Universal
Language Service

INTERPRETER PLATFORM

User Guide

DISCLAIMER: Universal Language Service's Online Platform is created based on major language Service Requesters' demand and the Washington State Health Care Authority Contract K2474 requirements to ease communication between Language Service Requesters and Professional Interpreters, and to lower administration costs. Interpreters are free to communicate with Universal Language Service via their preferred method: phone, email, fax, online, etc.

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Introduction

Security

Please be aware that per HIPAA privacy laws and OCIO 141.10 Standards, each individual / user must have their own Unique User ID and Password. Users will never share their User ID or Password. For security purposes, users will be required to change their Password every 90 days.

Universal Contact Information

Scheduling Department (24/7/365)

Accepting or declining jobs, asking about job status.

Email: Jobs@ULSonline.net

Phone: (425) 452-5644

Interpreter Accounts Department

Registration, documents, account settings, information sessions, continuing education opportunities, interpreter events.

Email: Interpreter@ULSonline.net

Phone: (425) 450-7022

Billing Department

Billing / invoicing, fees / charges, payment, direct deposit, job statement questions.

Email: Billing@ULSonline.net

Phone: (425) 450-7021

Help Desk

Technical assistance with scheduling platform / website / phone / fax / email.

Email: HelpDesk@ULSonline.net

WeCare

Providing feedback (praise / complaints) pertaining to interpreter service, provider experience, Universal staff and policies.

Email: WeCare@ULSonline.net

Platform Login

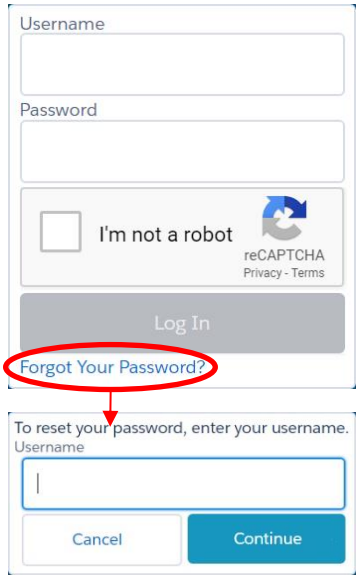
Browser Requirements

Universal's scheduling platform is best supported with Google Chrome. Microsoft® Internet Explorer® versions 9, 10, and 11 and Apple® Safari® version 10.x on Mac OS X are also supported.

- For all browsers, 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 Universal Language Service website
    - HCA: http://hcauniversal.com
    - General: http://www.universallanguageservice.com
2. Click "Interpreter Login" located in the top right-hand corner
3. Click blue "Login" box
4. Enter 'Username' and 'Password'
    - Usernames will always be the email address provided to Universal
    - If logging in for the first time, interpreter 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 *Interpreter@ULSonline.net* as a safe sender to ensure all future emails regarding login information are received.
5. Click "Log In" button

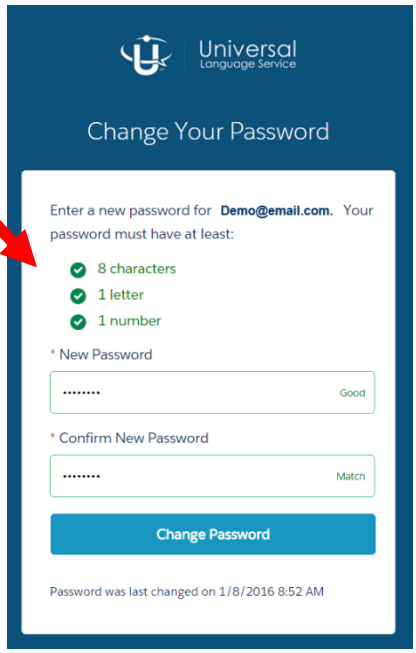


Password Reset

1. Go to Universal Language Service website
2. Click "Interpreter Login" located in the top right-hand corner
3. Click blue "Login" box
4. Click "Forgot Your Password?" below
5. Enter 'Username'
    - Usernames will always be the email address provided to Universal
6. Click "Continue"
7. A link will be sent to the email address on file with Universal to reset the user's password
8. Open email inbox and find email from Universal
    - Email subject line should read: `Your new password`
9. Click on the link provided in email

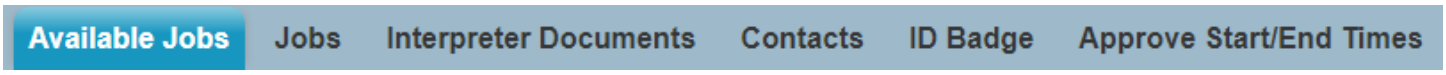
- IMPORTANT – for best results, use a computer (PC or Mac) to reset the password in Chrome; interpreters could experience technical difficulties if using a mobile device

10. User will be redirected to a *Change Your Password* screen
11. Enter new password into 'New Password' field, ensuring that criteria is met (*example to right*)
12. Re-enter new password in 'Confirm New Password' field
13. Click "Change Password"
14. User should now be logged into the *Home* screen of the Interpreter Platform



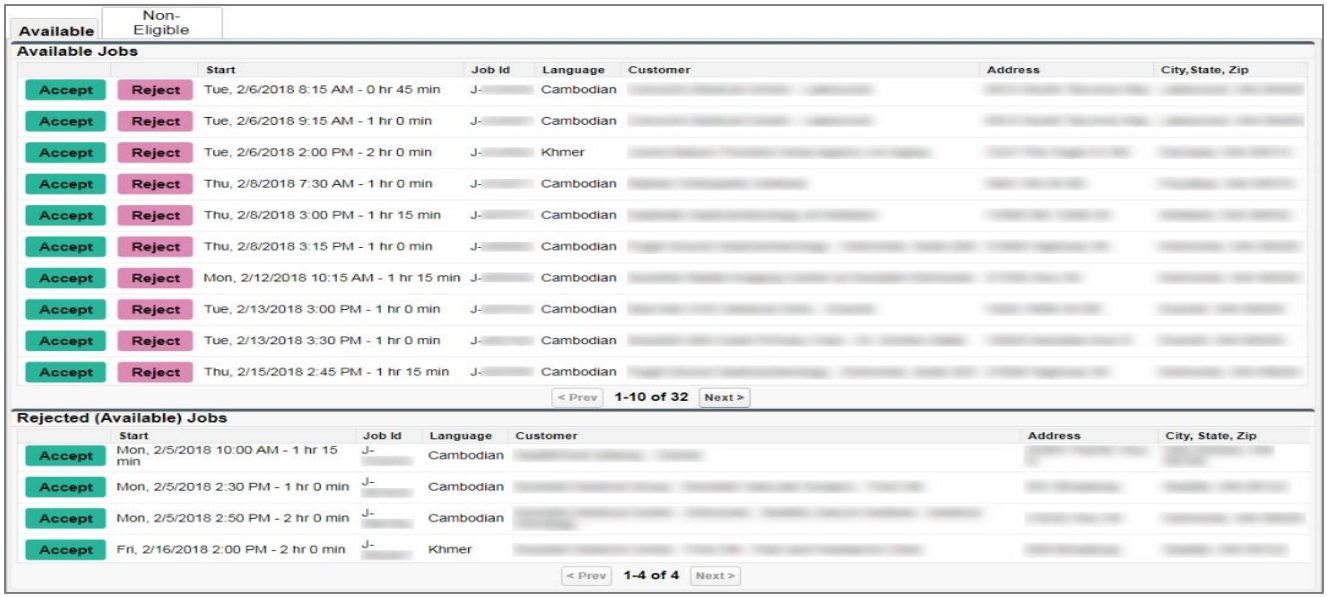
Home Page / Orientation

Tabs Overview



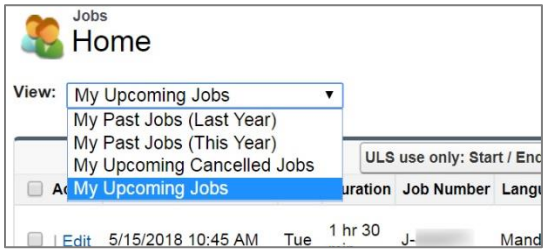
Available Jobs Tab

Here, interpreters can see all jobs that are still pending in the system, awaiting interpreter response.



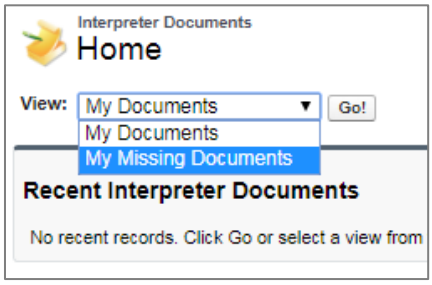
Jobs Tab

The Jobs tab is a way for interpreters to access job information for any jobs they have accepted. The interpreter can change their 'View' to categorize their job view.



