Language Service of any changes to banking details.
- Self-management of all tax-related matters arising from income.
- Reporting of any payment irregularities or unauthorized changes to your account.

Note: Direct deposit is the preferred and default method for fastest payment processing.

Collective Bargaining Agreement Compliance

The Collective Bargaining Agreement (CBA) between the State of Washington and the Washington Federation of State Employees (WFSE) AFSCME Council 28 governs the terms and conditions of work for Language Access Providers (LAPs) performing interpreter services under the HCA ISP Contract. Compliance with the CBA is required for all Interpreters who accept jobs under the HCA ISP Contract.

Key CBA compliance requirements include:

- Adherence to negotiated pay rates, time-billing minimums, and rounding rules.
- Compliance with cancellation, no-show, and travel-payment provisions.
- Participation in union dues deductions if a member of Local 1671 Interpreters United, or in voluntary deductions as authorized by the Interpreter.
- Compliance with the procedures for accepting, completing, and approving work orders within the timelines defined in the CBA and HCA ISP Contract.
- Following the rules for last-minute requests as described in CBA Article 6.3.A.1.g and the Types of Service section of this orientation.

The full CBA is publicly available at: <https://ofm.wa.gov/state-human-resources/labor-relations/collective-bargaining-agreements>

Note: If you have questions about how a specific CBA provision applies to your work, contact Interpreter Accounts at interpreter@ulsonline.net or 425-450-7022.

DSHS Interpreter Code of Professional Conduct

The HCA ISP Contract requires Interpreters to abide by the [DSHS Code of Professional Conduct](#), established in WAC 388-03-050. Any violation of this code may disqualify an Interpreter from providing interpretation services.

Interpreters are expected to provide a signed copy of the DSHS Code of Professional Conduct to Universal Language Service prior to performing any services under the HCA ISP Contract and comply with any annual requirement for signing set forth by the Department of Social and Health Services (DSHS).

Interpreters established with DSHS will also sign a copy of the DSHS Code of Professional Conduct annually as part of the procedure for maintaining valid interpreting credentials, so it will not be necessary to submit an additional copy after the initial submission. See the [DSHS Credential Renewal Requirements](#) page for more information about these requirements.

HIPAA Requirements and Expectations

As a Covered Entity defined by the [Health Insurance Portability and Accountability Act of 1996, Pub. L.104-191](#) (HIPAA), Universal is required to pass down all HIPAA compliance requirements to any subcontracted interpreter under the HCA ISP Contract. As such, Interpreters are required to enter into a Business Associate Agreement (BAA) and comply with the HIPAA , [including as modified by the American Recovery and Reinvestment Act of 2009 ("ARRA"), Sec. 13400 – 13424, H.R. 1 (2009) (HITECH Act)]. Any violation of this HIPAA may result in monetary fines, application of the incident resolution process, and/or termination of your subcontract under the HCA ISP.

HIPAA compliance applies to all interpreting work performed under the HCA ISP Contract, including in-person, over-the-phone, and video remote service types. Interpreters must:

- Treat all client information as confidential and protected, even casual or unintended exposure to Protected Health Information (PHI) during an appointment.
- Avoid discussing or repeating any PHI outside the appointment context.
- Take reasonable precautions when working remotely to ensure PHI is not visible or audible to others (private workspace, headphones, secure connection).
- Report any suspected HIPAA breach or unauthorized PHI disclosure to Universal Language Service immediately at wecare@ulsonline.net.

Note: HIPAA training and updates are provided at initial onboarding and as part of the annual refresher training. Interpreters are responsible for staying current with HIPAA requirements as they evolve. Please refer to your Business Associate Agreement (BAA), which establishes how PHI is handled in compliance with HIPAA when interpreters access or encounter PHI in the course of performing services under the HCA ISP Contract

Feedback and Corrective Action

This section explains how feedback about your services is submitted, how Universal Language Service handles it, what happens when feedback rises to a formal incident, and the corrective actions that may follow, including facility exclusions and termination. The process is HCA's quality assurance mechanism for the Interpreter Services Program, and compliance with it is required as a condition of providing services under the HCA ISP Contract.

How Feedback Works

Feedback (compliments and complaints) can be submitted by or on behalf of Authorized Requesters and by Interpreters about providers' or interpreters' services. It can come in through the scheduling platform, HCAUniversal.com, email to WeCare@ulsonline.net, phone to (425) 691-5444, fax, or mail. All feedback is handled by Universal Language's WeCare Program.

