

# RECOMMENDED PROCEDURES

## INTRODUCTION

Objective, skilled, and qualified linguists are needed to obtain accurate information from meetings, interviews, medical examinations, etc. with our clients. Linguists are relied on to overcome language and cultural barriers, allowing our clients to obtain needed facts to make fair and informed decisions.

Linguists have control of and discretion for the way services are performed, so long as the service is complete, accurate and confidential.

## QUALIFIED LINGUISTS

Hanna only contracts with qualified linguists that, at minimum, meet the following criteria:

- Has completed Hanna's Language Assessment Program.
- Has 3 years of relevant experience.
- Has native-like proficiency in all working languages.
- Follows the California Healthcare Interpreters Association (CHIA) and National Council on Interpreting in Health (NCIHC) standards and ethical code of conduct.
- Agrees to comply with Federal disclosure/confidentiality requirements.
- Completes all Centers for Medicare & Medicaid Services requirements annually.

## RECOMMENDED PROCEDURES **BEFORE** JOB ASSIGNMENTS

**REMINDER: If you accept an assignment and later feel that you will not be able to attend or service the job on time, PLEASE CALL OUR OFFICE IMMEDIATELY.**

- **Accepting an assignment request:**

- You will be notified of a job offer via email.
- Accept or decline the request by clicking the green “Accept” button in the email. If you are not available, simply press the blue “Decline” button to notify our team.



- **24-Hour Text Reminder and Confirmation**

- You will receive a text reminder the day prior to you interpreting job(s). You will be asked to reply “Yes” to confirm that you will still be attending your job(s) as scheduled.
- Failure to reply and confirm by text may result in a loss of the job(s) as this second registration serves as the final confirmation of your attendance.

- **Attending a Confirmed Assignment**

- After confirming an assignment, the client will receive your name as the expected linguist and they will verify your identity upon check-in. If you are unable to personally attend, please notify us so that we may inform the client. Failure to notify may be considered a breach of HIPAA regulations.

- **Video-Remote Interpretation (VRI) and Over-the-Phone Interpretation (OPI) Assignments**

- If your assignment will take place by video or telephone, you will receive a video link or phone number prior to the assignment start time. If you do not receive such information 24 hours prior to the assignment, please contact our office.

## RECOMMENDED PROCEDURES **DURING** JOB ASSIGNMENTS

- **Professionalism**

- Clients expect linguists to dress professionally for all assignments.
- Clients expect linguists to be polite, calm, and professional at all times.
- Refer to the California Healthcare Interpreters Association (CHIA) and National Council on Interpreting in Health (NCIHC) for interpreter standards and ethical code of conduct.

- **Timeliness**

- Clients expect linguists to arrive **at least** 15 minutes early to ensure timeliness.
- Clients may **deny** the services of a linguist who does not arrive on time.
- Hanna confirms all sign-in and sign-out times with clients and facilities.
- Please contact our office **immediately** if you are lost or running late.

- **Checking-In**

- Upon arrival at an on-site job, Clients expect linguists to sign in with the front desk with a picture ID, identifying yourself as the interpreter.
  - Please note, our clients will request the consumer's name or case number. Clients do not use or reference Hanna's internal job ID numbers.
- For jobs located at a consumer's residence, meet the client/on-site contact person outside of the residence. Clients do **not** want linguists to enter the residence alone for liability/safety reasons.

- **Problem Solving:**

- Clients expect linguists to **not** engage in side discussions or conversations with the consumer.
- Clients expect linguists to **not** give personal phone numbers to consumers or interact with the consumers outside the presence of the client to avoid potential conflicts of interest and/or HIPAA violations.
- Clients expect linguists to **not** participate as an authorized linguist for any consumer whom you know or for any consumer for whom you are an advocate/representative.
- **Unauthorized interpreters:** Family members, friends, case managers or social workers are not authorized to participate as an interpreter during an assignment, including history taking and form completion.
- Please contact our office if there are any problems with an assignment or project, including if you are running late and will not be able to make it at the scheduled time.
- Refer all parties to contact our office for any questions, concerns or requests for future jobs.

- **Other**

- Clients expect that you will **not** bring anyone else to the assignment due to confidentiality laws.
- Due to safety and liability concerns, clients expect linguists to **never** provide transportation to the non-English speaker or their family members under any circumstance.

## RECOMMENDED PROCEDURES **AFTER** JOB ASSIGNMENTS

- **Departure**
  - Clients expect linguists to sign out with the facility staff prior to leaving the job site. Leaving without being released or informing the client may result in a client's denial of payment for services.
  - If the facility has a Sign-Out Sheet, remember to sign it before leaving as proof you attended.
- **Close Out/Invoicing**
  - After an interpreting assignment, close out the job using Interpreter Intelligence's 'Job Close' feature to ensure quick payment.
  - To close a job in Interpreter Intelligence, use your smartphone or computer by clicking the link in the interpreting request e-mailed to you.
    - **NOTE:** We prefer that job closing be done online, not by phone calls.
    - Please close out the job timely. Failure to do so may result in a delay of payment.
  - Please do **not** provide us with false information. All reports will be verified.
- **Advise Hanna of any concerns, for example:**
  - Were you able to interpret effectively?
  - Were there cultural concerns that would change the meaning of the interpretation?
  - Any other concerns.
- **Invoicing and billing**
  - **Some clients request that interpreters complete a specific invoice or billing form.** If you are servicing such a request, the instructions will be included in the job email. Follow the instructions carefully in order to ensure timely payment.
  - All rates and reimbursement requests for expenses such as tolls, parking, mileage or taxi must be pre-approved. Except as expressly stated, no expenses shall be reimbursed without prior written approval by Hanna.
    - Bridge tolls and parking fees will be reimbursed only if an original receipt is mailed to our office within 7 days of the assignment.
  - **All original invoices, billing forms and receipts should be mailed to Hanna.**

## PAYMENT PROCEDURES

- **Independent Contractor**
  - As an independent contractor, you will be acting as a self-employed person. Independent contractors are not protected by worker's compensation or most labor laws and thereby indemnify Hanna for any and all issues arising during the scope of your duties.
  
- **W-9 Form**
  - We must have a completed W-9 Form on file to process payment. Please include the form within your application to ensure timely payment.
  
- **1099 Form**
  - You are responsible for tracking and reporting your wages to the IRS at the end of the tax year. Interpreters who earn \$600 or more during a calendar year will receive a 1099 Form from our agency in January of the following year. Interpreters who do not earn \$600 can receive a total of their earnings by request.
  
- **Payment disbursement**
  - Payroll checks are processed bi-weekly and delivered via U.S. Postal Service on the 1st and 15th day of each month. Payment schedule is completed as follows:
    - Appointments completed during the first two weeks of a month (1st - 14th), will be paid on the 1st day of the following month.
    - Appointments completed during the last two weeks of a month (15th – 31st) will be paid on the 15th day of the following month.
  
- **Cancelling a check**
  - Our financial institution charges us a \$35.00 fee to put a stop payment on a check. If you need a stop payment placed, we must pass this cost on to you, the contractor.