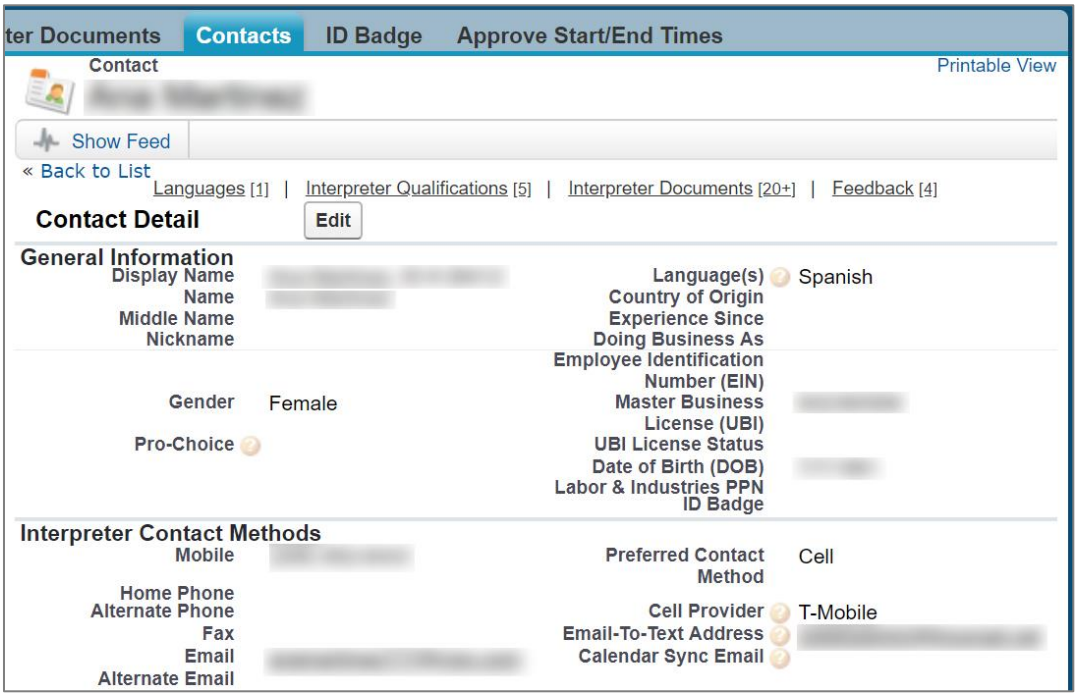
Interpreter Documents Tab

Interpreters can access their interpreter document records via the *Interpreter Documents* tab. The 'View' can be adjusted to see either their full list of documents or their list of missing documents (see picture to right). Once a view has been chosen, interpreter must click "Go".



Contacts Tab

The Contacts tab allows interpreters to view all their profile information. They can also update and adjust certain fields (i.e. 'Languages', 'Job Notification Preferences', 'Availability', 'Address Information', etc.) Interpreter rates are also located under the interpreter's contact details.



ID Badge Tab

The ID Badge tab contains a **temporary** badge for interpreters to use while they are awaiting their permanent badge. To order a permanent badge, interpreters can click on the "Order Interpreter Badge" link located under 'Interpreter Links'. Badges are $5 and can be deducted from an interpreters next payment (provided there is a job to deduct from). Please note that it is not an HCA requirement to have a badge, if an interpreter is only interested in accepting HCA jobs.

Approve Start / End Times

Interpreters can visit this tab to approve and/or dispute Actual Start / End Times for all jobs they provided service for.

Search Function

Universal Search

This will likely be the first approach taken when searching for a specific job using the job number, as the search bar is visible on every page.

1. Enter a keyword in the search bar (e.g. `[Job Number]`, `[Client Last Name, Client First Name]`, `[MRN]`, `[Client Phone Number]`, etc.)
2. Hit Enter on keyboard or click "Search"

If a general search did not yield the correct results, standard search operators can be used to further refine search:

- *** (Asterisk):** search will pull up results with one or more characters missing within a search term (if unsure of exact spelling, input '*' in place of the missing characters)
    - *Example 1*: a search for `John*` will find items that start with "John," such as John, Johnson, Johnston, etc.

    - *Example 2*: a search for `Vero* Mitchell` will yield Veronika Mitchell and a search for `* Nguyen` will yield all contacts and jobs where the interpreter or client's last name is Nguyen
- **? (Question Mark):** search will pull up results with only one character missing within a search term
    - *Example:* a search for `jo?n` finds items with the term John or Joan, but not Jon or Johan
- **AND:** finds items that match **all** the search terms
    - *Example:* a search for `Harborview` AND `8EH` will yield only results that contain BOTH Harborview AND 8th Floor, East Hospital
- **OR:** finds items with at least ONE of the search terms
    - *Example*: search `Dental OR Medical` to pull up all results that would be for any Dental or Medical account
- **AND NOT:** finds items that DO NOT contain the search term
    - *Example*: entering `Medical AND NOT Dental`, results will come up for Medical accounts for all locations AND NOT for Dental accounts
- **() (Parentheses):** Use Parentheses to group search terms together if using more than one Operator in the search
    - *Example*: search `(Medical AND Seattle) OR Dental` to find a Medical account in Seattle or any account with the keyword Dental; search `Seattle AND (Medical or Dental)` to find any Medical or Dental account in Seattle.
- **"" (Quotation Marks):** finds the exact phrase
    - *Example:* "`Nguen`" will find ONLY results with that name, and ignore approximations such as 'Nguyen'

Sidebar

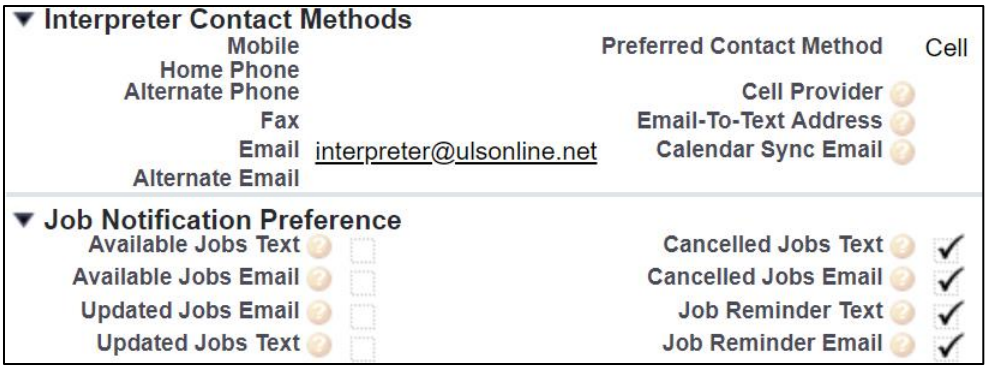
The Sidebar is located on the right-hand side of the Interpreter Platform. Here, interpreters can access a number of resources including:

- **Recent Items**: list of the last ten (10) pages the interpreter viewed (e.g. jobs, documents, feedback, etc.)
- **News & Notices**: updates from Universal that may be important to interpreters, continuing education calendar / opportunities
- **Interpreter How To & Videos**: instructions and videos on how to navigate the platform, upload invoices, and submit interpreter documents
- **Interpreter Links**: links to important websites or forms and blank invoices of all types
- **Interpreter Resources**: information related to certification and the *Medical Terminology Screening*

Personal Profile Management

Update Contact Information & Preferences

1. Once logged in to the online portal, click the *Contacts* tab
2. Select “My Contact Info” view and click “Go!”
3. Click on name to open the *Contact Detail* page
4. Click “Edit”
5. Update any of the following fields:
    - General Information
        - Country of Origin
        - Experience Since
        - Pro-Choice
    - Interpreter Contact Methods
        - Mobile
        - Home Phone
        - Alternate Phone
        - Fax
        - Email
        - Alternate Email
        - Preferred Contact Method
        - Cell Provider
        - Email-To-Text Address
            - **Note**: The ‘Email-To-Text Address’ is auto-created when a mobile number is added, and a Cell Provider is selected. If ‘Cell Provider’ is missing from the list, please email: *interpreter@ulsonline.net*
    - Job Notification Preferences
        - Available Jobs
        - Updated Jobs (reschedules, address or patient changes)
        - Cancelled Jobs
        - Job Reminders
    - Preferences (these settings will affect which jobs an interpreter sees – for example, if Travel Area is small, it will filter out the majority of jobs, which may take place outside of that travel area; similarly, if an interpreter says they are not available during weekends, any job that takes place on Saturday or Sunday will not be visible to them)
        - Availability (e.g. “Days”, “Evenings,” “Nights”, “Weekend Days”, etc.)
        - Availability Comments
        - Travel Area from Home (Miles)
    - Address Information
6. Click “Save”



Manage Email & Text Message Notifications

1. Once logged in to the online portal, click the Contacts tab
2. Select “My Contact Info” view and click “Go!”
3. Click on name to open the Contact Detail page
4. Ensure ‘Cell Provider’, ‘Mobile’, and ‘Email’ are up to date
5. Review Job Notification Preferences and check appropriate boxes
6. See *Update Contact Information & Preferences* for more information on what can be updated

To ensure that important notifications are correctly received, please mark *jobs@ulsonline.net*, *interpreter@ulsonline.net*, and *billing@ulsonline.net* as *Safe Senders* in your email server.

Review Qualifications

1. Once logged in to the online portal, click the *Contacts* tab
2. Select “My Contact Info” view and click “Go!”
3. Click on name to open the *Contact Detail* page
4. Scroll down to *Interpreter Qualifications* section to review for accuracy

If any qualifications seem inaccurate or incomplete, please email interpreter@ulsonline.net to correct.

Review Feedback

1. Once logged in to the online portal, click the *Contacts* tab
2. Select “My Contact Info” view and click “Go!”
3. Click on name to open the *Contact Detail* page
4. Scroll down to *Feedback* section and review

If any of the feedback seems inaccurate or incomplete, please email WeCare@ulsonline.net to follow up or dispute.