When feedback is submitted about you:

- You receive an automatic email notification immediately. Mark WeCare@ulsonline.net as a safe sender so the alert reaches you.
 - If you give back a job within 24 hours of the start time, you will not receive an automatic email notification immediately. Feedback related to a give-back within 24 hours of start time are reviewed by WeCare prior to an email being sent.
- You have 10 business days to respond in writing to dispute or explain the situation that led to the feedback provided.
- Once we receive your response, any necessary follow-up is completed within 20 business days. WeCare may contact the Authorized Requester or other parties to verify feedback details.
- You must never contact the Provider, facility staff, or LEP person about feedback. Doing so can itself become an HCA IRP incident.
- Universal Language Service notifies you of the feedback outcome and any corrective action taken.

Incident Resolution Process (IRP)

The Incident Resolution Process (IRP) is HCA's formal process for handling feedback.. Incidents are categorized by severity, tracked over time, and mapped to specific corrective actions on HCA IRP published scale tables. The IRP is used to address feedback, complaints, performance issues, and policy violations involving Interpreters performing services under the HCA ISP Contract. Compliance with the HCA IRP is required for all Interpreters.

Severity categories:

- Low Severity: violations with minimal impact on the job, provider, or LEP person. Examples include late arrival, give-back inside 24 hours without a valid reason, leaving early without provider approval, inaccurate interpretation, and not being available at the start time of an OPI or VRI job.
- Medium Severity: violations with moderate impact. Examples include no-show without valid reason, soliciting services to the LEP person or their family, expressing personal opinions, undisclosed conflict of interest, requesting incorrect times from the provider, contacting the provider or LEP person outside the appointment, using a mobile device during a session, and not being in a HIPAA-compliant space during OPI or VRI.
- High Severity: violations with significant or critical impact, including those that put health and safety at risk. Examples include transporting a Medicaid LEP person, requesting money or favors, passing appointments to other LAPs without authorization, falsifying a job invoice, discrimination or harassment that creates a barrier to care, and any HIPAA or PHI violation.

How incidents are tracked:

- Low and Medium incidents are tracked on a rolling 365-day period. Older entries remain in Universal's system but do not count toward corrective action thresholds, though patterns may still be reviewed.

- High severity, HIPAA, and PHI incidents are tracked for the lifetime of your subcontract and never fall off.

Valid versus invalid reasons matter. A valid reason (unexpected travel emergency, illness or medical emergency, obstacles to practice per WAC 388-03-050, inaccurate information from the requester, or other extenuating circumstance) may prevent feedback from rising to an incident. An invalid reason (forgotten appointment, public road closure with two or more days advance notice, overbooked schedule, vacation, previous appointment ran long, home technology that doesn't meet remote interpreting requirements) typically will not. Repeated use of extenuating circumstances may require you to provide proof.

Possible outcomes:

- Automatic email notification only.
- Formal Written Notice via email.
- Partial HCA Job Restriction: no new HCA jobs visible or acceptable; previously accepted jobs remain on your schedule.
- Full HCA Job Restriction: no HCA jobs at all; jobs already on your schedule during the restriction period are removed. Restriction periods range from 7 to 90 calendar days.
- Termination of subcontract (see Termination below).

You will be notified 3 business days before a portal restriction takes effect, except for high-severity incidents and safety or health concerns, which may result in immediate suspension while the investigation continues.

The HCA IRP includes scale tables that map exact incident counts by severity to the corresponding corrective action and duration (for example, 5 Low Severity incidents within a rolling 365 days triggers a 10-day Partial Restriction; 2 High Severity incidents triggers termination). Refer to the full HCA IRP document for the complete tables and the full list of violation examples.

You may request a list of your own incidents at any time from WeCare@ulsonline.net.

Where to Learn More:

- Full HCA Incident Resolution Process: <https://www.hca.wa.gov/assets/billers-and-providers/IRP-final.pdf>.
- WeCare Program page, which contains the same severity definitions, examples, scale tables, and feedback submission methods: <https://hcauniversal.com/wecare/>.

Note: If you have questions about the HCA IRP, contact the WeCare Program at WeCare@ulsonline.net.

Facility Exclusions

A facility exclusion is when an authorized requester notifies Universal Language Service that they do not want a specific interpreter to be permitted to accept work at their facility or specific location/site. Facility exclusions are separate from the IRP, but may result in an IRP incident depending on the circumstances that led to the exclusion.

