

Extract from

Contract Between Hopelink And Foreign Language Specialists, Inc. For Interpreter Services

THIS CONTRACT is entered into by and between HOPELINK, a Washington State nonprofit corporation (“HOPELINK”) and Foreign Language Specialists, Inc. (“Contractor”). Duration of this Contract: from March 1st 2005 until June 30th 2007.

The Contractor shall bill HOPELINK for interpreter services:

- a. Beginning from the time scheduled by the requestor for the interpreter to arrive, through the time of service completion, excluding early arrival or travel time. If the interpreter arrives late, the billed time begins when the interpreter arrives.
- b. In fifteen (15) minute increments (rounding up), with a one (1) hour minimum; except for consecutive appointments, as clarified below in item 6. Each 15 minute increment equals one (1) unit; and is one-fourth of the hourly rate

The Contractor shall bill HOPELINK for mileage:

- a. If outside a fifteen (15) mile radius beyond the interpreter’s place of business, home or last appointment, whichever is the actual departure point to an interpreter service appointment Provided the last appointment was within King County.
- b. When the Requestor or the client no shows if outside a fifteen (15) mile radius and there is a signed encounter form.
- c. For which the street addresses for origin and destination are established, and listed on the Hopelink Encounter Form.
- b. When the point-to-point most direct route has been taken.
- c. When the accuracy of the mileage claimed has been verified and documented using a reputable method.
- d. When the same mileage is not being invoiced to another agency.
- e. When the interpreter billing for mileage meets the requirements for operation of a motor vehicle under the laws of the state of Washington, i.e., the interpreter has:
 1. A valid drivers License or permit; and
 2. A valid, current registration for the vehicle they are driving; and
 3. Minimum mandatory insurance as indicated on the Washington State Department of Licensing home page, under Drives, under Mandatory Insurance.

The following conditions apply when the Contractor bills HOPELINK for interpreter services:

- a. Bill actual time providing interpreter services (not the one hour minimum) when the appointments are consecutive (beginning, or scheduled to begin, within fifteen minutes of the last completed appointment) and:
 - 1) The interpreter interprets for more than one client (e.g. a family), in the same medical provider’s office, on the same day; or
 - 2) The interpreter interprets for one or more clients, for multiple medical providers, in the same medical facility (same building or group of buildings on the same campus), on the same day; or

- 3) The same interpreter is accompanying, or following in his or her own vehicle, a service provider to a series of hope visits.

See the examples listed in c. below.