Interpreter ID Badges

HCA Contract K2474 does not require Interpreters to carry an ID badge; however, service requesters expect you to provide proof of identification (e.g. driver license, state-issued ID card) for security purposes, if asked. Service requesters may prohibit you from providing language services for their patients/clients, if you fail to carry visible identification showing your name, photo and the organization you are providing services through at the moment, as per their facility security protocol. You may contact Universal Language printing services and request an ID badge for the cost of $5.00, or choose your own supplier. A temporary badge is available for you to print, if needed. If you choose to order your ID badge through Universal Language printing services, below are the instructions:

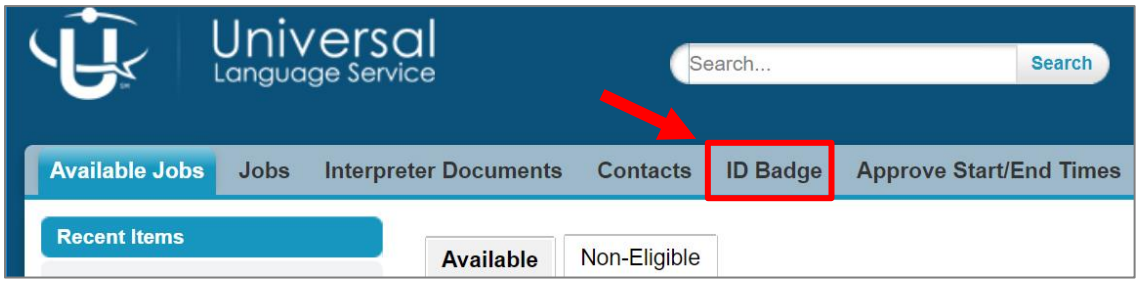
1. Log in to the online portal
2. Under 'Interpreter Links', click "Order Interpreter Badge"
3. Fill out the *Interpreter Badge* order form
4. Click "Submit"
    a. If paying via PayPal, click "Pay Now"
        i. If ordering more than one ID badge, change the 'Quantity' to reflect the number of ID badges ordered
        ii. Click "Continue
        iii. Complete PayPal Guest Checkout payment form
            1. Enter card and billing information
            2. Enter email address
                a. **Note**: the email address entered here should be the same email address Universal Language Service has on file. Changing the email address or using another person's email address can lead to delays in processing
        iv. Click "Pay Now"
            1. Both the interpreter and Universal Language Service will receive a confirmation email

Temporary Badges

If an interpreter has a job scheduled, and are currently awaiting their ID badge, they can print a temporary ID badge from the Interpreter Platform (login here) and present it to front desk staff along with a valid form of photo ID.

To print a temporary ID badge:

1. Log in to the online portal
2. Click on *ID Badge* tab to bring up a PDF containing a temporary ID badge to print



Job Management

Type of Job

Type of Job is a field that indicates the type of contract that a given job is listed under. **Most customers working with Universal will have multiple contracts that they may request under**, depending on the nature of the appointment and who will be paying for the service. This means it will not be uncommon to see customers have some combination of multiple Types of Jobs, such as Private Sector, HCA, L&I, ODHH, or DES.

HCA Job Types

- HCA Medical
- HCA-DSHS
- HCA-DSHS Block Time
- HCA-DCYF
- HCA-DCYF Block Time

As a reminder, please see HCA contract definitions below for Block Time appointments:

"Block of Time Appointment" means a method of scheduling an Interpreter for a specific time period, with a minimum of two hours, rather than for a specific appointment or specific client, to meet the needs of several Social Service clients that speak the same language.

Non-HCA Job Types

- Private Sector
- Department of Enterprise Services (DES)
    - DES Court Cat.1 (*AOC Court Certified ONLY*)
    - DES Non-Court Cat.2a (*DSHS Certified ONLY*)
    - DES Non-Court Cat.2b (*DSHS Certified or Qualified by Agency*)
    - DES DSHS Cat.3 (*DSHS Certified ONLY*)
- Labor & Industries (L&I)
- Office of the Deaf & Hard of Hearing (ODHH)

Job Industry

This field generally describes the disciplinary field that a job may take place in (e.g. education, law enforcement, etc.). Interpreters will have industries listed on their accounts as well, and when a job is created under a customer's account, that job will be looking for a match in the industry field as one of the filters for finding qualified interpreters.

Modality

Modality is the communication mode through which words are expressed from one language to another. Universal offers four modalities:

1. In Person
2. Over the Phone (OPI)
3. Video Remote Interpreting (VRI)
4. Translation

Based on an interpreter's qualifications and expressed skill set, one or more of the above modalities may be present on their profile. When services are requested through the platform for a modality, only interpreters who have that modality listed will be able to view and accept those jobs.

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Mode of Communication

There are two Modes of Communication that Universal accepts job requests for: Consecutive (one person speaks and pauses, then the other person interprets) and Simultaneous (the interpreter interprets while the speaker is speaking). It is important that interpreters make sure that this field is accurate for them, as jobs use this field as one of their filtering criteria (i.e., if an interpreter has indicated that they can provide service for Simultaneous Interpretation jobs, then those jobs will appear for such interpreters to accept).

Job Setting

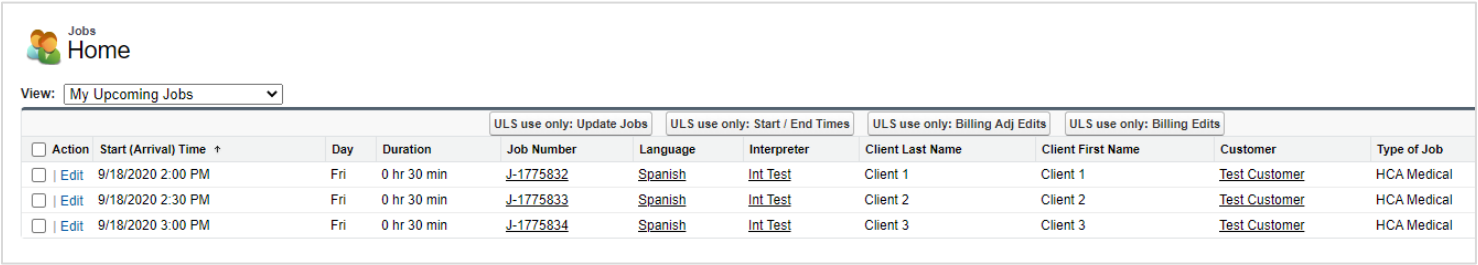
Setting refers to the environment the interpreter will be working in as it pertains to the number of people. There are three Settings available:

1. One-on-One
2. Small Group
3. Conference

Family Member Appointments

Family Member Appointments are appointments where the same requester schedules two or more jobs to see multiple family members and the same interpreter must be scheduled for all clients. The interpreter will be paid from the start of the first appointment through the end of the final appointment. Family Member Appointment jobs can be identified by reviewing the 'Family Appointment' column on the Available Jobs Tab as seen in the image below. When accepting new Family Member Appointments on the scheduling platform, interpreters will only see one job that lists the full duration of all associated Family Member Appointments combined.

After accepting a Family Member Appointment, all the individual jobs that are linked together for that Family Member Appointment can be viewed on the Jobs Tab under the 'My Upcoming Jobs' view (see below).



If you accept a family appointment and then decide that you want to give it back, you must contact Universal Language to return the appointment.

Available Jobs Tab

The *Available Jobs* tab is a list of all jobs that an interpreter is eligible to accept.

Buffer Time

Typically, the scheduling platform prevents interpreters from taking back to back jobs by having a mandatory 15 minute buffer time between appointments In partnership with the HCA, Universal Language has removed the 15-minute buffer requirement as part of a Pilot program. This Pilot process is scheduled to take effect April 1, 2020 and reviewed monthly until further notice to determine the effectiveness. Interpreters may accept a job with a Scheduled Start Time that is equal to the Scheduled End Time of an earlier job, as long as these jobs do not overlap.

Accept / Reject Available Jobs

Interpreters can accept jobs in three ways:

1. Via the online scheduling platform
2. Via text message
3. Via email

When accepting a job, the following information will be readily visible:

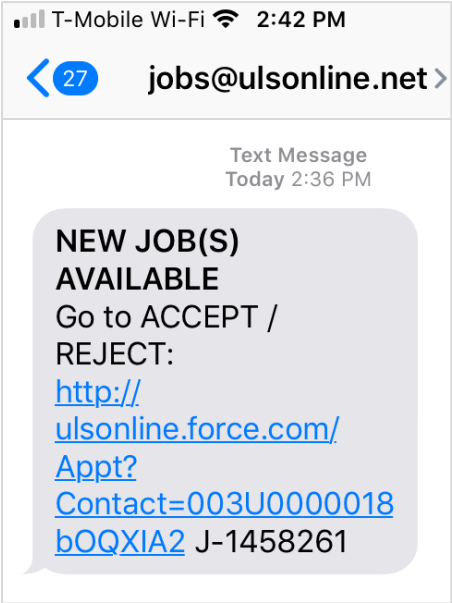
1. Date & Time
2. Length of appointment
3. Type of Job
4. Location
5. Customer name

Multiple interpreters will be able to see the jobs simultaneously. Jobs that are claimed will no longer be viewable. If a job suddenly disappears, this is typically what has happened – an interpreter accepted it seconds within viewing. We encourage actively accepting and looking out for jobs before they get claimed.

Via the Online Scheduling Platform

1. Log in to the interpreter platform
2. The default home screen will always show available jobs; this platform is real-time, so if no jobs are visible, then no jobs are available
3. A job can be accepted by clicking the green “Accept” button. Accepted jobs will be assigned on a first-come, first-serve basis and once assigned, will show on the interpreter’s “My Upcoming Jobs” list on the *Jobs* tab
    - If an interpreter accepts a job, but it does not appear on their schedule, this could be due to multiple interpreters simultaneously hitting “Accept”; the first interpreter to hit “Accept” will receive the job
4. A job can be rejected by clicking the red “Reject” button
    - Rejected jobs that are still available will populate below in the *Rejected (Available) Jobs* section for the interpreter’s convenience; the interpreter is free to accept any previously rejected job as long as it is still available
    - We strongly urge that interpreters reject all jobs they are currently not interested in or available for; they will remain available to Accept and this way Universal’s Scheduling Department only reaches out to those who have not responded when trying to fill a job
5. Please make sure when accepting a job that you are checking to see if there are notes to the interpreter. This can come from Universal Language staff or the requester and can include things like:
    - Sibling Appointment Notes
    - Special Instructions
    - Case worker contact information
6. Please make sure that when you are reviewing and accepting jobs, that there is no overlap in time. The system can take a minute to update and sometimes will not recognize appointments if they are accepted with the same time.

Via Text Message: If an interpreter is signed up for Available Jobs text alerts, the interpreter will receive the following alert about an available job; to view the details, click on the blue hyperlink to be redirected to a mobile-friendly scheduling platform.



Via Email: If an interpreter is signed up for Available Job Email alerts, the interpreter will receive the following alert about an available job; to view the details, click on the blue hyperlink to be redirected to a mobile-friendly scheduling platform.

Note: Multiple interpreters will receive the same notification. The first to go in and click "Accept" will get the job. The first

interpreter to accept the job will find it on their schedule. Universal Language is not responsible for internet speed and which interpreter will be assigned.

