



Online Portal User Guide

HCA Authorized Requesters

Pre-Scheduled In-Person Interpretation

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Introduction

This manual is designed to provide Authorized Requesters with clear, step-by-step guidance for using the UniversalLanguage online portal to request, manage, and maintain in-person interpreter services. It outlines the essential processes that allow Authorized Requesters to efficiently schedule interpreter requests, confirm job statuses and check Language Access Providers/LAPs (Interpreters) in and out for services.

UniversalLanguage Contact Information

Contact Center Operations (24/7/365)

Email: Scheduling@ULSonline.net

Phone: (425) 454-8074 / (888) 462-0500 option 1

Customer Accounts & Sales Department

Email: Accounts@ULSonline.net

Phone: (425) 450-7020 / (888) 462-0500 option 2

Billing Department

Email: Billing@ULSonline.net

Phone: (425) 450-7021 / (888) 462-0500 option 3

WeCare

Email: WeCare@ULSonline.net

Phone: (425) 691-5444 / (888) 462-0500 option 1

Portal Login

Security

Per HIPAA privacy laws and OCIO 141.10 Standards, UniversalLanguage has security protocols around user logins. Each Authorized Requester must have their own unique user ID and password. Authorized Requesters must not share their user ID or password. For security purposes, Authorized Requesters are required to change their password every 90 days.

Browser Requirements

We recommend using Google Chrome for best results.

- Enable JavaScript, cookies, and pop-ups for full functionality.
- For Mac OS users on Apple Safari or Chrome, make sure the system setting show scroll bars is set to always.

Logging In

1. Go to the [Portal login page](#).
2. Enter *Username* and *Password*.
 - Usernames will always be the email address provided to UniversalLanguage.
 - If logging in for the first time, customers will receive an email with a link to create a new password.
 - The password reset link may go directly into the Spam / Junk folder. To avoid this, mark Accounts@ULSonline.net as a safe sender to ensure all future emails regarding login information is received.
3. Click the *Log In* button.

Types of Access

There are different levels of access to the Portal. Based on the user's profile, they will have the following access based on type of access:

- **Single Standard access:** Provides the authorized requester the ability to request, edit, and cancel jobs as well as check-in/out LAP/Interpreters for appointments on a single account.
- **Hierarchy Standard access:** Provides the authorized requester the ability to request, edit and cancel jobs as well as check-in/out LAP/Interpreters for appointments on multiple accounts.
- **Single Limited access:** Limits the Portal user's ability to check-in/out LAP/Interpreters for appointments for jobs under a single account. They will not have the ability to submit, edit, or cancel requests on the online portal.
- **Hierarchy Limited access:** Limits the Portal user's ability to check-in/out LAP/Interpreters for appointments for jobs under multiple accounts. They will not have the ability to submit, edit, or cancel requests on the online portal.

Portal Overview

Tabs Overview

Jobs Tab

Start (Arrival) Time	Day	Durat...	Job N...	La...	Interpreter	Client...	Client F...	Customer	Type of J...	Cust...
10/2/2021 10:46 AM	Sat	1 hr 0 min	J-2239008	Spanish	Test Interpreter 6 (Spanish, Non-Cert)	Testing	Jessie	Demo Customer - Location 1	HCA Medical	Scheduled

The *Jobs*¹ tab allows users to view all appointment requests entered for all locations and/or departments. Information on any given column can be organized by clicking on the column headers, allowing users to display jobs in ascending/descending order.

- Five (5) views are available on the *Jobs* tab:
 - My Upcoming Jobs
 - My Upcoming Cancelled Jobs
 - My Past Jobs
 - My Disputed Jobs
 - My Linked Jobs

Accounts Tab

Customer Account	Phone	Job Street Address	Job Suite / Bldg	Job City	Job State	Job Zip Code
Demo Customer - Location 1	(206) 781-6040	5300 Tallman Ave	2nd Floor	Seattle	WA	98107

The *Accounts*² tab shows a list of all locations and/or departments that appointments may be requested for within the user's organization. Each account can be clicked on to view full account information including *Confirmation & Update Preferences* and default settings for the services applied to the account.

