Authorized Requesters

HCA Training & Scheduling Portal Guide

Pre-Scheduled IPI, OPI and VRI

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Introduction

This manual provides Authorized Requesters (Requesters) with comprehensive guidance on requesting and managing spoken-language interpretation services under the Washington State Health Care Authority (HCA) Interpreter Services Program (ISP) contract K8552. It serves as both your orientation to the contract and a step-by-step reference for using the Universal Language Service online portal to request, manage, and document interpreter services for Pre-Scheduled In-Person (IPI), Over-the-Phone (OPI), and Video Remote (VRI) appointments.

Part One covers the responsibilities, policies, and best practices that apply when you request interpreters for HCA-covered services. Part Two walks through each function of the online scheduling portal in step-by-step detail.

Requesters are to review this information prior to requesting services under the HCA ISP contract and to attest annually that they have completed refresher training as a condition of continued access.

Universal Language Service Contact Information

Contact Center Operations (24/7/365)

Email: scheduling@ulsonline.net

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

Account Management

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 (feedback)

Email: wecare@ulsonline.net

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

Communication from Universal Language Service

Universal Language Service communicates with requesters through several channels:

- Automated portal email notifications for job assignments, changes, and check-in/out reminders.
- Email to the address you registered with Universal Language Service for all portal update notifications, training, and refresher attestation communications.
- Phone for time-sensitive issues such as last-minute urgent job confirmations or interpreter late arrival notifications.

Mark scheduling@ulsonline.net, accounts@ulsonline.net, billing@ulsonline.net, and wecare@ulsonline.net as safe senders in your email server so all communications are received. Keep your contact information current; contact Account Management at accounts@ulsonline.net with any changes.

Part One: Requester Training

Your Legal Responsibility to Provide Language Access

Requesters are legally responsible for providing language access to clients with Limited English Proficiency (LEP). This responsibility derives from Title VI of the Civil Rights Act of 1964, and the Americans with Disabilities Act.

The HCA Interpreter Services Program exists to help you meet that responsibility for Apple Health clients by providing qualified interpreters at no cost to your facility when requested through this contract.

You may not require LEP clients to provide their own interpreter, rely on a friend or family member as an interpreter, or refuse service due to a language barrier per [WAC 388-03-050 Department of Social and Health Services (DSHS) Code of Professional Conduct]

Verifying Client Eligibility

The HCA ISP contract covers interpreter services only for eligible Apple Health (Medicaid) clients receiving covered services. Client eligibility depends on the client's benefit service package and Recipient Aid Category (RAC) code, which together determine whether interpreter services are a covered benefit. To verify the client's eligibility before requesting an interpreter:

1. Verify the client is eligible for Apple Health coverage on the date of the appointment.
2. Verify that interpreter services are a covered benefit under the client's Apple Health benefit package for that service.

Note that certain benefit packages and certain RAC codes do not qualify for interpreter services even when the client is otherwise Apple Health active. Please refer to the [HCA Interpreter Service Billing Guide] for more information.

Verifying in advance prevents you from attempting to arrange a service that is not covered by HCA; however, Universal Language Service will also verify the client's eligibility for each interpreter request. When you enter a request, you will provide the client's ProviderOne number. Universal Language Service then verifies client eligibility through ProviderOne when the request is received, and again 3 business days prior to the appointment. If a request does not meet eligibility requirements at the first verification, it will be cancelled and 'Eligibility Verification Process' will be listed in the Cancelled By field. If a request is eligible at first but the client's eligibility changes before the appointment, the request will be cancelled, and again, Eligibility Verification Process' will be listed in the Cancelled By field.

Services HCA Does Not Cover

The HCA ISP contract covers spoken-language interpretation for Apple Health (Medicaid) clients receiving covered services. It does NOT cover:

- Inpatient hospital services (e.g., labor and delivery);
- Nursing facility services;
- Services provided by entities required by federal or state law, regulation, or rule to provide those services (public health agencies, public hospitals, local health jurisdictions);
- Unauthorized requesters that HCA cannot identify as an employee or participant for the program;
- Community mental health centers, mental health clinics, or mental health institution services covered by a Behavioral Health Organization;

- Alcohol or other drug-related treatment centers or programs covered by a Behavioral Health Organization.
- Any situation listed under "What is not covered" in the HCA Interpreter Service Billing Guide;