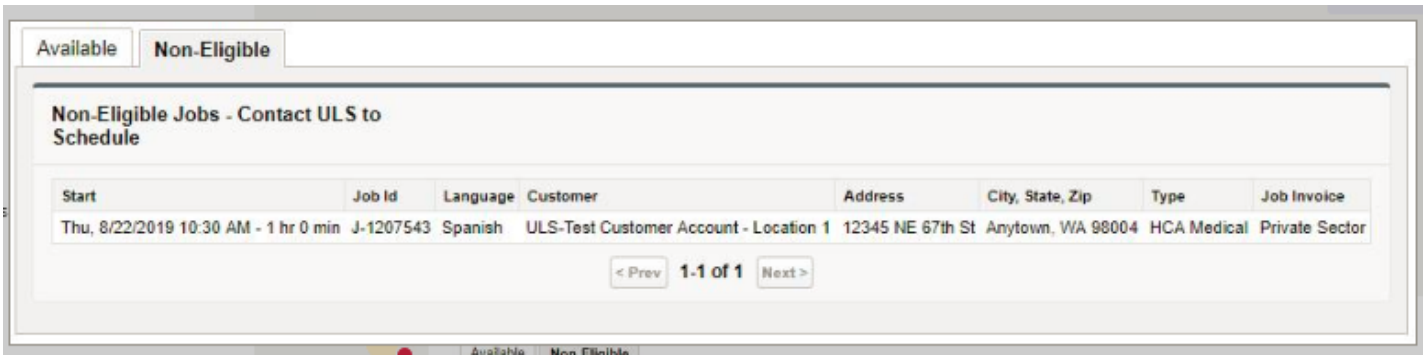
Rejected (Available) Jobs

Here, an interpreter can review jobs that they have previously rejected. If these jobs are still available (and have not been accepted by another interpreter), they can be accepted by the interpreter later if their availability changes. It is recommended that interpreters reject jobs they are not interested in or available for to help keep their number of calls regarding job opportunities to a minimum.

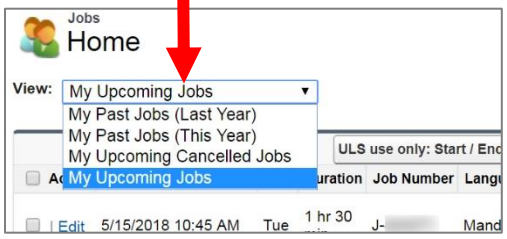
Non-Eligible Tab

The *Non-Eligible* tab consists of available jobs that the interpreter is not eligible to accept. This is most likely due to lack of certification / authorization in a specific industry or language, missing documents such as immunizations or clearances, or

when the facility requires a pre-approval process. Interpreters interested in accepting a job listed in their *Non-Eligible* tab may contact our Interpreter Accounts Department (*interpreter@ulsonline.net*), who can review their profile and see what might be needed.



Job List Views



Click on the dropdown menu next to 'View' to bring up different job lists. (*Left*)

My Upcoming Jobs

The *My Upcoming Jobs* list view is an overview of all future jobs that have been requested. Interpreters may sort this list by a variety of categories (e.g. 'Start (Arrival) Time', 'Day', 'Job Number', 'Interpreter', 'Customer Status', and 'Type of Job').

To view:

1. Click the *Jobs* tab
2. Select "My Upcoming Jobs" from the 'View'
3. Jobs may be sorted in any order by clicking on the column heading

My Upcoming Cancelled Jobs

The *My Upcoming Cancelled Jobs* list view allows an interpreter to view all future jobs that they accepted, but which were later cancelled. Interpreters also receive email notifications automatically when jobs are cancelled that they had previously accepted.

1. Click the *Jobs* tab
2. Select "My Upcoming Cancelled Jobs" from the 'View'
3. Jobs may be sorted in any order by clicking on the column heading
4. Note that all late cancellations that are HCA jobs (Medical, DSHS, DCYF) will automatically be processed by the billing department and no invoice is necessary.

a. If you have expenses, you can email those to billing@ulsonline.net and we will process them along with the cancellation.

My Past Jobs

The My Past Jobs list views allow interpreters a convenient way to view all of their past jobs through Universal. This list should be reviewed to identify which jobs may be waiting for interpreter action. To access this list view:

1. Click the *Jobs* tab
2. Select "My Past Jobs" from the 'View'
3. You may sort the job in any order, by clicking on the column heading.
4. 'Interpreter Status' column will display the status of the past job for reference (if there is a status on the platform which is not listed below, please contact the Billing Department (*billing@ulsonline.net*) for possible correction)
    - Awaiting Invoice Submission
    - Awaiting Copy of Invoice and/or Receipt(s) for Expenses
    - Cancelled: Awaiting Invoice Submission
    - Cancelled: Not Billable
    - Invoice Submitted
    - Invoice Incomplete – Sent back to Interpreter
    - Invoice Submitted Late – Billable
    - Invoice Not Submitted / Submitted after Deadline – Not Billable
    - Customer Invoiced / Awaiting Payment
    - Customer Denied Payment
    - Interpreter Partially Paid
    - Interpreter Paid

Locate Job Details

Locate the job using the Search tool or one of the Job List Views and click the job number

1. **Interpreter Status**: the current status of the job, such as: Available, Scheduled, Cancelled, etc.
2. **Check In / Check Out**: the actual start and end times of a job entered for billing purposes
3. **Job Information**: details about the job, including date/time, client info, etc.
4. **Location Information**: Customer name and address of job
5. **Labor & Industries**: Claim data for billing purposes
6. **Customer In-Person Job Notes**: Settings, Reminders, and Billing Terms for this job
7. **Attach Job Invoice**: to attach and track the invoice and other expenses documentation
8. **Jobs Linked to this Job**: displays any jobs that require the same interpreter to accept

Give Back Jobs

The practice of returning a job that was accepted (referred to by Universal as Give Backs) is always strongly discouraged, regardless of the job type. Customers and LEP clients expect interpreters to be reliable, and over time each interpreter develops a reputation with facilities they provide service at frequently (whether positive or negative). Interpreters who have a habit of continually giving back jobs may eventually be excluded from providing service at certain facilities.

Sometimes things happen which are unavoidable or unforeseeable, and an interpreter has no choice but to return a job.

All HCA jobs given back within 24 hours of the start time of the appointment will be reviewed to determine if a give back incident should be reported. See *Incident Resolution Process.*

All Non-HCA jobs given back may be subject to a Give Back fee (amount of fee varies depending on customer).

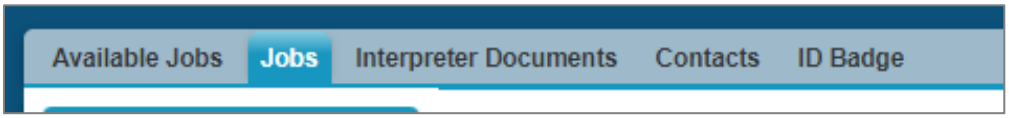
Interpreters can give jobs back in two ways:

1. Via the online scheduling platform (HCA jobs only)
2. Via phone call to the Scheduling Department

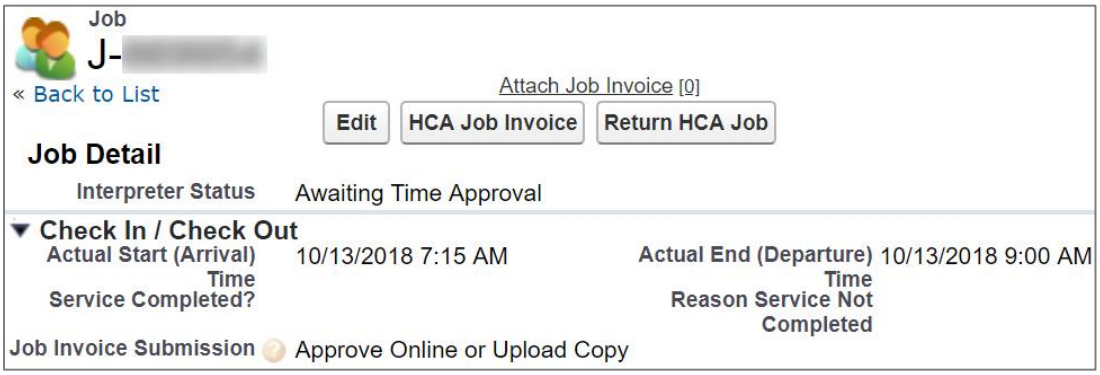
Via Interpreter Platform (HCA Jobs Only)

To give back a job via the online scheduling platform (prior to 24 hours):

1. Click the *Jobs* tab



2. Select “My Upcoming Jobs” from the ‘View’
3. Find and select the job number for the desired appointment
4. Click the ”Return HCA Job” button that will appear next to “Edit” on the job details screen:



Via Phone

Interpreters can contact the Scheduling Department by phone 24/7/365 at 425-452-5644 to give back a job. For HCA jobs given back within 24 hours, interpreters must contact Universal by phone. Family appointments must also be given back by phone. Please keep in mind that HCA jobs returned in under 24 hours will result in an incident. See *Incident Resolution Process.*

Reminder Calls to Clients

Interpreters will never contact the client directly for HCA jobs. The below pertains to non-HCA jobs only.

Customers that provide the Client/Patient phone number expect interpreters to make reminder phone calls to each client/patient 1−2 days before the job. Although not all Customers provide client/patient telephone numbers, if the client’s/patient’s number is provided - the reminder phone call is expected. Customers rely on interpreters to call the client in order for appointments to run on-time and to avoid high numbers of client no shows. The interpreter’s hourly rate includes the reminder phone call to the patient/client.

