

Hopelink Updated Payments Regulations:

NO SHOW REIMBURSEMENT CHANGE

Effective 11/16/09 Patient / Provider No Shows will be reimbursed to interpreter **ONLY** if interpreter **CHECKS IN BEFORE** or **EXACTLY AT SCHEDULED START TIME!!!** Per Hopelink request: if interpreter is running late to any Hopelink appointment, interpreter **MUST** call FLS **BEFORE SCHEDULED START TIME** to let the agency know the reason interpreter will not be able to check in on time. FLS will report reason for late check-in to Hopelink **BEFORE** appointment start time. It is very important that interpreters contact FLS prior to the appointment start time (or as close to the start time as possible).

*Possible reasons for late check in: waiting in line to check in; car accident en route to appointment; parking difficulties.

Hopelink staff will determine if reason for late check in is valid, and if payment for Patient / Provider No Show will be issued.

Beginning January 1, 2006 a **Consecutive Appointment** is consider to be an appointment that begins **within 30 minutes** of the end of the previous appointment (at the same facility/address).

Appointments with 31 or more minutes in between are not considered consecutive.

The Broker is required to identify consecutive appointments performed by an interpreter even if the interpreter is employed/subcontracted by and performing services for another agency.

Hopelink Reimbursement for Client or Requestor No Show and Late Cancellation

Per DSHS as of May 1 2007, Belltown CSO will pay 1 hour (4 units) for client N/S (no-show).

- **If Hopelink notifies FLS of an appointment cancellation less than four (4) working hours (Monday-Friday 8 AM – 5 PM) prior to the appointment time.**

Interpreter must include all of the normally required information with the FLS weekly invoice, but will not need to furnish a signed encounter form (voucher). Please note this is the only circumstance under which Hopelink will consider paying for a cancellation, or under which Hopelink will not require a signed encounter form for payment.

- **If the Interpreter arrived for the appointment on the scheduled date and at the correct time, but the Requestor or Client no showed the appointment.**

Interpreter must include a signed Hopelink Voucher. In order to be considered for payment the Requestor must have filled in the arrival time, and stated in the comment section who was responsible for the no show – the Client or the Requestor, and signed the document. If this info is not completed or filled out by anyone other than the Requestor, Hopelink will automatically deny the request for payment.

Mileage in excess of 10 miles for one way will be reimbursed for the Client or the Requestor no show appointments. Interpreter must fill in the street addresses for origin, destination and Final Destination Address (If Applicable) in the Interpreter Voucher and submit **PROOF OF YOUR MILEAGE** (printouts from www.mapquest.com, www.yahoo.com, or www.mapsonus.com proving that Mileage to Appointment and/or Mileage From Appointment was **10.1 miles** or more each way.

- **Under either condition, sited above, the Interpreter assigned to the appointment must receive the equivalent of 30 minutes of his/her contracted rate.**

In order to be paid you must inform FLS staff about each no-show or late cancellations as soon as it happens. Cancellations from the clients for any reasons will not be accepted or paid without authorization by Hopelink and passed to you by FLS staff.

Unauthorized cancellations will be fined as your no-shows.

Mileage Reimbursements

Mileage will be paid for encounters when the miles between the start point and end point of an encounter is more than **10 miles**. Parking and ferry fare will also be paid if it is included with a mileage claim. If parking and/or ferry fare is being claimed separately, the total claim must meet or exceed the minimum requirement for reimbursement.

Pre-authorization of mileage is no longer required; however, the closest interpreter available must always be assigned and will be monitored after the fact by the Broker.

If an interpreter is claiming mileage the language agency (FLS) must have on file at their place of business and have given a copy to Hopelink, of the interpreter's

- **Valid current Driver License**
- **Valid current Vehicle Insurance (Minimum Mandatory Insurance)**
- **Valid current Vehicle Registration for the vehicle they are driving**

Minimum mandatory insurance as described on the "Washington State Department of Licensing home page", under Drivers, under Mandatory Insurance is as follows:

\$25,000 of bodily injury or death of one person in any accident
\$50,000 of bodily injury or death of any two persons in any one accident
\$10,000 of injury to or destruction of property of others in any one accident

Additionally, Hopelink will reimburse **Parking and Ferry Fees** under the following conditions: if the total of the components below exceeds **\$5.50**.

1. Mileage in excess of **10 miles** for one way, and
2. Ferry fares, and
3. Parking fees

It means if you claim just parking fees reimbursement (without mileage), the amount must be equal or more than **\$5.50**.

If you claim just ferry fares reimbursement (without mileage), the amount must be equal or more than **\$5.50**.

If you claim ferry fares and parking fees reimbursement for the same appointment (without mileage), the total amount must be equal or more than **\$5.50**.

If you claim parking fees or/and ferry fares along with mileage reimbursement (in excess of **10 miles** for one way) for the same appointment, any amount of parking fees or/and ferry fares will be paid.

Back-up documentation is required for each of these expenses.