HCA interpreters are scheduled to interpret communication between a provider and an LEP client at a covered appointment. They are not provided to perform administrative or clerical tasks on behalf of the requester or client and are not covered under the HCA ISP contract. Administrative tasks include:

- Answering or responding to general phone inquiries
- Scheduling or confirming appointments
- Making reminder calls or leaving voicemails
- Filing or copying
- Other administrative or miscellaneous tasks not involving interpretation

If you are unsure whether a particular appointment is covered, refer to the HCA Interpreter Service Billing Guide or contact our Contact Center at scheduling@ulsonline.net or 425-454-8074 for further assistance.

Working with an Interpreter

Interpreters providing services under the contract are independent Language Access Providers (LAPs) represented by Interpreters United, Local 1671, WFSE/AFSCME Council 28. Their pay rates and working conditions are set by a Collective Bargaining Agreement (CBA) between the union and the State of Washington and interpreters is required to follow these contractual terms.

Understanding this helps explain some of what you'll see when working with an interpreter. Several things are governed by the CBA rather than left to the interpreter's discretion, including how their time is recorded, how start and end times are confirmed, scheduling and cancellation rules, The CBA is an additional place that defines what counts as interpretation work, which is why an interpreter will decline administrative or other tasks outside of interpreting. These are contractual terms the interpreter is required to follow, not personal preferences.

Interpreters providing services under the HCA ISP Contract are also bound by the Washington State Department of Social and Health Services (DSHS) Interpreter Code of Professional Conduct, outlined in WAC 388-03-050. It provides strict ethical and performance standards for all contracted language professionals, including but not limited to the following key tenants:

- **Accuracy:** Interpreters must render the source message completely, omitting or adding nothing, while considering linguistic variations and conserving the original tone.
- **Confidentiality:** Interpreters must never divulge any information obtained during

assignments, including accessing documents or records.

- **Impartiality & Conflicts of Interest:** Interpreters must remain unbiased and immediately disclose any real or perceived conflicts. Providing services to family or friends is generally prohibited due to confidentiality risks.
- **Professional Boundaries & Scope:** Interpreters must not counsel, refer, give personal opinions, market their services to clients, or transport clients.
- **Professional Demeanor:** Interpreters must be punctual, prepared, and appropriately dressed.
- **Reporting Obstacles & Withdrawal:** If an interpreter feels they cannot competently perform or remain impartial, they must immediately notify the parties and offer to withdraw. Below are some examples of best practices to keep in mind when working with an interpreter. Each year we send updated reminders on working effectively with interpreters.Speak directly to the client in the first person, not to the interpreter. Say "How are you feeling today?" rather than "Ask her how she is feeling."
- Use short, complete thoughts and pause to allow the interpreter time to interpret.
- Avoid acronyms, idioms, jargon, and culturally-specific references that may not translate well.
- Position yourself so the client can see both you and the interpreter and so the interpreter can hear all parties clearly.
- Do not ask the interpreter for opinions, summaries, or clinical input. The interpreter's role is to convey what is said, not to participate in the encounter.
- Do not have side conversations with the interpreter that exclude the client.
- Treat the interpreter as a professional service provider. Do not ask them to perform tasks outside interpretation (transporting the client, administrative work, making phone calls or leaving voicemails, providing care advice, signing paperwork on behalf of the client).
- Maintain HIPAA-compliant boundaries; the interpreter is a Business Associate, but Personal Health Information (PHI) should only be discussed when necessary for the appointment.

If you have concerns about an interpreter's performance or conduct, document specifics and submit feedback after the appointment (see Feedback section below).

Requesting Specific Interpreters

You may request a specific interpreter for an appointment to support continuity of care for the LEP client. When you request a specific interpreter, you must document the reason that specific interpreter is medically necessary for the client's care (per WAC 182-500-0070), and your documented reason must reflect the client's care needs.

Continuity of care means maintaining consistent care as the client moves between settings or providers. In these cases, the LEP client's records may have documentation from a provider stating a change in interpreter will adversely affect the health of the client. Medical necessity means the specific interpreter is reasonably needed for the client's diagnosis, treatment, or care rather than requested for convenience.