- Customers provide special instructions in the “Notes” and “Other” sections on the *Job Detail* screen
- The interpreter’s hourly rate includes the reminder phone call to the client

- Any job invoice where the date and time of the reminder call is not recorded may be returned to the interpreter for completion. Some customers do not pay for client no-shows when no reminder call is documented

INTERPRETATION SERVICE
JOB INVOICE

JOB INFORMATION

Date of Service	Time	Duration	Language	ULS Job #
Client Name *(last, first)*		Phone (123) 456-7891	Reminder Call Made to Client date / time: 01/01/2017 @ 5:30	
Facility			Facility Reference #	Requesting Person
			Notes	
Address			Other Patient should not eat or drink within 24 hours of appointment	

SERVICE VERIFICATION *(Provide department if different from above and explanation of time spent interpreting)*

Start Time	End Time	Total Time	Department / Explanation *(if needed)*

Stay Anonymous

In order to prevent clients from contacting the interpreter directly, interpreters should keep their phone numbers confidential when making reminder calls to the client. Many telephone service providers have options for keeping a caller's phone number private, but for interpreters who only wish to block their phone number when calling clients, the following excerpt from Verizon's *Caller ID & Caller ID Blocking* might be helpful:

Caller ID & Caller ID Blocking

3. What's the benefit of using Caller ID Blocking?

Blocking Calls

Expar

1. How do I block Caller ID for a specific call?

You have the option to block Caller ID either temporarily or permanently.

To block your number from being displayed temporarily for a specific call:

a. Dial ***67**.
b. Enter the number you wish to call (including area code).
c. Tap the **Call** button. The words "Private," "Anonymous," or some other indicators will appear on the recipient's phone instead of your mobile number.

You've successfully blocked Caller ID for a specific call.

Note: Calls to 800 numbers and 911 can't be Caller ID-blocked.

Billing & Payment

Submitting Job Invoices

Job Invoice Submission Type

HCA Job Types

Paper job invoices are generally not required for HCA job types, as Requesters should be checking interpreters in and out electronically, and interpreters should be approving these times on their platform.

Exceptions

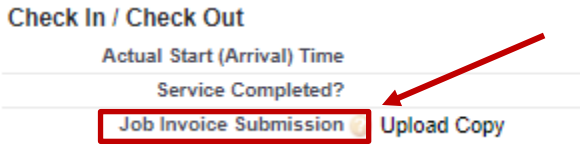
HCA-DSHS and HCA-DCYF social service job types may still require a paper invoice, as many of these jobs are on-site with the client in a location where electronic check in / check out may not be possible.

In addition, some HCA Medical facilities may still be going through the process of getting all of their staff registered, they may be one of the few facilities which has been authorized for paper invoices due to technical constraints, or they may have jobs that are home visits. For this reason, interpreters are strongly encouraged to always have blank HCA invoices as backup to make sure that their service times are properly documented.

Non-HCA Job Types

Service Requesters decide whether they prefer invoices submitted online or require the original copies. In order to see which is needed:

1. Locate and open the job
2. Under *Check In / Check Out* section, find 'Job Invoices Submission'



- **Upload Copy**: online submissions are acceptable (see *Attaching an Invoice Online* for further information)
- **Deliver Original**: online submissions are not accepted; original invoice must be mailed or dropped off (see *Mailing Invoices* or *Invoice Drop-Off* for more information)

Important Note: invoices are not accepted via email as sending unencrypted client information is a serious HIPAA violation and is recorded under the *Interpreter Incident Resolution Process* as a "critical" severity incident. This can lead to an immediate restriction by requesters (HCA and Non-HCA).

Attach Job Invoice Online

1. Locate and open the job [1]
2. Scroll down to the bottom of the page and click "New Attach Job Invoice" button
3. Select "Invoice" in Type field and click "Save"
4. In the saved *Job Invoice Detail* screen, click "Attach File" button
5. Follow the three steps on the screen to add the signed invoice as an attachment to the job
6. After clicking "Done", a confirmation that the attachment is added will appear and the uploaded invoice will be in the *Attach Job Invoice* section

[1] HCA last minute cancellation and client no-show appointments must have the travel documents emailed or mailed to Universal. There is no upload feature.

Mail Invoices

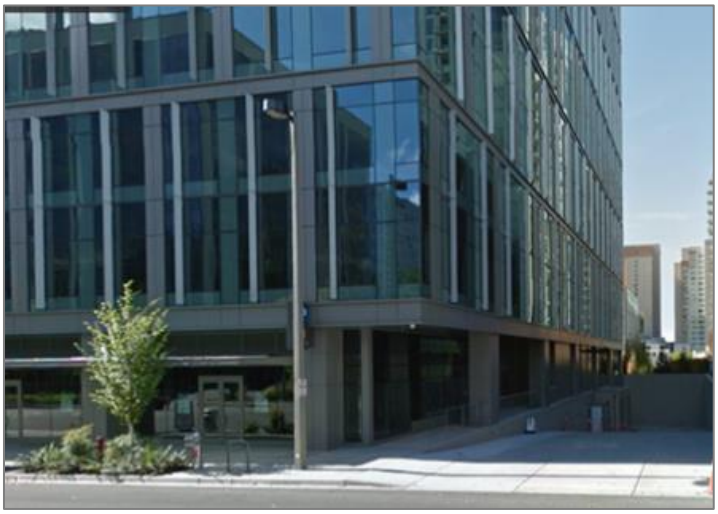
1. Check that all sections of invoice(s) are completed, including Interpreter and Requester signatures
2. Find size-appropriate envelope
3. Send to:

   Universal Language Service
   929 108th Ave NE Suite 710
   Bellevue, WA 98004

Invoice Drop-Off

Please note: Feel free to stop by during normal business hours of 8AM-5PM, Monday through Friday. You can also, drop off invoices at Universal Language's designated locked mailbox on site during business hours.

1. Enter the lobby area and turn right (next to elevators)
2. Walk past the elevators towards the yellow wall
3. There will be a hallway, turn right
4. The Mail Room is on the left
5. Enter Mail Room and locate the grey drop-box labeled "Universal Language Service"
6. Drop invoices or documents in this box; invoices and documents will be collected daily



Invoice and document drop-offs can occur during standard business hours (8:00AM–5:00PM, Monday through Friday). Outside of these hours, the doors to the lobby will be locked.

Our new location also has visitor parking (see entrance on 108th avenue below). Please visit the following URL for rate information (note: the first 15 minutes are free!): https://www.bellevuedowntown.com/go/the-929

Enter Start / End Times (Non-HCA Jobs Only)

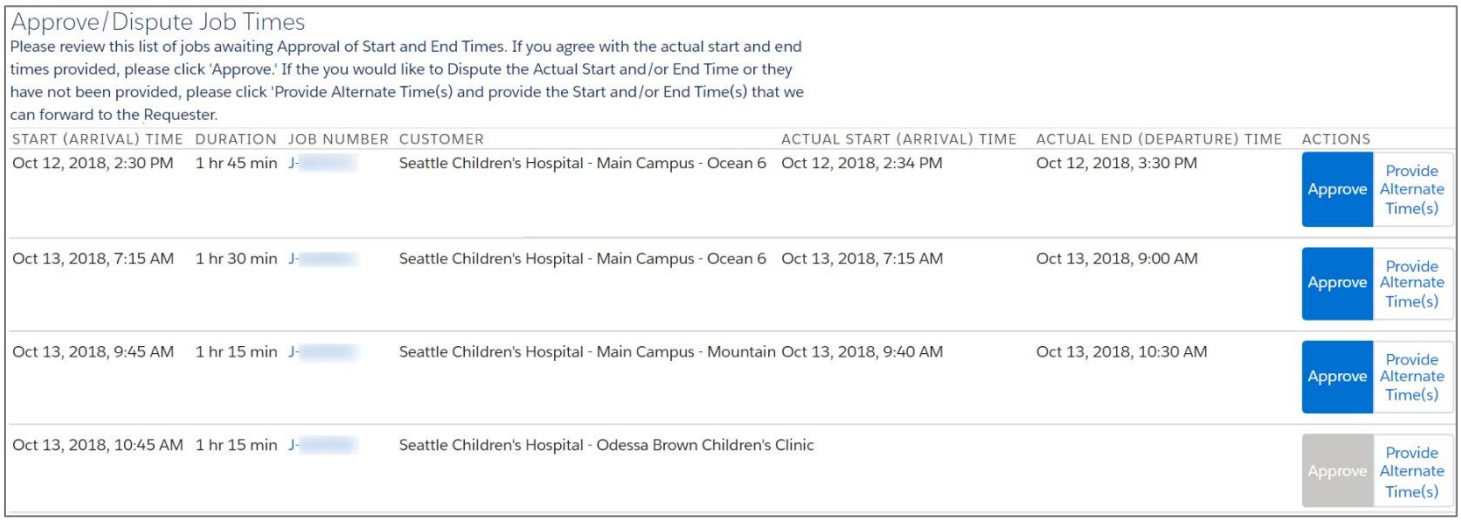
1. Locate and open the job
2. Click "Edit"
3. In the 'Service Completed?' field, select "Yes" or "No"
   - If the service was not completed, select the appropriate reason in 'Reason Service Not Completed'
   - If the service was not completed, you may skip entering the start and end times
4. Enter 'Actual Start (Arrival) Time' and 'Actual End (Departure) Time'
   - **Note**: the system uses a specific time format (example: 1/3/2015 4:34 PM)
   - Click the date in the calendar that pops-up, and then correct the time or click the time stamp next to the field, and correct the date / time
5. Verify that the dates and times are entered correctly and the 'Service Completed?" option is selected
6. Click "Save"

Approve Start / End Times (HCA Jobs Only)

To approve job records for payment:

1. Go to *Approve Start/End Times* tab

2. Interpreters can approve the start and end time for each job by clicking the "Approve" button
   - Once approved, jobs will no longer be visible on this screen
   - Approved jobs will transition from Awaiting Time Approval status to Invoice Submitted

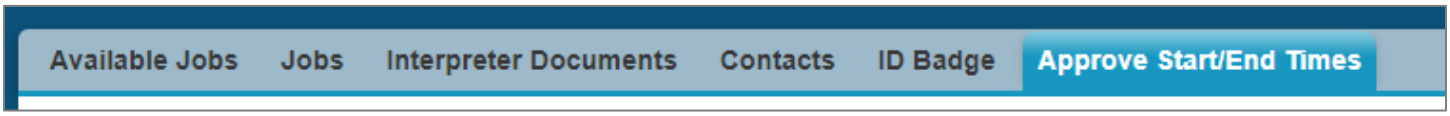


Under HCA Contract K2474, interpreters are allowed 180 days from the service completion date to approve job records for payment. Job records that have not been approved by interpreter within 180 days of the service completion date will result in a denial of payment.

