



Communication Access Services

Vendor Policy Manual

The policies set forth in this manual are in effect as of June 19, 2013.

This policy is intended to provide interpreters and CART reporters an introduction to working as independent contractors through Northeast Deaf and Hard of Hearing Services' Communication Access Services.

Business Hours and Contact Information

The Referral Department is open from 8:00am-5:00pm Monday through Friday. We can be reached at 603-224-1850 extension 250 or by VP at 603-968-5891. We can also be reached by email at referral@ndhhs.org.

Eligibility for Referrals

Vendors will not be considered for assignments until they have submitted the following:

- Vendor profile form
- Acknowledgement of policy manual
- W-9
- Copy of current certification/classification
- Copy of NH interpreter license (interpreters only)
- Criminal Record Release Authorization form
- Certificate of liability insurance

If vendors would like to receive medical requests from us they are also required to submit:

- Letter from your healthcare provider providing proof of a physical exam in the past 12 months and the results of a TB test

All new applicants must come to the office for an interview and orientation.

NDHHS Referral Department Responsibilities to Our Vendors:

- Obtain and relay complete and accurate information for each assignment.
- Deliver assignment information to vendors in a timely fashion.
- Refer vendors in an equitable fashion based on consumer preference and certification/qualifications.
- Advocate for vendors in situations of non-payment by billing party.

Responsibilities of Vendors to NDHHS:

- Keeps personal contact information up to date with NDHHS staff.
- Informs referral staff of the days and times which they are/are not available to work. (Vacations, extended absences, etc)
- Contacts the billing party to negotiate fees, cancellation policy, and other relevant details.
- Follows the Code of Professional Conduct mandated by their certifying entity.
- Finds a qualified (and New Hampshire licensed) substitute if they are unable to interpret/report an assignment they have accepted. In the event of illness or emergency NDHHS referral staff, at their discretion, will attempt to find a replacement.
- Contacts the requester with any questions or concerns about travel in case of inclement weather.
- Pays the referral fee if the vendor does not show up for the confirmed assignment.

Substitutes: If you have been confirmed for a job and for some reason you are unable to do the job, you are responsible to find a substitute for yourself and to notify the hiring business and team interpreter/reporter (if applicable) of the change. In cases of illness and last-minute emergencies (death in the family, car accident, etc), NDHHS will assist you in trying to locate a substitute.

If you would like to ask Referral to find a substitute for you on a non-emergency basis, we would be glad to search for a sub. However, we will treat the non-emergency substitute request as a general request and we will charge you a referral fee. (Please note that referral fees are time-sensitive. The more notice we have the less expensive the referral fee is.)

Referral of Assignments

Individual preference of the Deaf/Hard of Hearing person will be the primary consideration in making a referral.

If a list of preferred vendors has not been provided, referral staff will contact either full-time freelance interpreters when interpreters are requested or full-time freelance CART reporters when CART has been requested. If full-time interpreters or full-time CART reporters are not available, the referral staff will contact part-time interpreters or part-time CART reporters. The referral staff also take into account the location and distance travelled by a vendor when processing and filling requests.

Fee Schedule and Policies

Vendors who receive referrals from NDHHS will be paid for their services by the billing party. Vendors are encouraged to negotiate reasonable fees, travel reimbursement, and cancellation policies with the billing party prior to the assignment.

If a billing party fails to reimburse a vendor for an assignment that was referred by NDHHS and the vendor has attempted to resolve this matter but has been stymied, NDHHS will provide advocacy to the vendor to assist in the reimbursement for services.

Vendors who accept assignments that will be paid by Part B funds, other community funds, or by NDHHS directly are asked to charge their state rate. Vendors who receive assignments that will be paid by NDHHS or Part B must include the following information on the invoice:

- Date of the invoice
- Date of service(s)
- Name of consumer(s)
- Name of event (meeting, appointment, etc.)
- Detailed billing rates for service, travel time and mileage

Interpreter/CART Requests

NDHHS Referral staff will collect the following information from the requester when accepting a new request:

- Name of the business and phone number
- Date, time and length of assignment
- Location and nature of the assignment and/or agenda
- Name(s) of Deaf/Hard of Hearing people involved
- Preferred mode of communication, if known (i.e., American Sign Language, Signed English, Oral, etc.)
- Names of preferred interpreters or CART reporters (if any).
- Total number of participants, number of Deaf/Hard of Hearing participants
- Name, address and phone number of the billing party
- Name and phone number of the contact person for the day of the assignment
- Any other pertinent information

The following information will be communicated directly between the vendor and the requester:

- fees and policies of the vendor (cancellation, inclement weather, etc.)