- b. Maintain backup documentation for any claim of 2 hours (8 units) or more; attached to the Hopelink Encounter Form. The backup documentation must include a breakdown of how the interpreter's time was spent during the encounter. See the examples in c. below.
- c. Billing Examples
 - 1) Appointments in same medical provider's office, with first scheduled from 9:00-9:45, but appointment ends at 9:50 (round up to 4 units). Next appointment scheduled to start at 10:30, but starts instead at 10:35; and is completed at 11:15 (3 units). These are consecutive appointments, since there is less than 45 minutes from the completion of the first to the scheduled start of the second. Total pay of 7 units.
 - 2) Three appointments, with first scheduled from 9:30-10:00 (ran until 9:51); second scheduled from 10:30-11:00 (ran until 10:37); third scheduled from 11:15-11:45 (ran until 11:33). All 3 are consecutive appointments, since there was no more than 45 minutes between completion of one appointment and scheduled start time of the next. Rounding up to nearest full unit would pay 2 units for first appointment; 1 unit for the second appointment; and 2 units for the third appointment, for a total payment of 5 units.
 - 3) Three appointments, with first scheduled from 10:00-10:15, second scheduled for 10:30-10:45, and third scheduled for 11:15-11:30. The first and third appointments each last 15 minutes; but the second appointment is a client no show. The first and third appointments are paid one unit each. Since the second appointment is a client no show, and the appointment was scheduled for one unit, the second appointment is paid 1 unit. However, since the total service time for these 3 consecutive appointments is 3 units, the one-hour minimum applies. These 4 units total are paid for the three appointments.
 - 4) Three appointments, with the first scheduled from 2:30-3:45, the second from 4:00-4:45, and the third from 5:15-6:00. The first appointment is completed, and the second and third are client no shows. The first appointment is paid 5 units. Since 2 units or more are scheduled for both the second and third appointments, each appointment is paid 2 units for the no shows. Thus the total paid is 9 units.
 - 5) Two appointments, with first scheduled from 9:00-9:15 and the second scheduled from 9:15-10:45. The first appointment was a client no show; the second was completed. The first appointment is paid one unit, since one unit of time was scheduled for the no show. The second appointment is reimbursed for 6 units. Thus the total paid is 7 units.
 - 6) Two appointments, with the first scheduled from 2:30-3:00, and the second scheduled from 3:00-3:30. The first appointment is completed; but the second is a client no show. The first appointment is paid 2 units. The second appointment is paid 2 units, since the second appointment was scheduled for 2 units. Thus the total paid is 4 units.
 - 7) Four appointments, with the first scheduled from 9:00-9:45, the second from 10:15-10:45, the third from 11:00-11:45, and the fourth from 12:00-12:30. The first, second and fourth appointments are completed as scheduled. The third appointment is a client no show. The first two appointments are paid three units and two units, respectively. Since the third appointment is scheduled for 2 units or more, the third appointment is paid two units. The fourth appointment is paid 2 units. Thus the total amount paid for these four appointments is 9 units.

8) Four appointments, with the first scheduled from 9:30-10:00, the second from 10:00-10:30, the third from 10:30-11:00, and the fourth from 11:00-11:30. The first appointment runs a little late, from 9:30-10:05; with the second and third appointments both starting and finishing a little late, i.e. 10:05-10:33 and 10:33-11:02. The fourth appointment starts late, but finishes on time, i.e. 11:02-11:30. The first appointment is paid 3 units; the second and third 2 units each; and the last appointment one unit. The total paid is 8 units, since the amount paid may not exceed the actual time spent during consecutive appointments, with the exception of the one-hour minimum.

9) Services for more than one client, for more than one hour, in the same provider's office
a. Mary Jones, interpreter, provides services for Joe, Maria, Harold and Inez, whose appointments are consecutive at Dr. Smith's office. Billing time is as follows:
b. For Joe (30 minutes) bill 2 units.
c. For Maria (45 minutes) bill 3 units.
d. For Harold (1 hour) bill 4 units.
e. For Inez (30 minutes) bill 2 units.
f. Total = 11 units

10) Backup Documentation

a. 4:30-4:45 Waiting Room (Appointment scheduled for 4:30)
b. 4:45-6:00 Exam by Tech, Resident (Wright), and Attending (Larsen)
c. 6:00-6:30 Dilation
d. 6:30-6:50 Exam by Resident
e. 6:50-7:15 Exam and consult by Attending
f. Total = 11 units

11) Backup Documentation, Including Wait Time Requested by Provider

a. 8:30-9:20 Check in and admit
b. 9:20-9:50 Pre-op instructions
c. 9:50-10:10 Anesthetic instructions
d. 10:10-11:30 Foot surgery (requested to wait by Dr. Gantz)
e. 11:30-1:00 Recovery, post-surgery instructions, discharge
f. Total = 18 units

12) Two appointments same day, same client, different facility

a. 8:00-8:45 Dr. Jones, medical procedure (4 unit minimum)
b. 9:30-10:45 Dr. Smith, lab work (5 units)

HOPELINK will not compensate the Contractor for:

- a. Time as estimated on the download. The Contractor shall be paid based on time as calculated by the methods described above.
- b. Interpreter travel time.
- c. Interpreter early arrivals.
- d. Interpreter late arrivals.