Specific interpreter requests are entered in the portal with the reason recorded (see Part Two). They are not guaranteed; whether a specific request can be filled depends on the requested interpreter's availability and timely response to the job offer.

Inappropriate or incorrect use of the specific interpreter option is not allowed and may result in Universal Language Service and/or HCA investigation and could lead to HCA disallowing your facility from accessing the HCA ISP. Family Member Appointments (FMAs)

A Family Member Appointment is one in which the same provider schedules two or more consecutive or concurrent appointments to see multiple family members with one interpreter serving all appointments. FMAs can occur under any service modality (IPI, OPI, or VRI). FMA scheduling, minimum durations, and pay rules are governed by CBA Article 6.9. Use the FMA request type in the portal (see Part Two) when scheduling these to ensure correct routing, invoicing, and interpreter pay.

Check-In and Check-Out

For in-person and video appointments (if you provide the video conference link), you are responsible for recording the interpreter's check-in (arrival) and check-out (departure) times in the portal. This is a required part of using the HCA ISP, not an optional step. These times are the basis for the interpreter's work order and payment, so completing them accurately and on time matter. Late or missing check-in/out can delay the interpreter's payment and affect their ability to accept additional jobs.

Failing to record check in/out times, or recording inaccurate times, may result in investigation by Universal Language Service or HCA. Repeated or serious failures to follow this process may lead to your facility losing access to the HCA ISP.

Online check-in/out is the primary method and should be used whenever possible. The start time recorded is the scheduled start time or the time the interpreter arrives, whichever is later. If you, the client, and the interpreter all agree to begin earlier than the scheduled start time, the interpreter is paid from when they actually begin providing services.

Completing check-in/out on time

Refer to the Complete Interpreter Check-In / Check-Out section in Part 2 of this guide for step-by-step instructions. You have two business days after the appointment to complete check-in and check-out. If the times are still missing two business days after the appointment date, you will receive an email reminder. If you still do not complete them, the interpreter may enter their own check-in and check-out times after the two-business-day window has passed. Completing the times yourself, promptly, is the best way to make sure the recorded times are accurate.

If online check-in/out is not available

Online is the expected method, but if it is not feasible (for example, a home/non-clinical visit with no internet access, or a situation where you cannot reach the portal), paper work order forms may be used. The interpreter will provide this form for you and will submit completed form to Universal Language Service for processing.

If the interpreter disputes the times

An interpreter may dispute the check-in/out times you entered. If that happens, Universal Language Service will contact you via email to verify the times, and you will have 14 calendar days from the appointment date to respond. If no response is received within 14 calendar days, the alternate times provided by the interpreter will be accepted.

HIPAA Considerations for Requesters

As "covered entities" defined by HIPAA, requesters are responsible for protecting Protected Health Information (PHI). This includes when using the portal and communicating about interpreter requests. Do not share PHI in unsecured email; the portal is the appropriate channel for transmitting appointment details that include client information. Log in with your own unique user ID; password sharing is prohibited per HIPAA, OCIO 141.10 standards, and the contract. If an interpreter or another party is exposed to PHI in error (for example, wrong client information shared during a session), report it to Universal Language Service at wecare@ulsonline.net immediately so that breach evaluation procedures can begin.

Universal Language Service is required to report all HIPAA breaches directly to HCA. HCA may investigate any suspected or confirmed breach involving PHI used in connection with the Interpreter Services Program, may require corrective and remedial action, and may require notification of affected clients. Under HIPAA and Washington State law, unauthorized access, use, or disclosure of PHI may result in civil or criminal penalties or fines. Depending on the nature and severity of the violation, consequences can range from required corrective action and retraining to suspension or termination of a requester's access to the HCA ISP.

Reimbursement for Privately Obtained Interpreters (Behavioral Health Only)

Interpreting under this contract is union work, performed by union-represented interpreters. As a limited exception, to support the critical needs of a Behavioral Health (BH) client appointment, HCA permits a reimbursement option when no interpreter can be assigned through Universal Language Service. Behavioral health appointments include Mental Health (MH) and Substance Use Disorder (SUD) services. If the contract cannot fill your request for a qualifying BH appointment, you may independently secure your own interpreter and be reimbursed at the current CBA interpreter rate. This option applies only to behavioral health appointments; it is not available for other Apple Health covered services.Full details on how to request reimbursement are in HCA's Spoken Language Interpreter Reimbursement FAQ: https://www.hca.wa.gov/assets/billers-and-providers/bh-provider-reimbursement-spoken-language-interpreter-faq.pdf

For help submitting a claim, contact the Billing Department at billing@ulsonline.net or (425) 450-7021.