Contacts Tab

The screenshot shows the top navigation bar with 'CONTACTS' highlighted in red. Below it, the 'MY CONTACT INFO' section is visible, featuring a search bar and a table with columns for Name, Phone, and Email. The first row of the table contains the text 'New Customer Contact', '(206) 781-6040', and 'testtt@test.com'.

The *Contacts*³ tab contains a list of all users from an organization that are added to the account being accessed.

Note: Anytime there is a permanent change to the organization's location and/or address, suite number or other location instructions, contact Customer Accounts Support Department at Accounts@ULSonline.net.

Job Search Tab

The screenshot shows the 'Job Search Filters' section with a navigation bar where 'JOB SEARCH' is highlighted in red. The filter area contains several input fields and dropdown menus: 'From (Date)', 'Client First Name', 'Status', 'Language', 'Customer', 'Job Suite/Bldg', 'To (Date)', 'Client Last Name', 'Reason for Cancellation', 'Interpreter', 'Type of Job', and 'Job City'. There are 'Reset' and 'Search' buttons at the bottom right.

The *Job Search*⁴ tab gives users the ability to access requests based on multiple search criteria. Searched results can be exported into an Excel file by clicking the *Export Results* button.

Jobs Upload Tab

The screenshot shows the 'Jobs Upload' section with a navigation bar where 'JOBS UPLOAD' is highlighted in red. The 'Job CSV Upload' area contains two main sections: 'Step 1' and 'Step 2'. Step 1 includes a 'Download Excel Template' button and instructions on how to use the template. Step 2 includes an 'Upload Files' button and instructions on file format. To the right, 'Format Guidelines' are listed, including a table of required fields (A-Z) and a list of optional fields.

Required Field	Optional Field
A. Customer	F. Client Last Name
B. Language	N. Requester Name
C. Start (Arrival) Time	O. Requester Phone Number
D. Duration Hours	P. Confirmation Preference
E. Duration Minutes	Z. Type of Job
	AB. Pro Choice Job
	AC. Type of Industry
	AD. Mode of Communication
	AE. Interpretation Setting

The *Jobs Upload*⁵ tab gives Standard Access users the ability to enter multiple appointment requests via one CSV file. Please refer to this page for a current template and instructions on uploading jobs.

Requesting an LAP/Interpreter

Services not Covered

HCA does not pay for In-Person (Contract K2474) Services for the following facilities/situations:

- Inpatient hospital services (e.g., labor and delivery).
- Nursing facility services.
- Services provided by any other facility, agency, or Requester that is required by federal or state law, regulation, or rules to provide those services (e.g., public health agencies, public hospitals, and local health jurisdictions).
- Unauthorized Requesters that HCA cannot identify as an employee or participant in the program.
- Community mental health centers, mental health clinics or mental health institution services covered by a Behavioral Health Organization(s).
- Alcohol or other drug-related treatment centers/programs covered by a Behavioral Health Organization(s).

Entering a Job

Authorized Requesters should enter requests for appointments through the online Portal. Requests may be submitted outside the Portal (e.g., via email, telephone, or facsimile transmission) when the Authorized Requester is experiencing unexpected technical difficulties/internet outage and if an appointment date/time meets the urgent request definition as determined appropriate by the Contractor's policies (In-Person Contract Schedule A 2.e). UniversalLanguage defines urgent as a technology-based outage preventing an Authorized Requester from accessing their online portal to request, manage, and maintain jobs, or for same day last-minute emergency appointment changes and walk-ins.

Note: The Authorized Requester must verify client's Apple Health eligibility and benefit coverage prior to entering a request for LAP/Interpreter services. A separate request should be entered for every appointment, including clients with multiple appointments on the same day. Having a unique job number for every appointment is required for HCA billing purposes.

1. Log in to the Portal using your own, individual login to ensure adherence to data security and HIPAA requirements of the contract.
2. Click the *Accounts* tab.

3. Locate the correct *Customer Account*, then click on the link.

4. Click *Create New Job*⁶ button in the upper right-hand corner.



6.