Terminations

Certain circumstances may cause an interpreter's subcontract under the HCA ISP contract to be terminated. All terminations from HCA ISP contract are reviewed by HCA prior to the effective date. Circumstances that may warrant termination include, but are not limited to:

- Violation of the DSHS Code of Professional Conduct.
- HIPAA breach or PHI violation.
- Failure to maintain required qualifications, credentials, or immunizations.
- Failure to pass background check requirements.
- Repeated or severe IRP incidents.
- Failure to complete required attestations or paperwork by stated deadlines.
- Other circumstances rendering continued interpreter relationship inconsistent with HCA ISP Contract requirements.

Termination Process

The termination process includes:

- Written notification to the Interpreter explaining the basis for termination.
- Removal of access to HCA jobs via the scheduling portal.
- Reassignment of any accepted jobs.
- Final payment for completed services per CBA and contract terms.
- Reporting termination to HCA. HCA may take further action such as submission of a revocation request to DSHS Language Testing and Certification (LTC)..

Online Document Management in Paycor

Paycor is the system you will use to manage your documents (certifications/credentials, immunizations, background checks), your pay, and your banking information. You will log in to review what is on file, upload new documents, and update banking and direct deposit.

You are responsible for keeping your information current, including:

- Contact information (address, phone, email).
- Banking information for payment.

- Required documentation needed to be eligible for providing services (certifications, immunizations, background checks)

Note: Outdated profile information may result in missed job opportunities. Update profile information whenever your contact information, or qualifications change. You will receive automated reminders to submit updated documents as expiration dates approach.

Uploading Documents in Paycor

To upload a document in Paycor:

- Login at <https://hcm.paycor.com/portal/#/>
- Click on your profile Summary
- Under the Personal tab, select Certifications
- Locate the document to renew and click Attach File
- Select the file you would like to upload (from files saved on your computer) and click Open

Please direct any questions regarding Paycor/document management to Interpreter Accounts at interpreter@ulsonline.net or 425-450-7022.

Where to Learn More:

Step-by-step instructions for uploading documents in Paycor, including screenshots to guide you, are in the Interpreter Portal User Guide: <https://hcauniversal.com/wp-content/uploads/2026/06/HCA-K8552-Interpreter-Portal-User-Guide-REV-6.26.26.pdf>

Expiring Documents and Access Restrictions

Several documents that are required to provide services under the HCA ISP contract have expiration dates, and you must keep them current to remain eligible for work under the HCA ISP contract. These include your annual attestation, your annual background check, your DSHS LTC certification, your immunization records (which expire on different schedules depending on the type), and any other items listed in your Paycor profile with an Expiration Date. You can review which documents are currently on file, their expiration dates, and the dates of any notifications previously sent to you at any time in your Paycor profile.

Notification Schedule

Universal Language Service will send email notifications prior to the expiration of each required document on the following schedule:

- 30 calendar days before expiration.
- 15 calendar days before expiration.
- 7 calendar days before expiration.

How to Submit a Required Document

- For documents requiring a signature: complete the e-signature form via the hyperlink provided in applicable reminder emails, OR download the PDF version, sign it, and upload via Paycor, or email it back to interpreter@ulsonline.net.
- Current copies of documents that need to replace documents about to expire: upload via Paycor, or email it back to interpreter@ulsonline.net.

All documents received must undergo an approval process prior to being accepted and will typically be processed within 2-3 business days of receipt. Expired documents will change your ability to accept work, do not wait until the last moment to submit expiring documents.

NOTE: Interpreters are encouraged to review and update credentials and documentation promptly to avoid loss of work opportunities.

Access Restrictions

If a required document is not received and processed by its Expiration Date as listed in your Paycor profile, your portal access will be restricted. Restriction means you will not see or be able to accept new HCA jobs until your documents are current and future HCA jobs on your schedule will be removed. Access is not restored until all required documents have been received, reviewed and processed by Universal Language Service, which takes 2 to 3 business days from the date of submission. There is no grace period after the Expiration Date.

The most reliable way to avoid an access restriction is to respond promptly to the 30-day notification rather than waiting for the 15- or 7-day warnings. Processing time alone can push a last-minute submission past the deadline.

NOTE: Interpreters are encouraged to review and update credentials and documentation promptly to avoid loss of work opportunities.