Annual Refresher Training and Attestation

As a condition of continued access to requesting interpreters under the HCA ISP contract, requesters are required to complete annual refresher training and attest to its completion. Universal Language Service will notify you when your annual refresher is due and provide updated training materials reflecting any contract, policy, or system changes since your last attestation. Failure to complete and attest to this training will result in your facility from being disallowed from accessing services through the HCA ISP.

Part Two: Scheduling Portal Guide

Security

Per HIPAA privacy laws, OCIO 141.10 Standards and Interpreter Business Associate Subcontractor Agreement, Universal Language Service has security protocols around user logins. Each requester must have their own unique user ID and password. Requesters must not share their user ID or password. For security purposes, 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 Universal Language Service.
    - 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 user with the ability to request, edit, and cancel jobs as well as check-in/out interpreters for appointments on a single account.
- **Hierarchy Standard access:** Provides the user with the ability to request, edit and cancel jobs as well as check-in/out interpreters for appointments on multiple accounts.
- **Single Limited access:** Limits the user's ability to check-in/out 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 user's ability to check-in/out interpreters for

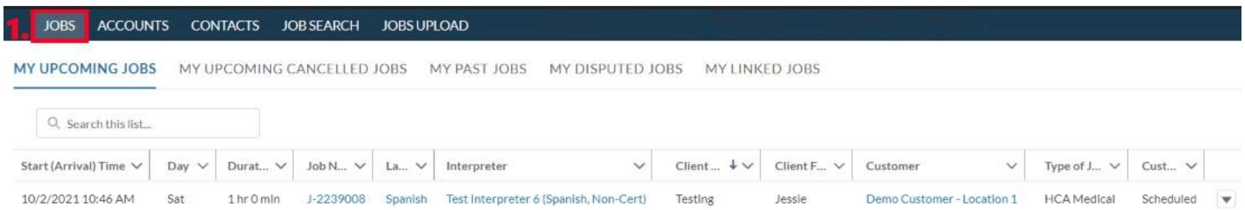
appointments for jobs under multiple accounts. They will not have the ability to submit, edit, or cancel requests on the online portal.

Portal Overview

When you log in, you land on the Jobs tab, showing your My Upcoming Jobs view by default. You can move to any other tab using the tabs across the top of the screen.