5. Enter the *Type of Job* based on contract/agreement you are utilizing

- Select *HCA Medical* when requesting an LAP/Interpreter for an Apple Health client's health care appointment.

6. Select the *Type of Service* for the appointment. These options will be limited to the specific types of service you are eligible to use.

- In-Person
- **Note:** Pre-Scheduled Phone and Video interpretation is available for Apple Health clients under HCA Contract K4724. Please visit hcauniversal.com for more information.

7. Select appointment service type in *HCA Service Type* field.

8. Enter *Job Information*

- *Language:* Language being requested for the Limited English Proficient (LEP) individual (use drop down box)
- *Start (Arrival) Time:* Time the LAP/Interpreter will start providing services
- *Duration Hours:* Number of hours for request
- *Duration Minutes:* Number of minutes for request
- *Client Last Name:* Last name of the client
 - Client name must be entered **exactly as it appears on the client's ProviderOne card.**
- *Client First Name:* First name of the client
 - Client name must be entered **exactly as it appears on the client's ProviderOne card.**
- *Client ID:* Required for ALL HCA jobs.
 - Enter client's **ProviderOne** number **exactly as it appears on the client's ProviderOne** card; include all 9 numbers, capitalize WA, do not include any additional spaces, dashes, or characters.

9. Enter *Location Information*

- *Job Street Address*: Location where services are provided
- *Job City*: City where service is provided
- *Job State*: State where service is provided
- *Job Zip Code*: Zip code where service is provided
- *Customer*: Customer Account will auto-populate from step three (3).
- *Requester Name*: Name of person entering request
- *Requester Phone Number*: Phone number to be used in the event UniversalLanguage has questions/comments regarding the request.

10. Enter confirmation preferences in the *Confirmation* section.

- As per the HCA Contract, HCA jobs are to be confirmed online. Exceptions can be made for urgent requests when appropriate.
 - *Online* (Portal view): Authorized Requester reviews the status of jobs by logging in to the Portal; UniversalLanguage will not contact the Authorized Requester to confirm.
 - *Email*: HIPAA compliant email sent to the email address provided in the *Confirmation Email* field when an LAP/Interpreter accepts a job, gives back a job, or UniversalLanguage Service is unable to secure an LAP/Interpreter for the job.
 - *Fax*: Confirmation faxed to the fax number provided in the *Confirmation Fax* field; urgent requests when appropriate.
 - *Phone*: Confirmation call to the phone number provided in the *Confirmation Phone* field; urgent requests when appropriate.
- *Job Status Email Alerts*: Select *Yes* to receive automated alert emails (sent to the email address provided in the *Confirmation Email* field) when a job is pending (save Scheduling@ULSonline.net as a safe sender to prevent emails from going to the junk/spam folder):
 - 24 hours after job creation
 - 72 hours after job creation
 - 14 days before the job
 - 3 days before the job
 - 10 hours before the job

11. If a specific LAP/Interpreter is being requested, click the [Open Interpreter Selector](#) button at the bottom of the page. **Specific LAP/Interpreter requests must only be used per HCA's requirement of Medically Necessary.**

- Customers can search for a specific LAP/Interpreter using the LAP/Interpreter's name or browse through a list of qualified LAP/Interpreters for the language requested.
- Select [Special Request Reason](#) to indicate **why it is medically necessary** to have the requester LAP/Interpreter:
 - Continuing counseling sessions.
 - Applied Behavioral Analysis (ABA) therapy sessions.
 - Cancer treatments as requested by the provider.
 - Pediatric private duty nursing sessions in the home setting, in which the treatment plan requires frequent communication, such as when the child's care needs are changing, where a change in LAP/Interpreter will impact the health outcome or effectiveness of the interaction.
 - Effectiveness of treatment plan or any treatment or medical procedure where a change in LAP/Interpreter will impact the effectiveness and efficacy of the treatment or procedure.