Background Check Requirements

Per Article 5.9 of the CBA, all Interpreters performing services under the HCA ISP Contract must pass a criminal history background check prior to providing services and annually thereafter.

How the Background Check Is Conducted

CBA Article 5.9 provides two paths to satisfy the background check requirement:

- Universal Language Service conducts a criminal history background check on your behalf, or
- You provide Universal Language Service with a copy of a recent background check obtained per WAC 388-03-162. This is the same background check you complete as part of maintaining your DSHS LTC certification or authorization, so if you are renewing your DSHS LTC credential you can submit a copy of that check to Universal rather than going through a separate Universal-conducted check.

You must complete a background check before performing any services under the HCA ISP Contract; Universal Language Service is prohibited from allowing you to provide services if you have not passed a current background check. Choose either of the two paths described above and provide truthful and complete information in your submission.

If Universal Language Service runs a background check for you, it will be uploaded to your Paycor account for your records.

Note: There is a cost associated with having Universal Language Service run your background check. You will not be charged more than the actual cost of running your background check and you will be provided with the cost prior to it being ran.

Submitting a Background Check

Background checks (less than one year old) obtained per WAC 388-03-162 may be submitted via Paycor (see Online Document Management in Paycor Section for instructions). You may also email a copy of your background check to our Interpreter Accounts team at interpreter@ulsonline.net and they will upload it to Paycor on your behalf.

Disqualifying Conditions

Background check results that include any item on the DSHS Secretary's list of Disqualifying Crimes and Negative Actions will result in immediate disqualification. The current list is published at: <https://www.dshs.wa.gov/ffa/disqualifying-list-crimes-and-negative-actions>.

Annual Renewal

Background checks must be renewed annually. Universal Language Service send you electronic notifications before your current background check expires. Failure to complete the annual background check by the required date will result in restriction of portal access until the renewed background check is on file and processed.

Reporting Changes

Interpreters are required to report any new criminal charges, convictions, or negative actions to Universal Language Service immediately.

Note: Failure to report a disqualifying event or falsifying information may result in immediate termination of the relationship with the interpreter.

Interpreter Credentialing Requirements

Interpreters providing services under the HCA ISP Contract must meet the minimum credentialing qualifications outlined in the contract and be proficient in the languages they interpret. Interpreters

must be qualified in medical interpretation and demonstrate knowledge of current industry standards, expectations and trends.

Interpreters providing services must be:

- Qualified Interpreters (meet the minimum requirements to subcontract under the contract and provide interpretation services to Medicaid enrollees).
- Certified, authorized, or recognized by the WA State DSHS LTC

Copies of your credentials may be submitted via Paycor (see Online Document Management in Paycor Section for instructions). You may also email copies to our Interpreter Accounts team at interpreter@ulsonline.net and they will upload them to Paycor on your behalf.

Immunization Requirements

As per the expectations outlined in the HCA ISP Contract, Interpreters will be required to submit the following immunization records prior to accepting any In-Person Medical jobs.

Copies of your immunization records may be submitted via Paycor (see Online Document Management in Paycor Section for instructions). You may also email copies to our Interpreter Accounts team at interpreter@ulsonline.net and they will upload them to Paycor on your behalf.

No personal exemptions will be accepted by HCA.

Interpreters will be responsible for providing original immunization records, or copies of original immunization records, to Universal Language Service.

Note: Falsifying information may result in immediate termination of the relationship with the interpreter.

Annual Flu Shot

The flu shot will be required annually no later than October 31 of each year, or as otherwise stated by the Washington State Department of Health, and will be accepted throughout the remainder of the flu season. The Flu Shot will not be required outside of flu season. Interpreters are free to decline the Flu Shot but will not be eligible to accept In-Person Medical jobs during Flu Season.

Measles, Mumps, and Rubella (MMR)

Vaccinations for Measles, Mumps, and Rubella (MMR) can be submitted together or separately. Some Interpreters may have access to original vaccination records with dates, while others may have to rely on laboratory testing to prove immunity to these diseases. The following guidelines should help Interpreters decide which option is most appropriate for their specific case:

By Vaccination

Interpreters must submit:

- Documentation of having received two (2) doses of the MMR vaccine, each at least one (1) month apart after the medical Interpreter's first (1st) birthday, **or**
- Documentation of having received one (1) dose of Rubella on or after the Interpreter's first (1st) birthday, **and**
- Documentation of having received two (2) doses of Measles (Rubeola) at least one (1) month apart after 1968, **and**
- Documentation of having received two (2) doses of Mumps at least one (1) month apart on or after the medical Interpreter's first (1st) birthday.