Tabs Overview

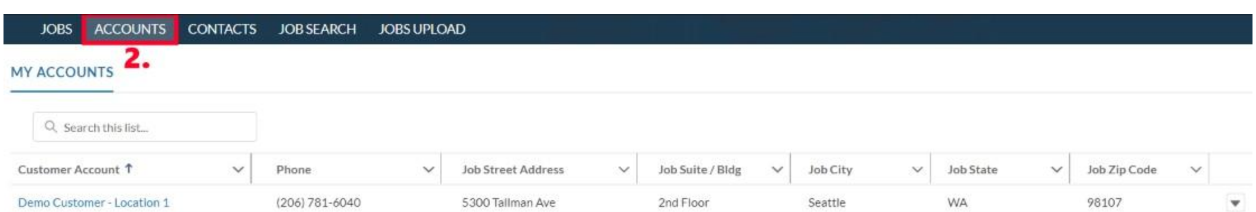
Jobs Tab



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



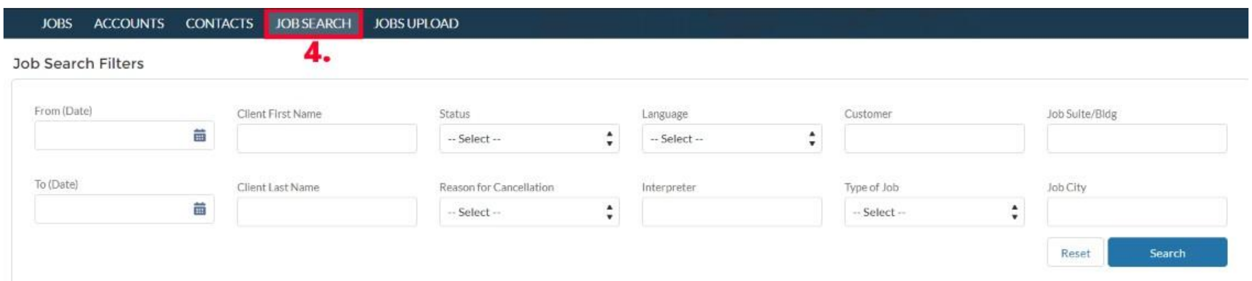
The *Accounts*[2] tab shows a list of all locations and/or departments that appointments may be requested for within the user's organization. Each account can be clicked on to view full account information including *Confirmation & Update Preferences* and default settings for the services applied to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

Contacts Tab

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

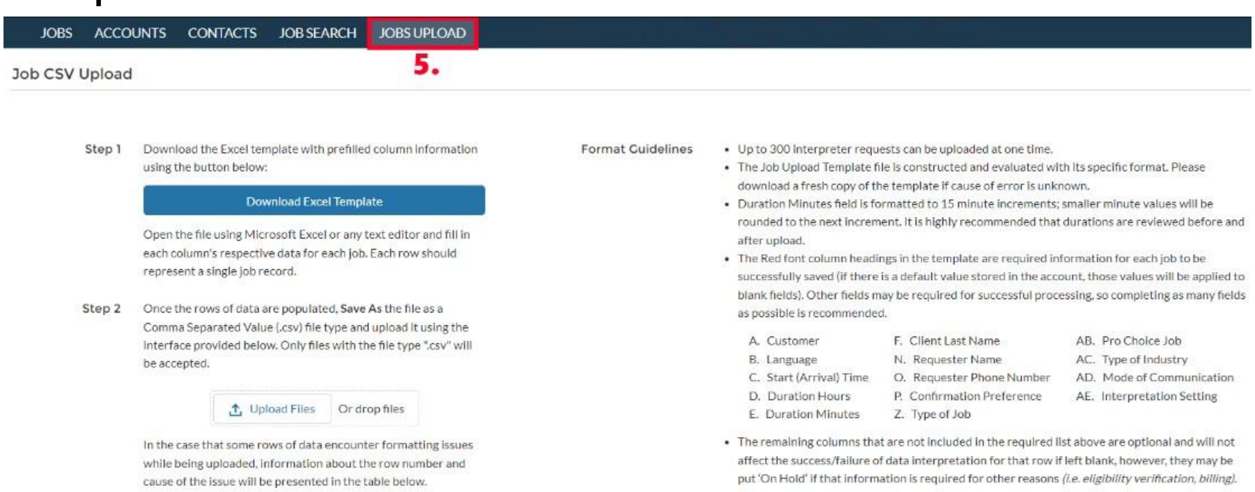
Note: Anytime there is a permanent change to the organization's location and/or address, suite number or other location instructions, contact the Account Management Department at [accounts@ulsonline.net.](mailto:accounts@ulsonline.net)

Job Search Tab



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 *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.

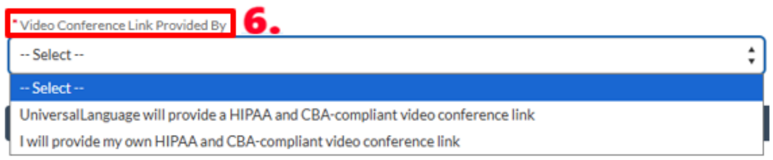
Entering a Job

Requesters should enter interpreter requests (jobs) through the online portal. Requests may be submitted outside the portal (e.g., via email, phone, or fax) if the requester is experiencing unexpected technical difficulties that prevent them from accessing the portal, or for same day last-minute emergency appointment changes and walk-ins.