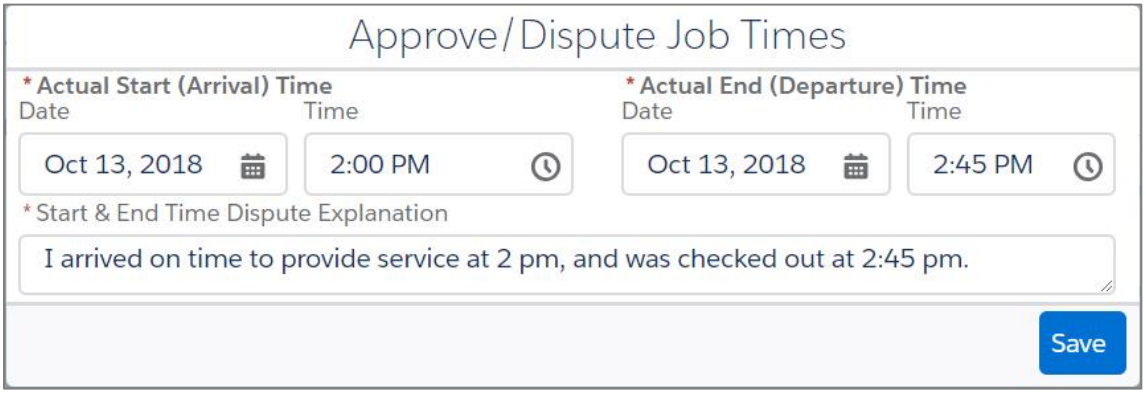
Dispute Start / End Times

Interpreters must dispute a job within 30 calendar days. To dispute job records for payment:

1. Go to *Approve Start/End Times* tab



2. Interpreters can dispute the start and end time for each job by clicking "Provide Alternate Time(s)"



3. A text box will appear along with two date / time fields
   - Enter alternate times for the job
   - You must select the date from the calendar

- Add any explanations in the text box; late cancellations and client no shows should be reported here

4. Click “Save”
    - Disputed jobs will transition from Awaiting Time Approval status to Awaiting Time Verification. While in this status, the job is awaiting the Requester’s response and can remain in this status for up to 30 days.

Upload Mileage, Back-Up and Other Support Documentation

Documentation must be uploaded prior to approving the job date and time if requesting reimbursement.

1. Locate and open job
2. Scroll to the bottom of the *Job Detail* screen
3. Click “New Attach Job Invoice” button
    a. Select “Expenses” in ‘Type’ field to upload mileage, parking, or other expenses
    b. Select “Other” to upload Back-Up and other documentation if needed
4. Click “Save”
5. In the saved *Job Invoice Detail* screen, click “Attach File” button
6. Follow the steps on the screen to add the appropriate documents as an attachment to the job
7. Click “Done”

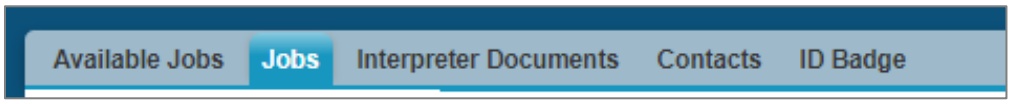
Types of Invoices

There are several different invoices that correspond to the various Customers and Authorized Service Requesters working with Universal Language Service. The type of invoice needed for each job is specified on the *Job Details* screen for that job; interpreters do not need to memorize the information.

Although many Service Requesters using interpreters under HCA Contract K2474 use an electronic check-in / check-out process, some may require paper invoices, and interpreters are expected to come prepared for the correct procedure. Additionally, interpreters are encouraged to carry blank invoices forms at all times, in the event that there is a disruption to the electronic check-in / check-out procedure.

Interpreters can identify which invoices is appropriate for each type of job by doing the following:

1. Navigate to the *Jobs* tab on the Interpreter Platform



2. Select *My Upcoming Jobs* from the dropdown menu
3. Click on the [Job Number] to see the details for that job
4. Scroll down to the section titled *HCA / DSHS / DCYF Job Notes*, or *Customer In-Person Job Notes*; the ‘Invoice To Be Used’ field will indicate one of the invoice types: **Paperless**, **DSHS Spoken**, **HCA**, **Private Sector**, **ODHH**, **DOC**, or **L&I**
    - Blank invoices can be found under *Interpreter Links* section in the Sidebar

Job Statements

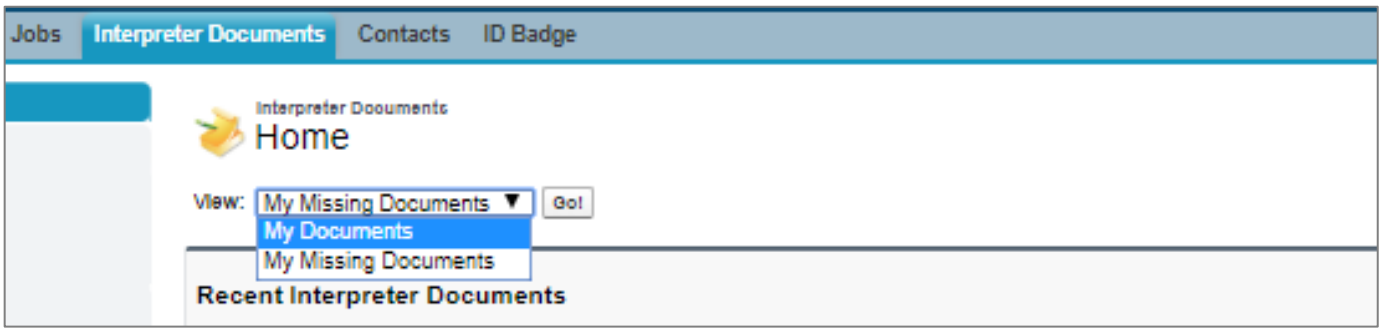
During each pay cycle, statements are sent to interpreters via email for record keeping purposes, and all past jobs can be viewed under the *Jobs* tab of the scheduling platform (see section *Job List Views* for additional information). At this time, job statements are not available on the scheduling platform.

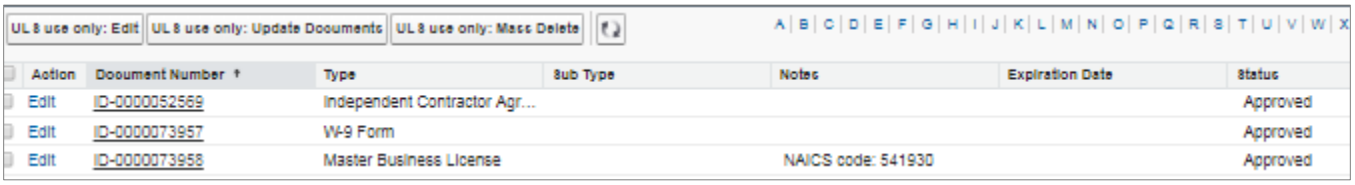
Interpreter Documents Management

Reviewing Interpreter Documents

Full Document List

1. Click the *Interpreter Documents* tab
2. Select *My Documents* from the drop-down menu (if no documents appear, click “Go” to refresh the page)
3. The *Status* column will indicate the status of the document; see the list below of possible document statuses to see whether action is required





- **Approved:** no action needed, document has been received and processed
- **New:** document is missing; interpreter should submit as soon as possible
- **Expired:** document is expired, an updated copy may be required
- **Submitted – Under Review:** document has been submitted for approval and is awaiting review by Universal’s Interpreter Accounts Staff; this document will be reviewed shortly the status will be updated accordingly
- **Denied – Need More Information:** document was received and reviewed, but did not meet requirements; please see ‘Approval History’ for an explanation, or contact Interpreter Accounts with any questions

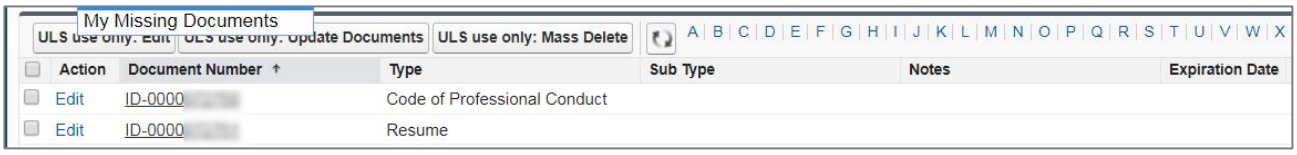
Missing Document List

If an interpreter wishes to see only their list of missing documents, they can follow the instructions below.

