

Important Things To Remember for Broker Appointments

Hopelink Appointments (King County)

- Section 21-31 should be filled out by the provider **NOT** the Interpreter
- If your arrival, start and completion time doesn't match the requested times, please provide an explanation in the comment section
- The form must be filled out completely and be legible.
- Always provide a map when billing for mileage
- Backup documentation must be completed for medical appointments if they last more than 1 hour and 45 minutes. Backup documentation should cover every 15 minutes of the appointment. Make sure your backup form is signed by clinic staff.
- Parking will be reimbursed with an original receipt if there is billable mileage for the appointment or if the parking amount is over \$5.63.

Paratransit Appointments (Snohomish County)

- Always use the preprinted form that we fax to you.
- If the appointment last more than 15 minutes past the anticipated end time you must have the provider write a note explaining why in the comment section
- The form must be filled out completely and be legible.
- Always provide a map when billing for mileage.
- Backup documentation must be completed for medical appointments if they last more than 1 hour and 45 minutes. Make sure your backup form is signed by clinic staff.
- Report billable "no shows" and "cancelled with no notice" appointments to our office ASAP

Northwest Regional Council Appointments (Whatcom, Skagit, San Juan and Island Counties)

- The form must be filled out completely and be legible.
- The bottom portion of the form is to be completed by the provider **ONLY**. Interpreters are not to write in this portion of the form.
- Backup documentation must be completed for medical appointments if they last more than 1 hour and 45 minutes. Make sure your backup form is signed by clinic staff.
- When billing mileage, always verify the amount matches mapquest.com. No paper map needs to be submitted.

For all brokers –

- NO white out
- Any changes to start and end times must be initialed by the provider.
- Make sure you are billing the correct agency. Sending forms to the wrong agency may delay your payment.
- All the forms and our handbook are available at our website www.langex.com.

Failure to follow these guidelines may result in non-payment!!!!!!

If you have any questions we are here for you.....

Interpreter resources: resources@langex.com

Billing department: tlebilling@langex.com

Scheduling: schedule@langex.com

Dear Interpreter,

Thanks you so much for accepting assignments from the Language Exchange, Inc.

Because you are an independent contractor you must bill us for your services and perform your own record keeping. In addition to submitting your signed "Service Appointment Record" or "Short Forms" you **MUST** summarize them on your OWN INTERPRETING BUSINESS INVOICE SHEET.

You can be as creative as you want. You can create something on your computer, write it out yourself or pick up a pad of generic "statements" from any office store.

You should keep a copy of the invoice for your records, tax and IRS purposes. Keeping a copy will also help you to keep track of what you have billed us for. All invoices should be numbered and include a total amount that you are billing us.

If you have questions, please contact me at tlebilling@langex.com or call 360-755-9910.

Sincerely,

Tina Hagerty
Billing Department