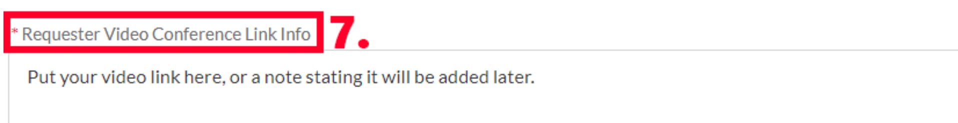
Note: Remember to verify the client's Apple Health eligibility and benefit coverage prior to entering a request for interpreter services. A separate request must be entered for every appointment, including clients with multiple appointments on the same day. Having a unique job number for every appointment 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* button in the upper right-hand corner.
5. Enter the *Type of Job* based on contract/agreement you are utilizing
    - Select *HCA Medical* when requesting an Interpreter for an Apple Health client's health care appointment.
6. Select the *Type of Service* for the appointment.
    - In-Person
    - Phone Pre-Scheduled
    - Video Pre-Scheduled
7. Select appointment service type in *HCA Service Type* field.
8. Enter *Job Information*
    - *Language:* Language being requested for the client using the drop-down menu
    - *Start (Arrival) Time:* Time the 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.
- If *Video Pre-Scheduled* was selected as the type of service, you must select one of the following options in the *Video Conference Link Provided By*[6] field.



  - UniversalLanguage will provide a HIPAA and CBA-compliant video conference link.
    - If selected, Universal Language Service will provide a video conference link in the existing *Requester Notes* field prior to the date of service.
  - I will provide my own HIPAA and CBA-compliant video conference link
    - If selected, the *Requester Video Conference Link Info* text field will appear where you can enter the video meeting information (e.g., Zoom, Microsoft Teams link). Video link or appointment note must be entered into the text field during the creation of the request. The *Requester Video Conference Link Info*[7] box will remain editable if you want to add the meeting information later.



Note: Once the Video Pre-Scheduled job has been entered, this option cannot be changed. The *Video Conference Link Provided By* field will be locked upon saving the job.

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 Universal Language Service has questions/comments regarding the request.

Note: Default Location information will populate based on info saved on the account selected, however, the following fields are not applicable for Phone Pre-Scheduled or Video Pre-Scheduled Types of Service and the information contained in them may be disregarded: *Job Street Address*, *Job City, Job State, Job Zip Code*

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

- The typical methods for confirming appointments are Online or Email. Exceptions can be made for urgent requests when appropriate.
    - *Online* (portal view): Requester reviews the status of jobs by logging in to the portal; Universal Language Service will not contact the requester to confirm.
    - *Email*: HIPAA-compliant email sent to the email address provided in the *Confirmation Email* field when an interpreter accepts a job, gives back a job, or Universal Language Service is unable to secure an 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):
    - 2 weeks before start
    - 3 business days before start
    - 24 hours before start

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

- Customers can search for a specific interpreter using the interpreter's name or browse through a list of interpreters for the language requested.
- Select *Special Request Reason* to indicate **why it is medically necessary** to have the requested interpreter (see Requesting Specific Interpreter section for requirements)

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 interpreters to view.
    - 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, review the [HCA nterpreter 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 interpreter. Examples include:
    - Parking details (where to park, validation, which entrance to use)
    - Where to check in and who to ask for on arrival
    - Facility/appointment specifics (sign-in process, masking, no metal jewelry or other items in certain areas).

Family Member Appointments (FMA)

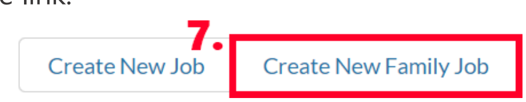
Requesters may enter Family Member Jobs when requesting an interpreter for multiple family members being seen consecutively who are all Apple Health clients. All family members seen during an FMA must have separately assigned job numbers.

1. Log in to the portal.

2. Click the *Accounts* tab.

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

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



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

6. Select the appointment service type in the *HCA Service Type* field.

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

- *Language:* Language being requested for the client using the drop-down menu
- *Start (Arrival) Time:* Date and time the interpreter will start providing services for that family member.
- *End (Departure) Time*: Date and time the 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.
  - 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.
- If *Video Pre-Scheduled* was selected as the type of service, complete *Video Conference Link Provided By* field.

8. Enter *Location Information*, *Confirmation Preference*, and specific 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 section 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].

Repeat Job Feature

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

The Jobs Upload tab lets users with Standard Access enter up to 300 interpreter requests at once using a single CSV file.

1. Click the *Jobs Upload* tab to open the Job CSV Upload screen.
2. Click *Download Excel Template* and open it in Microsoft Excel.
3. Enter your job data in the template, one job per row, following the template's column headings. **Detailed instructions on how to format the information provided can be found on the Jobs Upload tab an the Instructions tab on the Excel template.**
4. Save the completed file as a Comma Separated Value (.csv) file. Only .csv files are accepted.
5. Return to the *Jobs Upload* screen and click *Upload Files*, or drag and drop your file.