- any special equipment to be used (e.g. microphones, audio/visual equipment, assistive listening devices)
- copies of speeches, presentations, etc.

After the Interpreter/CART reporter request has been filled, NDHHS will send a confirmation letter to the requester and the vendor, which will include the following information:

To the requester: Interpreter/CART reporter address, phone number and email address
 General cancellation policies
 Time, date and location of assignment

A sample requester confirmation letter is included in Appendix 1.

To the vendor:
 Time, date and location of assignment
 On-site contact information
 Billing details
 Team interpreter (if applicable)
 Any other pertinent information

The Referral Department **will not** be responsible to provide directions to the assignment unless that information has been provided by the requester.

The requester is responsible for contacting the vendor directly to inform of any cancellation or change to the assignment.

Definition of Terms

Hold – We may ask you to hold a specific date and time. This means we are still working on this request and for some reason we cannot confirm you at the moment. We may be searching for a team or need to check with the requester to make sure the time fits their schedule. If you are willing to hold, please hold that time in your calendar until you hear back from us. We will try to get back to you as soon as possible. If you are holding an assignment for NDHHS and you are offered another job for the same date and time, please call us to check on the status of the job on hold before accepting the new assignment.

If you are not willing to hold an assignment, let us know and we will continue our search.

Confirmed - This means the job is yours! One of the Department staff will send you a confirmation letter via email.

Please note that we do not confirm an assignment unless we have a full team in place.

Legal Requests

It is the policy of NDHHS to refer only legally trained and/or legally certified vendors. Interpreters are expected to submit a profile detailing their legal training and certification if they wish to be considered for legal assignments.

Number of Vendors Referred to an Assignment

The number of vendors referred to an assignment will be agreed upon in advance by the requester and NDHHS referral staff, and will be based on the nature of the assignment and vendors' expressed needs. For high priority or difficult-to-fill assignments, NDHHS Referral staff may negotiate with vendors to work alone for longer periods than normal assuming sufficient breaks and other alternate accommodations are provided.

Vendor fees

Often, requesters will ask how much an interpreter or a CART reporter charges. We explain that interpreters in New Hampshire are self-employed and therefore set their own rates based on their level of certification and years of experience. We explain that the range is typically \$35-\$45 per hour with a 2 hour minimum. We also explain that they will be charged for travel time, billed at the interpreter's hourly rate, and mileage, reimbursed at the federal reimbursement rate.

We also explain that CART reporters are self-employed and set their own rates. We reference an average rate of \$75 to \$100 per hour as well as travel time and mileage.

Standard Billing Practices in New Hampshire

Freelance vendors working with NDHHS are self-employed, independent contractors. They are required to set and negotiate their own fees with the exception of jobs for the State of New Hampshire where the New Hampshire Interpreter Fee Schedule needs to be honored. (A copy of New Hampshire Interpreter fee schedule is attached Appendix 3.)

The standard minimum assignment time for interpreters is 2 hours, which is inclusive of travel time (i.e., if meeting is 30 minutes and travel is 30 minutes each way, the time billed is the 2-hour minimum, not 2 hours plus travel time).

In New Hampshire, travel time is paid portal to portal (from your door, to the appointment, and back to your door). Interpreters charge their regular hourly rate for travel plus mileage at the federal mileage reimbursement rate.

The standard practice cancellation policy in New Hampshire is 48 hours. If an appointment gets cancelled *with less than 48 hours notice*, interpreters may bill the business for the time of the assignment as well as the expected travel time. Interpreters who have been cancelled generally do not bill for mileage.

These policies are the policies we typically refer to when explaining what businesses can expect in terms of interpreter billing. If you have different policies, it is your responsibility to make those policies known to the requesting agencies before the assignment occurs.

Job Cancellations/Changes in the Assignment

The business should cancel directly with the vendor as well as inform the vendor of any changes in the assignment.

If a vendor does not show up for an assignment after being confirmed, the vendor is responsible to pay the referral fee. The vendor should check with NDHHS to determine if the fee has already been paid by the requester or not.

