

Hopelink Interpreter Encounter Form / Voucher Regulations

Hopelink reserves the right to **not** accept interpreter's encounters / vouchers with the following:

- Section 21 – 31 filled out by interpreters (note Encounter Record Spoken Language Interpreter Services form: “The section below to be completed by the requestor – DSHS or Medical Provider” section 21 – 31).
- Interpreter's arrival time, start time and completion time does not correspond with appointment requested time frames without accompanying explanations.
- Documented late arrival complaints where submitted interpreter's voucher reflects that interpreters were on time.
- Interpreter's voucher with white out (please note if correction is needed, draw a line through what is to be corrected and initial correction).
- Interpreters are overbooked (cannot be at two places at the same time).
- Incomplete encounter / voucher forms (i.e. missing information, illegible, incorrectly filled out etc.)

Notes 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's start time. We are billing for the interpreting service and time, and not for the requester/provider's services.

Hopelink control number needs to be written **legibly in a 6 digit format** with no spaces, letters or dashes. If you are not sure of the control number confirm it with your records or FLS staff. Your name must be printed **clearly and legibly** on the voucher. Send your vouchers to the FLS office within 7 days of the assignment date in order to be paid by the requester. With the exception of Hopelink vouchers for the end of month jobs must be returned by the **2nd business day of the following month**. Since we must copy/scan your paperwork vouchers, please **send the vouchers unfolded in a letter size envelope** (preferably) or at least a standard SIZE 10 envelope folded no more than 3 times.

NEVER staple your vouchers with your backup documentation (use the paper clips or easy removable “post-it”/adhesive notes/”stickies” for a small parking receipt). We have to scan every single voucher and piece of backup documentation into our computer; and taking out staples is a tedious time consuming process. Simply **write down on a right upper corner of the backup documentation, parking receipt or mileage proof print-out the control number of the job it is associated with** and place it in the envelope along with your voucher.