12. Once all information has been entered, click [Save](#)

13. The job will be added to the system and a job number will appear in the upper left-hand corner of the screen.

- HCA Medical jobs will be routed for eligibility verification prior to being posted for LAP/Interpreters to view:
 - Eligibility for new jobs added to the Portal is verified every quarter-hour (:00, :15, :30, :45).
 - Authorized Requesters receive email notifications if eligibility cannot be verified so they can review and correct the client's **ProviderOne** information on a new request.
 - If you are experiencing complications with eligibility verification, the first thing Authorized Requesters will want to do is review the [Interpreter Service Billing Guide](#) provided by HCA. This guide will provide you with the steps to check the client's eligibility before entering a request.
 - Client name must be entered **exactly as it appears on the client's ProviderOne** card. Include all names or any initials. Special characters

in the client's name must also be entered, such as hyphens or apostrophes.

14. *Note to Interpreter* field.

- This field should be used for any special instructions for the LAP/Interpreter.

Note: Choosing the correct job and service type is critical for accounting and billing purposes.

Entering Family Member Appointments

Requesters may enter Family Member jobs when requesting an LAP/Interpreter for multiple family members being seen consecutively who are all Apple Health clients. All family members seen during a Family Member Appointment must have separately assigned job numbers.

1. Log in to the Portal using your own, individual login to ensure adherence to data security and HIPAA requirements of the contract.

2. Click the *Accounts* tab.

3. Locate the correct *Customer Account*, then click the link.

4. Click the *Create New Family*⁷ Job button.

Create New Job

Create New Family Job

5. *Type of Job* will be auto-populated with *HCA Medical*.

6. Select the appointment service type in the *HCA Service Type* field. This is a required field.

7. Enter the *Job Information* for the first family member.

- *Language*: Language being requested for the Limited English Proficient (LEP) individual (use drop-down box).
- *Start (Arrival) Time*: Date and time the LAP/Interpreter will start providing services.
- *End (Departure) Time*: Date and time the LAP/Interpreter will stop providing services for that family member.
- *Client Last Name*: Last name of the client
 - The client's name must be entered **exactly as it appears on the client's ProviderOne** card.
- *Client First Name*: First name of the client
 - The client's name must be entered **exactly as it appears on the client's**

ProviderOne card.

- *Client ID*: Required for ALL HCA jobs.
 - *HCA Medical*: Enter the client's **ProviderOne** number **exactly as it appears on the client's ProviderOne** card; include all 9 numbers, capitalize WA, and do not include any additional spaces, dashes, or characters.
- 8. Enter *Location Information, Confirmation Preference*, and specific LAP/Interpreter being requested (if applicable).
 - Requesters will only enter this information on the form for the first family member. Information will be applied to all jobs within the series.
 - See steps 9-11 in the [Entering a Job](#) instructions above for detailed instructions.
- 9. Once all the information has been entered for the first family member, click *Create Next Appointment*⁸.
- 10. Enter the *Job Information* for the next family member's appointment.
 - The *Start (Arrival) Time* should auto-populate with the *End (Departure) Time* of the previous family member's appointment.
- 11. Repeat the process until jobs have been entered for each family member.
- 12. Click *Save and Finish*⁹.



Locating a Job

- Option One: Type the job number into the search bar at the top of the screen and click *Search*.
- Option Two: Open the *Job Search* tab, enter filter specifications, and click *Search*.
- Option Three: Click on the *Jobs* tab and then *My Upcoming Jobs*; find the job on the list.
- Option Four (Family Member Appointments only): Click on the *Jobs* tab and then *My Linked Jobs*; find the jobs on the list.

Repeat Job Feature

The *Repeat Job* button can be found in the top right-hand corner of an existing job page. All

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fields from the previous job will pre-populate except date/time and duration. Requesters will need to enter those values for the new job. This is a useful tool when rescheduling an appointment.

1. Locate job to repeat.
2. Click on the *Job Number*.
3. Click on *Repeat Job*.
4. Once all information has been entered, click *Save*.
5. The job will be added to the system and a job number will appear in the upper left-hand corner of the screen.