Grievance Procedure

Consumers of interpreting and CART services are encouraged to provide direct feedback to the interpreters/CART reporters involved and to the NDHHS referral staff. The referral staff will make a recommendation to the appropriate person or organization based on the nature/severity of the grievance. The grievance may be referred to the Executive Director of NDHHS, the New Hampshire Interpreter Licensure Board, or the Registry of Interpreters for the Deaf, Inc.

General Feedback

All feedback received, whether positive or negative, will be documented in the referral database in the notes section of the vendor's profile.

The referral department staff will share feedback with vendors only with the permission of the person who expressed the feedback.

Lateness

Vendors who are late for assignments on a consistent basis will be required to have a face-to-face meeting with NDHHS referral department staff. At this meeting a plan of action will be set in motion to rectify the situation.

No Shows

Vendors who do not show at an appointment are expected to:

- be in contact with the requester on the day of the missed appointment
- be in contact with NDHHS referral department on the day of the missed appointment
- pay the referral fee for the missed appointment

Vendors who miss 2 or more assignments in a 6-month period will be required to have a face-to-face meeting with NDHHS referral department staff. At this meeting a plan of action will be set in motion to rectify the situation.

Face-to-Face Meetings

During face to face meetings the referral department staff will talk with the vendor about the situations which occurred and the vendor will be able to address his or her concerns about the situations. A plan of action may be suggested to resolve any remaining problems. If the referral department feels there is no need for further discussion or action then the case will be considered closed.

Plans of action will be written and may include: a written description of the specific situations involved in the complaint, the specific actions required to rectify the problem, and the estimated date of completion of those actions. Consequences the referral department may impose are: a suspension of receiving requests, a probation period, or in the most serious cases, severing the relationship between the vendor and the referral department. The agreement will specify actions to be taken if the vendor does not comply with the plan of action or if more infractions occur. Both parties will receive a copy to keep for their records. The referral department copy of the plan of action will be kept in the vendor's file in the referral office.

SAMPLE CONFIRMATION LETTER

Northeast Deaf and Hard of Hearing Services, Inc.
57 Regional Drive, Unit D, Concord , NH 03301
603-224-1850 Voice, 603-224-0691 TTY
Referral@ndhhs.org, www.ndhhs.org

Date: 1-Jan-2011

To: Thomas Pie

This is a confirmation of services for the American Sign Language Interpreter request:

Date: 10-Jan-2011
Time: 3:00-5:00pm
Location: 999 Main Street, Suite 1, Concord, NH 03301
Assignment: Staff Meeting
CAS#: 000009999
Deaf Person(s): Jane Cake
Notes: 1 speaker with PowerPoint presentation, Q&A at end of meeting

Interpreters Referred:

Interpreter Name :	Liza Torte
Certification :	NIC
Address :	333 Crisp Street
City, State, Zip :	Concord, NH 03301
Phone :	603-555-5555
Cell :	603-555-5554
Pager :	
Email :	liza@torte.com

- **You will receive a referral fee invoice in the amount of: \$30.00.**
- The referral fee is in effect regardless of cancellation or modification of the request.
- Interpreters/CART Reporters referred are not employees of NDHHS.
- You will receive an invoice from the interpreter/reporter for services performed onsite.
- Interpreters/reporters' bills will include: labor, travel time (portal to portal) and mileage.
- Cancellation of non-legal assignments requires two business days' notice to avoid interpreter/reporter billing.
- Cancellation of legal assignments require five business days' notice for trials and three business days' notice for legal hearings to avoid interpreter billing.
- You will receive an interpreter/reporter bill for any assignments cancelled for any reason with less than two business days' notice.
- Please contact the interpreter/reporter directly for cancellation or modification of the assignment.
- Please contact the interpreter/reporter directly for specific questions regarding rates, policies, and job specifics.

Thank you!