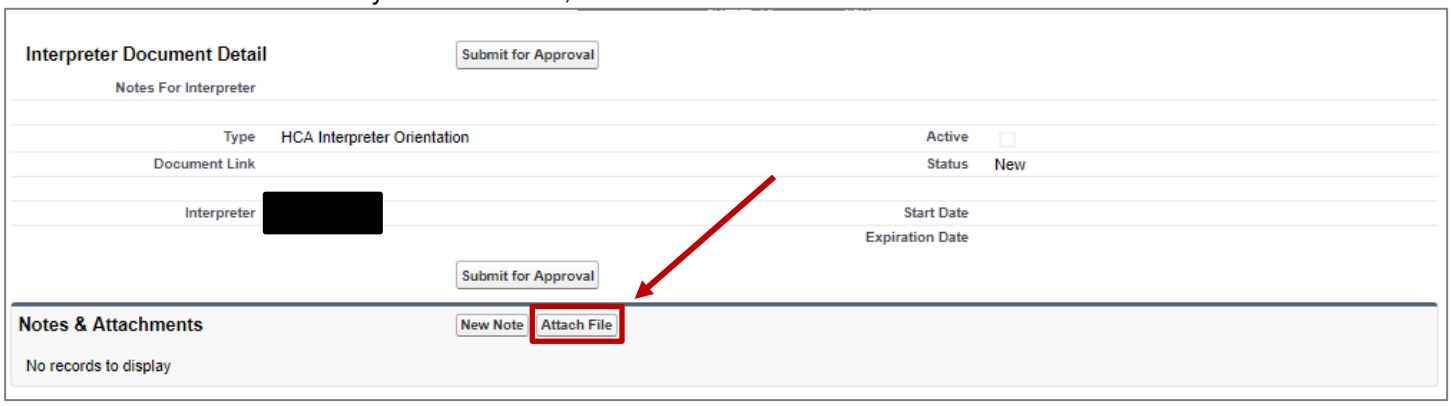
1. Click the *Interpreter Documents* tab
2. Select *My Missing Documents* from the drop-down menu (if no documents appear, click “Go” to refresh the page)
   - All documents listed here are missing and should be submitted as soon as possible
   - Click on the [Document Number] to open more details about the document needed
   - Use the ‘Document Link’ to access webpages or PDFs

Submitting Interpreter Documents

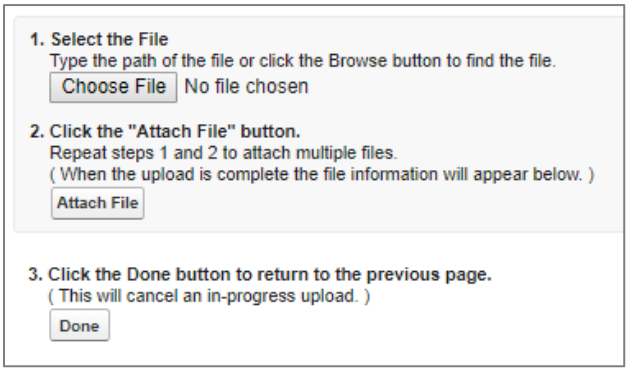
1. Navigate to the *Interpreter Documents* section of the platform
2. Select *My Missing Documents* from the drop-down menu (if no documents appear, click "Go" to refresh the page)
3. Click the [Document Number] to open the specific document record



4. Follow the steps in the 'Notes for Interpreter' to upload the document or use the [Document Link] to access a specific webpage or PDF
5. Once document is ready for submission, click "Attach File"



6. Follow the three (3) steps to attach the document; be sure to click "Done" at the end or the document will not attach



7. Once the file is attached, click "Submit for Approval"
   - **Note**: If "Submit for Approval" button is not pressed, Universal Interpreter Accounts Staff will not be notified that the document is ready for review. If "Submit for Approval" button is not working, attach the files and send an email to *Interpreter@ULSonline.net;* Interpreter Accounts Staff will manually submit these documents for approval
8. Document 'Status' will change to "Submitted – Under Review"
9. Allow 1-2 business days for processing; once the document is approved, the document will be automatically move from "My Missing Documents" to "My Documents"
   - The interpreter will receive an email confirming whether the document has been approved or denied; an explanation will be provided for denied documents

Appendix

Glossary

- **"Block of Time Appointment"** – a method of scheduling an Interpreter for a specific time period, with a minimum of two hours, rather than for a specific appointment or specific client, to meet the needs of several Social Service clients that speak the same language.
- **Business Days and Hours**
  - HCA: Monday–Friday, 8:00AM–5:00PM PST, except federal holidays
  - Non-HCA: Differs between facilities, but is generally Monday–Friday, 7:00AM–6:00PM
- **"Collective Bargaining Agreement (CBA)"** – the Washington Federation of State Employees, American Federation of State, County, and Municipal Employees, Council 28, in accordance with the provisions of RCW 41.56.
- **"Confidential Information"** – information that may be exempt from disclosure to the public or other unauthorized persons under chapter 42.56 RCW or chapter 70.02 RCW or other state or federal statutes or regulations. Confidential Information includes, but is not limited to, any information identifiable to an individual that relates to a natural person's health, (see also Protected Health Information); finances, education, business, use or receipt of governmental services, names, addresses, telephone numbers, social security numbers, driver license numbers, financial profiles, credit card numbers, financial identifiers and any other identifying numbers, law enforcement records, HCA source code or object code, or HCA or State security information.
- **"Denied Request"** – any Request for Interpreter Services that is not within the scope of this Contract and is denied at the time of the Request.
- **"Department of Children, Youth, and Families (DCYF)"** – the Washington State agency responsible for overseeing services to children and families that was previously offered through the Children's Administration/DSHS and Department of Early Learning (DEL); effective July 2019 Juvenile Rehabilitation Administration/DSHS will join DCYF.
- **"Department of Social and Health Services (DSHS)"** – the Washington State agency responsible for providing a broad array of health care and social services and its employees and authorized agents.
- **"Family Member Appointments"** – a series of Medicaid enrollee appointments that are each a scheduled duration of forty-five (45) minutes or less and are requested by the same authorized Requester, or take place in very close proximity to each other (e.g. same clinic, hospital, or facility), for which the same Interpreter is contracted to provide in-person Interpreter services and that begin, or are scheduled to begin, within fifteen (15) minutes of the last completed appointment.
- **"Health Care Authority (HCA)"** – the Washington State Health Care Authority, any division, section, office, unit or other entity of HCA, or any of the officers or other officials lawfully representing HCA.
- **"Invoice" / "Job Invoice" / "Paper Invoice" –** this refers to the physical printed invoice containing all relevant job information, which interpreters and requesters sign to document that the interpreter has provided service.
- **"Job Statement"** – this refers to the statement that gets sent to interpreters each month (twice per month for interpreters providing service under the HCA contract) which outlines all of the jobs that interpreter has provided service for (both HCA and non-HCA), along with any adjustments / deductions, jobs currently in process, and jobs awaiting invoice submission or time approval / verification.
- **"No-Show"** – the result of a Client, HCA employee, DSHS employee, Interpreter, or health care provider not keeping an appointment and failing to cancel the appointment in advance.
- **"Protected Health Information (PHI)"** – individually identifiable information that relates to the provision of health care to an individual; the past, present, or future physical or mental health or condition of an individual; or past, present, or future payment for provision of health care to an individual, as defined in 45 CFR 160.103. Individually identifiable information is information that identifies the individual or about which there is a reasonable basis to believe it can be used to identify the individual and includes demographic information. PHI is information

transmitted, maintained, or stored in any form or medium. 45 CFR 164.501. PHI does not include education records covered by the Family Educational Rights and Privacy Act, as amended, 20 USC 1232g(a)(4)(b)(iv).

- **"Union"** – the Washington Federation of State Employees, AFSCME, Council 28, AFL-CIO in accordance with the provisions of RCW 41.56.
- **"Unit(s)" or "Service Units"** – a period of time for in-person appointments. 1 unit = 15 minutes of time.

Interpreter Job Status Outline

- **Available** – New jobs awaiting an interpreter
- **Scheduled** – New jobs that have an interpreter assigned
- **Awaiting Invoice Submission** – Job End Time has passed, job is awaiting either job upload or time approval (status name will change once that customization is in the system)
- **Awaiting Copy of Invoice and/or Receipt(s) for Expenses (Non-HCA Jobs Only)** – After job start / end times are entered, a job will transition to this status until a copy of the job invoice and/or receipts for expenses have been uploaded to the scheduling platform
- **Awaiting Time Approval (*HCA Jobs Only*)** – Interpreter must approve the start and/or end time for this job on the scheduling platform
- **Awaiting Time Verification (*HCA Jobs Only*)** – Interpreter has disputed / provided alternate times for this job. Requester has up to 30 days to respond.
- **Cancelled: Awaiting Invoice Submission** – Cancelled jobs that are billable under contract, usually due to Late Cancellation (for HCA jobs, no action is required; Universal will bill automatically)
- **Cancelled: Not Billable** – Cancelled jobs that are not billable under contract; could be due to ineligibility, cancelled outside of 48-hour window, errors on job that required cancellation / rescheduling. These jobs are reviewed, and if they are later determined to be billable, they are updated accordingly and sent through the standard billing process.
- **Invoice Submitted** – Job invoice has been submitted and/or times have been entered, job is awaiting Billing review for accuracy prior to invoicing customer
- **Invoice Incomplete – Sent back to Interpreter** – Invoice was submitted to Universal with either incomplete or inaccurate information, and has been returned to the interpreter for correction
- **Invoice Submitted Late – Billable** – Interpreter has submitted their job invoice after the deadline, but Universal will try to bill the job anyway (payment not guaranteed)
- **Invoice Not Submitted / Submitted After Deadline – Not Billable** – Interpreter has submitted their job invoice after the deadline (or failed to submit a job invoice at all), and this job has been determined to be not billable as a result
- **Customer Invoiced / Awaiting Payment** – Universal has invoiced the customer and is awaiting payment
- **Customer Denied Payment (*Non-HCA Jobs Only*)** – Customer has denied payment for this job, details provided to interpreter upon request from the Billing Department
- **Interpreter Partially Paid** – The interpreter has received payment, but further adjustment is forthcoming
- **Interpreter Paid** – The Interpreter has been fully paid

Frequently Asked Questions (FAQs)

Who is Universal Language Service?
Universal Language Service (Universal) is the contractor that provides interpreter referral services to Washington State Medicaid eligible clients for Healthcare appointments and Social Service appointments for the Department of Social and Health Services (DSHS), Department of Children, Youth and Family (DCYF) offices, and various other public and private sector organizations.

What is the Collective Bargaining Agreement?
In 2011, The Collective Bargaining Agreement (CBA) was established between spoken language access provider (LAP) interpreters and the Governor of Washington to ensure equal access to pay, professional development, union management meetings and grievances. The CBA was determined to be the contract that DSHS, DCYF and HCA will comply with when providing services to Medicaid, DSHS and DCYF LEP clients utilizing LAP's.