Job Management

Job List Views

Multiple list views are available on the *Jobs* tab and can be toggled to see the following information:

- *My Upcoming Jobs* (default view): Overview of all future jobs that have been requested by all Authorized Requesters on the account(s) for your organization that have not been cancelled.
- *My Upcoming Cancelled Jobs*: Overview of upcoming jobs that have been cancelled by all Authorized Requesters on the account(s) for your organization.
- *My Past Jobs*: Overview of past jobs requested by all Authorized Requesters on the account(s) for your organization.
- *My Disputed Jobs*: Overview of jobs that an LAP/Interpreter has disputed the submitted start and/or end times.
- *My Linked Jobs*: Overview of upcoming Family Member Appointments that have been requested by all Authorized Requesters on the account(s) for your organization.

Job Page

[Edit a Job](#)

1. Locate job.
2. Click on *Job Number*.
3. Click *Edit* in the upper right-hand corner.
4. Make needed adjustment(s) and click *Save*.

Editable Fields:

- *Job Suite/Bldg*
- *Reference #*
- *Requester Name*
- *Requester Phone Number*
- *Provider/Case Worker*
- *Interpreter Notes*
- *Status Updates & Confirmation* information
- *Job Cancelled* fields

Note: Only certain fields may be edited after a job has been saved. Job information such as date, time, and duration may not be adjusted. If attempting to reschedule a job, cancel the original job and re-enter a new job with the updated information.

Cancel a Job

1. Locate job to cancel.
2. Click on *Job Number*.
3. Click *Edit* in the upper right-hand corner.
4. Scroll down and check *Job Cancelled*.
5. Enter *Reason for Cancellation*.
 - *Cancelled*: Select when canceling because LAP/Interpreter is no longer needed.
 - *Rescheduled*: Select when canceling the original request and moving it to another date or time.
 - *Interpreter Not Found in Time*: Select when reaching out to other vendors or using an alternate contract because the appointment date is approaching, and an LAP/Interpreter still has not been found.

- *Unable to Fill*: DO NOT use this field; for use by UniversalLanguage.
- *Client No Show*: Select when the client fails to arrive for the appointment.
- *Interpreter No Show*: Select when a LAP/Interpreter fails to arrive for the appointment.

6. Enter *Cancelled By*.

- Should always be the name of the Authorized Requester canceling the job.

7. Click *Save*.

Verify Job Status

1. Locate job.

2. Click on *Job Number*.

3. Review *Customer Status* under the *Job Detail* section.

- **Verifying**: Client eligibility is in the process of being verified. Each job is checked for eligibility every quarter-hour (:00, :15, :30, :45) after being entered and has *Eligibility Verification* history at the bottom of the job detail screen. Client name and/or client id should be reviewed and corrected if status remains as *Verifying* after the initial *Eligibility Verification* check.
- **Pending**: LAP/Interpreter has not been secured.
- **Scheduled**: LAP/Interpreter has been secured.
- **Cancelled**: Services have been cancelled for the job.
 - Further details regarding the cancellation can be found by clicking on *Job Number* and reviewing the cancellation information in the *Status Updates & Confirmation* section.

Check-In/Out LAP/Interpreter Online

Authorized Requesters are required to enter the LAP/Interpreter check-in and check-out times at the time of the appointment. Failure, or delay, to complete electronic appointment work order forms can affect the LAP/Interpreter's ability to take additional work and may delay payments. Exceptions will be made for paper invoices in cases of home or community visits in which the electronic format is not available.

1. Log in to the Portal using your own, individual login to ensure adherence to data

security and HIPAA requirements of the contract.

2. Locate job.
3. Click on the *Job Number*.
4. Click *Check-In/Out* in the upper right-hand corner.

5. To check an LAP/Interpreter in, complete the *Check In: Actual Start (Arrival) Time¹⁰* section.

- *Date* field will automatically list the appointment date.
- Enter *Hour* and *Minute* manually or click the *Now* button to generate the current time.
 - *Hour* field is in military time (e.g., if services began at 2 PM, enter 14 in the *Hour* box).

Check In: Actual Start (Arrival) Time 10.

Date	Hour	Minutes	
Oct 1, 2021	10	30	Now

Check Out: Actual End (Departure) Time 11.