By Blood Test

Interpreters who do not have access to their original vaccination records can prove immunity to certain diseases by obtaining a blood test, also known as a blood titer. Positive blood titers are needed for each of Measles, Mumps, and Rubella in order to prove immunity.

In some cases, the blood test, or titer, may indicate that the Interpreter is not immune to one or all of Measles, Mumps, and Rubella. In these cases, the HCA ISP Contract requires Interpreters to provide proof by vaccination, according to the guidelines above.

Varicella

Varicella is also known as Chickenpox or Shingles. Interpreters can prove immunity to these diseases by vaccination or by blood test. The following guidelines should help Interpreters decide which option is most appropriate for their specific case:

By Vaccination

Documentation of having received two (2) doses four (4) to eight (8) weeks apart.

By Blood Test

Interpreters who do not have access to their original vaccination records can prove immunity to certain diseases by obtaining a blood test, or a titer. Positive blood titers are needed for Varicella in order to prove immunity.

In some cases, the blood test, or titer, may indicate that the Interpreter is not immune to Varicella. In these cases, the HCA ISP Contract requires Interpreters to provide proof by vaccination, according to the guidelines above.

Tdap

Tetanus, Diphtheria, and Pertussis are vaccinations that are often administered together through the Tdap, but proof of immunity to these three diseases can also be submitted separately. The following guidelines should help Interpreters decide which option is most appropriate for their specific case:

- One (1) dose of the Tdap vaccine (Tetanus, Diphtheria, and Pertussis) on or after the Interpreter's eleventh (11th) birthday, **and**
- One (1) dose of Td every 10 years, **or**

- One (1) dose of Td every 10 years, **and**
- Documentation of having received the Pertussis vaccination, **and**
- Documentation of having received the Diphtheria vaccination.

TB Screening

Navigating the requirements for Tuberculosis (TB) can be confusing for many Interpreters. If the Interpreter immigrated to the United States from a country that administers the bacille Calmette–Guérin vaccine (BCG), they are generally not advised to perform the standard TB Skin Test (TST) offered here in the United States. Nevertheless, no Interpreter providing interpretation services in a medical setting is exempt from an annual screening.

There are several options for testing explained below:

Skin Test

Interpreters with no history of having received the BCG vaccination, and no history of exposure to the TB bacteria, can prove they are not infected by obtaining a two-part skin test from a medical practitioner, also known as the Mantoux tuberculin skin test (TST).

In this test, a medical practitioner injects a small amount of fluid into the skin on the lower part of the arm. The person receiving the injection must return to the same location within 48-72 hours so that a trained healthcare practitioner can read the reaction. The result depends on the size of the swelling at the injection site.

If the test results are Negative, the person's body did not react to the test, which means TB disease or a latent infection is not likely. According to the HCA ISP Contract, this test must be repeated annually and submitted to the contracted agency to keep on file.

If the test results are Positive, the person's body may have been infected with the TB bacteria, and additional tests are needed to determine whether the cause is a latent TB infection or the TB disease. Additional tests may consist of a blood test or a chest x-ray.

Blood Test

Blood tests for Tuberculosis can be performed in a single visit by a medical practitioner and are preferred for Interpreters who may have received the BCG vaccine in the past, or for those who may have difficulty returning for a second appointment to read the reaction of the TST. There are two blood tests currently available that will satisfy the requirements for TB under this method:

- T-Spot TB Lab Test.
- QuantiFERON Gold Blood Test.

If the results of either test are **Negative**, the HCA ISP Contract requires that this test is repeated annually and submitted to the contracted agency to keep on file.

If the test results are **Positive**, the person's body may have been infected with the TB bacteria, and additional tests are needed to determine whether the cause is a latent TB infection or the TB disease. A chest x-ray is an acceptable method of additional testing.

Chest X-ray

If the results of a skin test or a blood test are positive, a medical practitioner can order a chest x-ray to rule out the TB disease and clear an Interpreter for work in a medical setting. **A clear chest x-ray is only acceptable when it is submitted in addition to a positive skin or blood test result**, in order to rule out an active TB infection.