If any rows have errors, the row number and cause of the error will appear in the table below the upload area. Correct those rows and re-upload, starting from the row the error occurred on.

Job Management

After a job is entered, you manage it from the Jobs tab. This section covers viewing your jobs in different list views, editing job details, canceling a job, and checking a job's status.

Locating a Job

There are several ways to locate a job on the portal, depending on what information you have. Use whichever option is easiest for your situation.

- 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.

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 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 requesters on the account(s) for your organization.
- *My Disputed Jobs*: Overview of jobs that an 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 requesters on the account(s) for your organization.

Edit a Job

After a job has been saved, only certain fields can be edited. Use the steps below to update those fields.

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*
- *Requester Video Conference Information*
- *Status Updates & Confirmation* information
- *Job Cancelled* fields

Note: The following fields cannot be edited once a job has been saved:.

- *Type of Job*
- *Type of Service*
- *Client Name*
- *Client ID*

- *Date, Time, Duration*
- *Job Street Address, City or Zip*

To change any of these fields, cancel the original job and submit a new request 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 the interpreter is no longer needed.
    - *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 interpreter still has not been found.
    - *Client No Show*: Select when the client fails to arrive for the appointment.
    - *Interpreter No Show*: Select when the interpreter fails to arrive for the appointment.
6. Enter *Cancelled By*.
    - Should always be the name of the 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.
    - **Pending**: Interpreter has not been secured.
    - **Scheduled**: 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.

Connecting to the Interpreter for Phone Pre-Scheduled & Video Pre-Scheduled Jobs

Follow the steps below for the type of service you requested. It is important that requesters are ready to begin services at the scheduled start time as the interpreter will be waiting to be connected.

Phone Pre-Scheduled Jobs

1. Dial the Pre-scheduled OPI phone line 1-855-422-6741 at the scheduled start time and provide the agent with the Job Number for your request.

2. The requester will be put on a brief hold while the agent connects the interpreter to the call.

   - If connection to the client is needed, the requester can provide the client's phone number. The agent will dial the client's phone number and remove themselves from the line once they have answered so the session can begin.

Video Pre-scheduled Jobs

1. Use the video conferencing link at the scheduled start time, which can be found by locating and opening the job.

   - If you choose to have UniversalLanguage provide a video conferencing link, we will save that info in the Notes to Requester field on the job for your reference and provide it to the interpreter once scheduled.

   - If you choose to provide the video conferencing link, it will be saved in the Notes to Interpreter field on the job for the interpreter's reference.

Complete Interpreter Check-In / Check-Out

Who records interpreter check in/out times depends on the type of job and, for video jobs, who provided the conference link:

- **You record the times** for In-Person jobs, and for Video Pre-Scheduled jobs when you provided the video conference link. Enter the interpreter's check-in time at the start of the appointment and the check-out time when it ends.

- **The times are captured automatically** for Phone Pre-Scheduled jobs, and for Video Pre-Scheduled jobs when Universal Language Service provided the video conference link. Universal's audio/video platform records the check-in and check-out times for you.

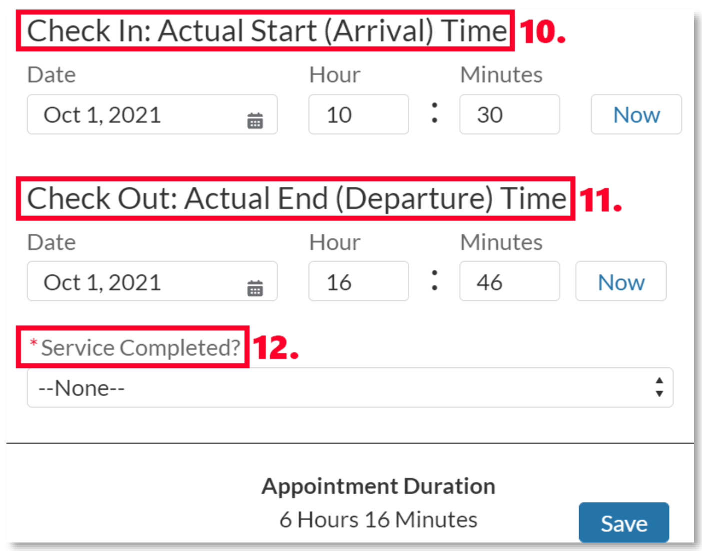
Important: If you don't enter check in/out times within 2 business days, or the interpreter disputes your times, they may submit their own times. When this happens, you'll receive an email notification from billing@ulsonline.net prompting you to review the times the interpreter provided. You have 14 calendar days from the appointment date to approve those times or provide different ones. If you don't respond within that window, the interpreter's times become the basis for payment.

