

Hopelink Definition of a Provider No Show / Client No Show Versus a Late Cancellation:

1. **Client No Shows** are documented when an interpreter arrives at an appointment on time to a confirmed appointment and no client show up. This must be reported daily on the interpreting agency No Show report.
2. **Provider No Shows** are documented when an interpreter arrives to an assignment on time and the requesting entity (clinic, CSO etc.) has not reported to Hopelink a change to the appointment they requested such as a cancellation or a rescheduled appointment. This also applies when the requestor said they did not schedule an appointment, but Hopelink has record they did. These are recorded daily on the interpreting agency No Show report.
3. **Provider Late Cancellations** are those appointments that have been reported to Hopelink by the requesting entity before the interpreter arrives but **are less than 4 hours** from the scheduled time. These are not reported as Provider No Shows on the interpreting agency no show report. Cancellations are reviewed by Hopelink's billing department each billing cycle. Any requests that fall within the Less than 4 Hours standard are compensated 2 units as late cancels.

Hopelink Appointments Early Start Rules

Interpreters should not arrive to the facility **earlier than 10 minutes**.

If the appointment starts **not greater than 10 minutes** prior to the scheduled time (in case the interpreter already was there), the payment for the interpreter services will be calculated from the actual start time.

If the appointment starts earlier than 10 minutes (in case the interpreter already was there), the payment for the interpreter services will be denied for the **“unauthorized time change”**.

Note from FLS Billing Department

Unless you were late, always claim the **“requested arrival time for interpreter”** as the “service start time” and **not** the actual appointment' start time. We are billing for the interpreting service and time, and not for the requester/provider's services.