For more information about the CBA, you can review the document on the OFM website, WFSE Language Access Providers.

What will I be paid for jobs through the HCA contract?
Spoken Language Interpreters will continue to be reimbursed according to the terms negotiated by Local 1671 Interpreters United under the Collective Bargaining Agreement (CBA) which, effective July 1st, 2020, is $42.20/hr for in-person and family member appointments, $44.20 for DSHS/DCYF appointments and $31.00/hr for block-time appointments. Please refer to the CBA for current rates and terms.

Will mileage / expenses be reimbursed?
For **Spoken Language Interpreters**, jobs under the HCA contract will be reimbursed according to the terms negotiated by Interpreters United and the Health Care Authority. Interpreters who are not familiar with the Collective Bargaining Agreement between these two entities can click on the hyperlink to learn more.

For **ASL and CDI Interpreters**, mileage and travel expenses for HCA jobs will be reimbursed according to the terms and conditions outlined in the ODHH Contract. For more details, see the full agreement.

Universal will continue to remit full payment for mileage, travel, and/or parking whenever it is reimbursed by the requester for Private Sector jobs (non-HCA).

How will you pay for late-cancelled jobs?
Late Cancellations will be reimbursed according to the terms indicated in the CBA . Interpreters who are not familiar with the CBA can click here to learn more.

How often will interpreters be paid?
Interpreters will be reimbursed for HCA jobs twice per month, on the 5th and 20th. Interpreters are reimbursed when the state agency billed reimburses Universal for the billed services. Reimbursement for Private Sector jobs will continue to be remitted once per month.

What method of payment can I expect?
Direct deposit is recommended, as it is the fastest, most secure, and reliable method of payment. Click here to view and download the direct deposit authorization form. The form must be filled out with either a voided check or official authorization form attached in order to be processed.

Incomplete forms will not be processed, and interpreters will continue to receive checks according to the default paper method. Interpreters can verify whether they are signed up for direct deposit by navigating to the *Contacts* tab in the interpreter platform. This information is available under the *Address Information* section.

How do I become eligible to accept HCA jobs?
Interpreters who wish to accept assignments under the HCA contract must be registered with Universal Language Service and comply with HCA document requirements. Unregistered interpreters can enroll using the online form.

How will I know when I am eligible for HCA jobs?
Interpreters can see whether they are eligible for HCA jobs by navigating to the *Contacts* tab in the interpreter platform and opening their contact information. Near the top of the page, the interpreter can hover over *Interpreter Qualifications* and see whether *HCA Medical*, *HCA Social, or HCA Block Time* have been added, along with any other qualification Universal may have on file.

What if I only want to accept HCA jobs through Universal Language?
Interpreters who do not wish to supplement their HCA job schedule with Non-HCA jobs may Reject (or disregard) all other types of jobs offered. When reviewing new Available Jobs, the type of job is indicated in the 'Type' column. HCA jobs will be listed as HCA Medical, HCA Social and HCA Block Time. Interpreters may click the 'Reject' button or disregard all other types of jobs based on their preference.

How will jobs be released onto the scheduling platform?
Jobs will become available to interpreters throughout the day according to the interpreter's preferences (via text message and/or email), immediately upon being posted by the requester.

Interpreters are expected to maintain a high level of professionalism and exercise good judgement during jobs and while operating motor vehicles so that job notifications do not interfere with interpretation services, client safety, or interpreter safety. Interpreters receiving complaints from Requesters regarding the use of mobile devices during jobs will be handled according to the Incident Resolution Process.

Will the check-in/check-out process still be electronic?
Most Service Requesters utilizing the HCA contract will check interpreters in and out electronically. When the check-in/check-out process is electronic, the *Job Invoice Submission* field on the Job Details screen will show *Not Required*.

Interpreters should also be aware that the HCA contract does allow certain Requesters to use a *paper* check-in/check-out process, and interpreters will be expected to arrive prepared if the physical document is required. When the check-in/check-out process requires a paper form, the *Job Invoice Submission* field on the Job Details screen will show the type of Job Invoice to be used.

Interpreters are always encouraged to carry blank job invoices in the event that the electronic check-in/check-out process fails.

Interpreters are responsible to ensure that they are checked in/checked-out appropriately during their jobs.

Will interpreters be able to give back jobs via the platform with more than 24 hours advanced notice instead of calling in to the Scheduling Department?
In accordance with HCA Contract requirements, HCA jobs can be given back up to 24 hours prior to the scheduled start time on the interpreter platform without consequence (with the exception of Family Member Appointments, which must be returned via phone call)If the interpreter must give back a job within 24 hours of the start time, please call our 24/7 Scheduling Department at (425) 452-5644.

For non-HCA jobs, interpreters will still need to call Scheduling to give back the job. Please note that many Private Sector Requesters require notice of *more* than 24 hours if an interpreter is unable to keep a confirmed job. Giving back jobs with less than 24 hours' notice can result in a "late cancellation" charge to the interpreter from the Requester for the minimum payable amount.

Interpreters are encouraged to give as much notice as possible when giving back jobs regardless of the contract under which a job is requested to help ensure that language services for the client are uncompromised.

Will the login system change?
Interpreters will need to have an active account with Universal Language Service in order to login via the interpreter platform on our website and to view and manage jobs.

Do I need an ID Badge?
Interpreters are not required to carry an ID badge for HCA Contract jobs. However, Requesters may ask interpreters to present a valid photo ID for identification purposes, so interpreters should take care to have this ready.

Many Non-HCA Requesters do require that visiting interpreters have an ID badge representing their language agency visible at all times. Interpreters who plan to supplement their HCA job schedules with Non-HCA jobs will need to request an ID badge. Regardless of this policy, Interpreters are required to carry picture ID with them to all facilities.

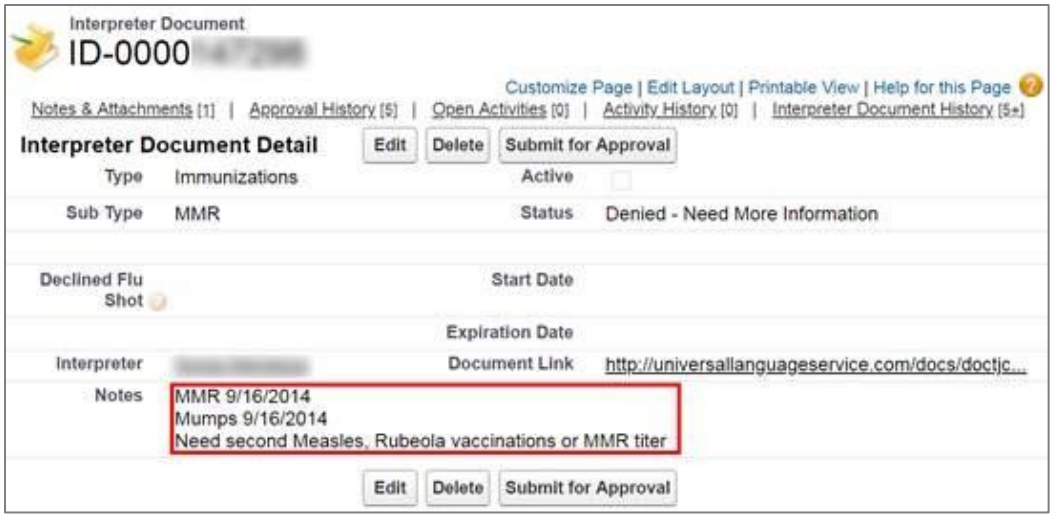
Everything on my profile is "Approved" status. Does this mean I am eligible for jobs?
Not necessarily. Please reference the *HCA Orientation* for ALL required documents. If these documents are not on your profile, you still need to submit. If the record does not show on your profile, please submit via email, fax, postal mail, or hand deliver.

Do I need to have ALL documents on Interpreter Documents tab as "Approved" status in order to accept HCA jobs?
No. Only documents which are listed in the HCA Interpreter Role & Responsibilities need to be approved in order to accept HCA jobs.

The current document requirements are therefore not new, and many of them (immunizations in particular) have been around since 2013.

My document was rejected! How can I find out the reason?
If you do not see the reason in the email notification for the rejection, you can go to your *Interpreter Documents* tab on the scheduling platform and open the document record. There are two places where notes on rejection can be found:

Interpreter Document Record Notes
In the notes section of most records, there will be information about the basis upon which that record was approved, rejected, or expired, along with anything else that a Universal team member or interpreter might need to know.



Interpreter Document Record Approval History

If the reason is not in the 'Notes' field (above), then in the comments section of the Approval History, a reason will have been documented.

Approval History | Recall Approval Request | Approval History Help

Action	Date	Status	Actual Approver	Comments	Overall Status
Step: Recruiter Review (Pending for first approval)					Pending
Reassign | Approve / Reject	6/28/2018 12:29 PM	Pending			
Reassign | Approve / Reject	6/28/2018 12:29 PM	Pending			
Reassign | Approve / Reject	6/28/2018 12:29 PM	Pending			
Reassign | Approve / Reject	6/28/2018 12:29 PM	Pending		Need second MMR or titers	
Approval Request Submitted					
	6/28/2018 12:29 PM	Submitted			

My profile shows multiple records for the same document – one is Expired, the other is New / Approved.
Expired documents are sometimes kept for historical purposes. So long as there is a record for that document that is Approved, you are still considered as meeting that document requirement.

Incomplete or insufficient documents submitted to Universal may result in processing delays.

I received a notification that I was missing a document, but when I check my profile it says the document is approved. What do I do?
Our system automatically generates a notification for new / expired documents upon creation of that record. Many times, we are adding these records at the time that we are also approving them as having been received and reviewed. Other times, we are adding them so that the interpreter has it on their profile, but we have not yet found that document in our emails or postal mail inboxes. This doesn't mean it's not there, it just means we haven't come upon it yet as we are processing such an extremely high volume of documents.

If an interpreter knows they submitted the documents required, then they can disregard this alert.