Date	Hour	Minutes	
Oct 1, 2021	16	46	Now

***Service Completed? 12.**

--None--

Appointment Duration
6 Hours 16 Minutes **Save**

6. To check an LAP/Interpreter out after services are completed, follow steps 1-3, then complete the *Check Out: Actual End (Departure) Time¹¹* section.
 - Enter *Date*.
 - Enter *Hour* and *Minute* manually or click the *Now* button to generate the current time.
 - *Hour* field is in military time (e.g., if services ended at 3 PM, enter 15 in the *Hour* box).
7. Complete the *Services Completed?¹²* Section
 - Select *Yes* if services were completed.
 - Select *No* if services were not completed.
 - Indicate the reason why in the *Reason Services Not Completed* section.

8. Click *Save*.

Note: If the appointment duration calculated from the entered start and end times exceeds

the requested duration, a box will pop up saying “Check out time exceeds the scheduled time are you sure you want to enter this time?”. This allows Authorized Requesters the chance to verify that the correct times were provided and adjust if needed.

Note: If the appointment duration calculated from the entered start and end time doubles the requested duration or more, the Authorized Requester will be required to enter a reason for the extended duration.

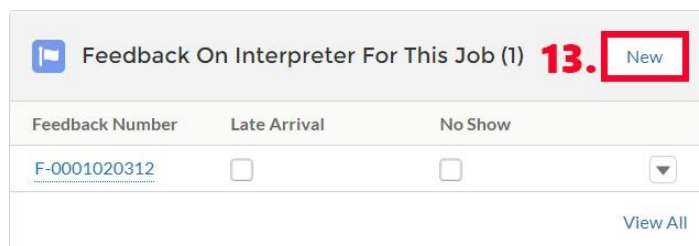
WeCare

The WeCare Department is dedicated to receiving feedback from Authorized Requesters to improve the quality of HCA’s Interpreter Services Program.

Complaints or compliments can be submitted via the Portal, phone, fax, mail, email or the [HCA UniversalLanguage](#) website. All feedback is tracked through the Portal and is accessible to each LAP/Interpreter and Authorized Requester.

Report Feedback on a Job

1. Locate Job.
2. Click on *Job Number*.
3. Go to *Feedback on Interpreter for This Job* section on the right-hand side of the screen.
4. Click *New*¹³.
 - Be sure to click on *New*¹³, not the *Feedback Number*. Clicking on existing feedback will edit a previous feedback record, not create new feedback. This will attach the feedback, positive or negative, to the incorrect LAP/Interpreter.



5. Provide feedback.
 - Select all categories that apply.
 - The LAP/Interpreter and the WeCare Department will receive a notification.
 - Enter additional information in the *Unprofessional Conduct* text box as needed.

- This section is not viewable by LAP/Interpreters and will be reviewed by the WeCare Department prior to contacting the LAP/Interpreter.
- Use this section to indicate that you would like to receive follow-up from our WeCare Department, when applicable.
- Enter any positive feedback in the *Praise* text box.
 - The LAP/Interpreter and the WeCare Department will receive a notification.

6. Click *Save*.

Billing Information

Check-In/Out Process LAP/Interpreters

For In-Person jobs, Authorized Requesters are required to electronically check the LAP/Interpreter in upon arrival and check the LAP/Interpreter out at the end of the appointment.

If Check-In/Out information is still missing from an HCA job two (2) business day after the appointment date, the requester will receive an email reminder asking them to complete it.

The start time of the appointment will be the scheduled start time or the time the LAP/Interpreter arrives, whichever is later. If the Authorized Requester, client, and the LAP/Interpreter all agree to begin earlier than the scheduled start time, the LAP/Interpreter will be paid from when they begin providing interpreter services.

LAP/Interpreters may dispute the Check-In/Out information. If this occurs, UniversalLanguage will reach out to the Authorized Requester for verification of times and the Authorized Requester will have fourteen (14) days from the start date of the appointment to respond. If no response is received, the alternate time(s) provided by the LAP/Interpreter will be accepted.