Rebecca Crumble, Referral Specialist

Referral Fees in Effect – July 1, 2011

Type of Request	More than 10 business days notice	4-9 business days notice	2-3 business days notice	Emergency- 2 business days notice or less medical, mental health, or legal only
General Request: Medical appointment, work/staff meeting	\$30 per interpreter	\$45 per interpreter	\$55 per interpreter, if filled \$30 if not filled*	\$55 per interpreter
Legal Requests: In-court, out-of-court, arrests, investigations	\$35 per interpreter	\$50 per interpreter	\$60 per interpreter	\$60 per interpreter
Ongoing Requests**: College classes, workshops	\$55 per interpreter	\$80 per interpreter	\$95 per interpreter	

INTERPRETER FEE SCHEDULE FOR STATE AND MUNICIPAL AGENCIES

The following fee schedule for interpreters will be used by state and municipal agencies pursuant to RSA 200-C:20, and Department of Education Rules Ed.1010.15 (a)(10) and Ed. 1010.16 (d). **The fee schedule will be re-evaluated every two years beginning in 2008.** Interpreters accepting such assignments will provide professional service in accordance with their certification's respective code of conduct and bill according to this fee schedule.

All interpreters living and working in the State of New Hampshire must be licensed by the NH Interpreter Licensure Board.

Free-lance interpreters hired by consumers other than state and municipal agencies may vary from the schedule below and should be based on experience, skills, certification level, and the nature of the assignment.

Interpreter Categories	Base Rate	Experiential Increase (Per Hour)				
		* Add \$1 for each additional 2 years of experience				
		2 years	4 years	6 years	8 years	10 years
NATIONALLY CERTIFIED (CSC, RSC, CI&CT, ACCI-V, NIC-M,SC:L)	\$33.00	\$34.00	\$35.00	\$36.00	\$37.00	\$38.00
- above in legal settings (w/ legal training only)	\$38.00	\$39.00	\$40.00	\$41.00	\$42.00	\$43.00
- above for Deaf-Blind	\$38.00	\$39.00	\$40.00	\$41.00	\$42.00	\$43.00
- above in legal for Deaf-Blind	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- SC:L in legal settings	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- CDI	\$38.00	\$39.00	\$40.00	\$41.00	\$42.00	\$43.00
- CDI in legal settings (w/ legal training only)	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- CDI for Deaf-Blind	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- CDI in legal for Deaf-Blind (w/ legal training only)	\$48.00	\$49.00	\$50.00	\$51.00	\$52.00	\$53.00
NATIONALLY CERTIFIED (IC&TC, CI or CT, ACCI-IV, NIC-A, OIC&OTC)	\$30.00	\$31.00	\$32.00	\$33.00	\$34.00	\$35.00
- above in legal settings (w/ legal training only)	\$35.00	\$36.00	\$37.00	\$38.00	\$39.00	\$40.00
- above for Deaf-Blind	\$35.00	\$36.00	\$37.00	\$38.00	\$39.00	\$40.00
- above in legal for Deaf-Blind (w/ legal training only)	\$40.00	\$41.00	\$42.00	\$43.00	\$44.00	\$45.00
NATIONALLY CERTIFIED (IC or TC, ACCI-III, NIC-C)	\$28.00	\$29.00	\$30.00	\$31.00	\$32.00	\$33.00
- above for Deaf-Blind	\$33.00	\$34.00	\$35.00	\$36.00	\$37.00	\$38.00
STATE SCREENED (NHICS, MCDHH)	\$23.00	\$24.00	\$25.00	\$26.00		
- above for Deaf-Blind	\$28.00	\$29.00	\$30.00	\$32.00		
- Screened Deaf Interpreter, SDI	\$26.00	\$27.00	\$28.00	\$29.00		
- SDI for Deaf-Blind	\$31.00	\$32.00	\$33.00	\$34.00		
Non-Licensed Interpreters with Waiver	\$20.00					

Emergencies: Interpreters hired through E911/Referral/Direct for legal, medical, and/or mental health; or stated situations with less than 24 hours notice will charge their current state rate times one and a half.

Cancellations: The interpreter may bill for assignments, including portal to portal time, which are cancelled within:

- 2 standard business days (forty-eight hours) for general assignments
- 3 standard business days (seventy-two hours) for legal assignments
- 5 standard business days (one hundred and twenty hours) for trials

Interpreter invoices will include: either the hours scheduled or the actual time services were performed (whichever is greater), travel time (portal to portal), and mileage billed at the current State rate.

A two-hour minimum applies to all assignments (portal to portal time counts toward the minimum).

*Experiential increase is from anniversary date of first national certification or state screening, given that it is current and valid. Once state screened interpreters pass national certification, they will begin with the appropriate national base rate.