1. Log in to the portal.

2. Locate job.

3. Click on the *Job Number*.

4. Click *Check-In/Out* in the upper right-hand corner.



5. To check an interpreter in, complete the *Check In: Actual Start (Arrival) Time*[10] 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).

6. To check an interpreter out after services are completed, follow steps 1-3, then complete the *Check Out: Actual End (Departure) Time*[11] 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 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 requester will be required to enter a reason for the extended duration.

Reporting Feedback, the Incident Resolution Process, and Facility Exclusions

Universal Language Service maintains a WeCare Program for receiving feedback from requesters about interpreter services. Feedback (compliments and complaints) can be submitted through the portal, by phone, fax, mail, email, or via the HCA Universal website.

When feedback is submitted about an interpreter providing services through the HCA ISP, it may rise to a formal incident under HCA's Incident Resolution Process (IRP). Interpreters subcontracted to perform work through the HCA ISP are Union represented and the HCA IRP is the formal means for addressing interpreter performance or behavior.

The HCA IRP categorizes incidents by severity (low, medium, high) and applies corrective actions based on severity, the interpreter's history, and the nature of the issue. Outcomes range from a written notice, to restrictions on providing services for a window of time, to termination from the contract.

A full copy of the HCA IRP information can be found here: https://www.hca.wa.gov/assets/billers-and-providers/IRP-final.pdf.

Complaints or compliments can be submitted via the portal, phone, fax, mail, email or the HCA Universal Language Service website. All feedback is tracked through the portal and is accessible to each interpreter and requester.

When submitting feedback, it is critical that you provide specific details: what happened, when, who was involved, and any relevant context. The WeCare team reviews all submissions, may follow up with you for additional details, and tracks each through HCA IRP scale tables.

Below are step-by-step instructions for submitting feedback on the portal:

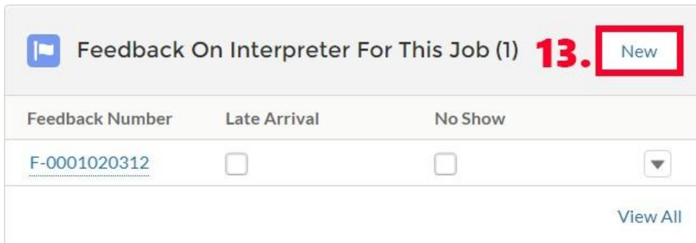
Reporting Feedback on a Job

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 interpreter.



5. Provide feedback.

- Select all categories that apply.
    - The 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 interpreters and will be reviewed by the WeCare Department prior to contacting the 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 interpreter and the WeCare Department will receive a notification.

6. Click *Save*.

Facility Exclusions

A facility exclusion is a request from your facility that a specific interpreter no longer be sent to your site. It is separate from the HCA Incident Resolution Process (IRP), though depending on the circumstances, the same situation may also become an IRP incident.

To request a facility exclusion, submit your request to WeCare at WeCare@ulsonline.net. Include the interpreter's name, your facility name and location, and a clear description of the reason for the request, including relevant dates and specifics. The more detail you provide, the faster Universal Language Service can review and act on the request.
After you submit, WeCare may follow up with you to clarify details or gather additional information before the exclusion is finalized. Once the exclusion is in place, that interpreter will no longer be assigned to appointments at your facility. The interpreter remains eligible to accept work elsewhere under the contract.

Additional Information

New to the Scheduling Portal? New staff who need access can request login credentials at: https://universallanguageservice.com/request-new-customer-login/.

Training and resources. Quick reference guides, videos, and FAQs are available online at https://hcauniversal.com/requester-training/.