If an Interpreter submits proof of the positive skin or blood test along with the results from a clear chest x-ray, no further testing is necessary according to the HCA ISP Contract. In this case, the Interpreter must submit an annual symptoms review checklist. **This document must be signed by a medical practitioner who has verified that the Interpreter is not experiencing symptoms of active Tuberculosis.**

Facility Specific Requirements

Authorized requesters may implement additional qualification requirements before an interpreter is eligible to provide services within their facilities. These additional requirements are established by the authorized requester, at their own discretion. These additional requirements are specific to appointments with the authorized requester and are in addition to the HCA ISP contract requirements.

Examples of additional requirements may include:

- Handwashing training
- COVID-19 Vaccination*
- Masking

*Interpreters must upload proof of COVID-19 vaccination to Paycor in order to meet the qualification requirements for appointments at specific facilities.

Facility-specific requirements may change over time. Universal Language Service will notify you when a facility's requirement affects jobs you are eligible to accept. For questions about a specific facility's requirements, or to confirm what is needed to accept work at a particular site, contact Interpreter Accounts at interpreter@ulsonline.net or (425) 450-7022.

NOTE: interpreters who refuse to comply with a facility specific requirement may be disallowed from providing services at that facility and will be ineligible for compensation.

Renewal of Credentials and Required Documentation

Interpreters are responsible for keeping all credentials and required documentation current and on file with Universal Language Service. Some documents only need to be signed one time, while others such as certifications, immunizations and background checks expire. The HCA ISP Contract requires:

- DSHS LTC re-certification per the renewal cycle defined by DSHS.
- Immunization renewal per the Immunization Requirements section of this orientation.
- Annual background check.
- Annual HCA Interpreter Orientation Attestation covering all material in this orientation, including HIPAA, IRP, and DSHS Code of Professional Conduct per the Attestation section of this orientation.

Failure to keep credentials current may result in restriction of portal access until renewed documentation is on file and processed.

NOTE: Interpreters are encouraged to review and update credentials and documentation promptly to avoid loss of work opportunities.

HCA Interpreter Orientation Attestation

The HCA Interpreter Orientation Attestation is the signed form documenting that you have received, reviewed, and understood this orientation and the policies and requirements applicable to services performed under the HCA ISP contract. This includes the HIPAA Requirements, DSHS Interpreter Code of Professional Conduct, Feedback and Corrective Action (IRP), renewal, and documentation sections of this orientation.

You are required to submit a signed HCA Interpreter Orientation Attestation:

- Prior to performing any services, as part of your initial onboarding paperwork. Initial onboarding also includes signing your Interpreter Services Agreement (ISA) and Business Associate Agreement (BAA), which are stand-alone documents that govern the legal terms of your relationship with Universal Language Service and are not reproduced in this orientation.
- Annually thereafter, on a one-year cycle from the date you sign your most recent attestation.

For submission methods, processing times, notification schedule, and the access restriction consequence if your annual attestation lapses, see the Expiring Documents and Access Restrictions Section.

Annual Refresher Training

Per the HCA ISP Contract, all Interpreters are required to complete annual refresher training as a condition of continued participation in HCA-covered services. The annual refresher will include, at minimum:

- Review of the subcontract and all terms and conditions.
- Review of any policy, process, or standard operating procedure updates since the last attestation.
- Review of any web-based application or third-party system changes since the last attestation.

- Onboarding overview that includes any updates.
- Review of HIPAA requirements and incident reporting.
- Review of feedback process and the IRP and termination procedure.
- Review of the DSHS Code of Professional Conduct.
- Review of performance expectations.

Annual refresher training will be communicated to Interpreters via email notifications. Completion of the annual refresher is verified through the signing the HCA Interpreter Orientation Attestation described above.

Additional Training Materials, Policies, and Resources

Universal Language Service maintains additional training materials, reference guides, policy documents, workflow instructions, and program-specific resources online for Interpreters. These materials are intended to support Interpreters in understanding current requirements, expectations, procedures, and platform functionality.

Interpreters are responsible for reviewing these materials and staying informed of updates, revisions, and newly published resources. Materials may be added, updated, or revised periodically as contracts, policies, technology, processes, or operational requirements change.

Resources may include, but are not limited to:

- HCA and Universal Language Service policies and procedures.
- Program or contract-specific guidance.
- Portal user guides.
- Training presentations and videos.
- Compliance and documentation requirements.
- Technical requirements for OPI, VRI, and services.

Current materials and resources can be accessed at: <https://hcauniversal.com/interpreter-instructional-material/>