



Information Session Contract Renewal 2022-2023 Year

PALS for Health

June 2022

Contact Information



Address: 515 Columbia Ave.,
Suite 320

Los Angeles, CA 90017



Main Number: 213-553-1818



Fax Number: 213-553-1876



Invoices/Paperwork: invoices@palsforhealth.org



Information: info@palsforhealth.org



Website: www.palsforhealth.org



Facebook: www.facebook.com/pals4health



Instagram: @pals4health

PALS for Health - Website



All forms available online at
www.palsforhealth.org



PALS Corner

Password: Voices22

Effective: July 1, 2022

Password expires: July 1,
2023



Agency Forms

PALS for Health – Paperwork

Interpreters are expected to turn in the following in a timely manner:

Language Service
Verification Form

Invoice for Payment

Parking (if applicable)

Each Language Service Verification Form and Invoice for Payment is ONE month per facility

Interpreters are expected to call-in (213-553-1818) or email (info@palsforhealth.org) at the end of each appointment daily or by the end of the week

Mileage: Mileage reimbursement is at \$0.58.5 roundtrip (if applicable)

Interpretation/Video Paperwork

- All Language Service Verification Form and Invoice for Payment must be filled out completely and correctly – this includes, but is not limited to:
 - Facility Name and Address (If applicable (i.e. Video))
 - Parking - written as “additional cost” (If applicable)
 - Mileage – written as “additional cost” (If applicable)
 - **Do not write** patient full name and medical record number
 - Consultant Full Legal Name
 - Consultant Address
 - Time spent on each appointment
 - Other information (if applicable) – meeting rescheduled, client failed to show, etc.

Translation/Telephone Paperwork

Translation:

- Once project is complete, PALS Staff will send an invoice to translator/typesetter and reviewer
- Consultant needs to create an Invoice for Payment page
- Invoice received from PALS staff and Invoice for Payment form need to be sent together to invoices@palsforhealth.org for payment to be processed

Telephonic Interpretation:

- Consultants need to fill out a Verification Form and create an Invoice for Payment as if it were a regular appointment
- Minimum rate for telephonic interpretation is 15 minutes (0.25)



Turning in Paperwork

- All Language Service Verification Form, Invoice for Payment & Translation Invoices, are to be turned-in in a timely manner.
- Within 25 days of service completion.
- Consultant must consider holiday and weekends days.
- All Language Service Verification Form and Invoice for Payment may be sent to:
 - Email to: invoices@palsforhealth.org & cc Stephanie at: Stephaniel@palsforhealth.org
 - Mail to: PALS for Health
515 Columbia Ave., Suite 320
Los Angeles, CA 90017



Calculating Hours

How to calculate payments:

0-15 minutes = 0.25

16-30 minutes = 0.5

31-45 minutes = 0.75

45 minutes – 1 hour = 1

Example: Interpreted from 1pm - 2:10pm = 1.25 minutes

For API this would be $1.25 \times \$45 = \56.25

For Spanish this would be $1.25 \times \$40 = \50

Payments and Hours



All Language Service Verification Forms and Invoices for Payment are due within **25** days of services rendered



All Language Service Verification Forms **must have** provider signature



All Consultant forms that are turned in must be accurate and complete



All Consultant forms must be signed in **BLUE INK** and be legible



If missing/ incomplete forms are turned in after the deadline, consultant may only be paid 1 hour for the appointment time (regardless of the appointment length).



Out of courtesy, PALS may remind consultant of missing, incomplete or errors in forms, however it is not an obligation for PALS staff to do this

Payments and Hours

For Translation and Telephonic interpretation:

- Consultants must turn in all invoices within 25 days from the completion date, or payment may not be guaranteed

Interpretation/Video:

- Consultant **MUST** verbally call (213-553-1818) in or email (info@palsforhealth.org) PALS Staff:
- Daily by calling or emailing PALS to report the daily respective total interpretation hours, parking and mileage (if applicable) for each completed assignment for the day
 - **This does not substitute Consultants Verification Forms or Invoice for Payments**

Effective as of July 1st, 2019:

- If Consultant fails to call in their hours daily or by the end of the week, and/or turns in paperwork past the 25 days:
 - 1st Offense – Verbal Warning
 - 2nd Offense – Placed on 30-day payment/billing cycle
 - Consultant instead of getting paid bi-weekly (every 2 weeks) will now be paid on a monthly basis or when PALS receives payment from client/vendor/facility

Consultant's Payments

All consultant payments will be mailed out to the current address on file

- Checks are mailed out bi-monthly at the end of the workday

Consultants are responsible in updating PALS regarding any name, address change, or bank information (direct deposit).

- Consultant must complete a new W-9 to reflect those changes, and email the completed form to info@palsforhealth.org
- Changes to name or address will take approximately 2 weeks to process, and will be reflected on the next pay period

No negotiations regarding rates, hours, mileage, etc.

Consultant's Payments



Missing or lost check will result in a \$12.00 flat fee (each time) that will be deducted from the consultant's paycheck



Checks are issued approximately around the 7th and 22nd of every period

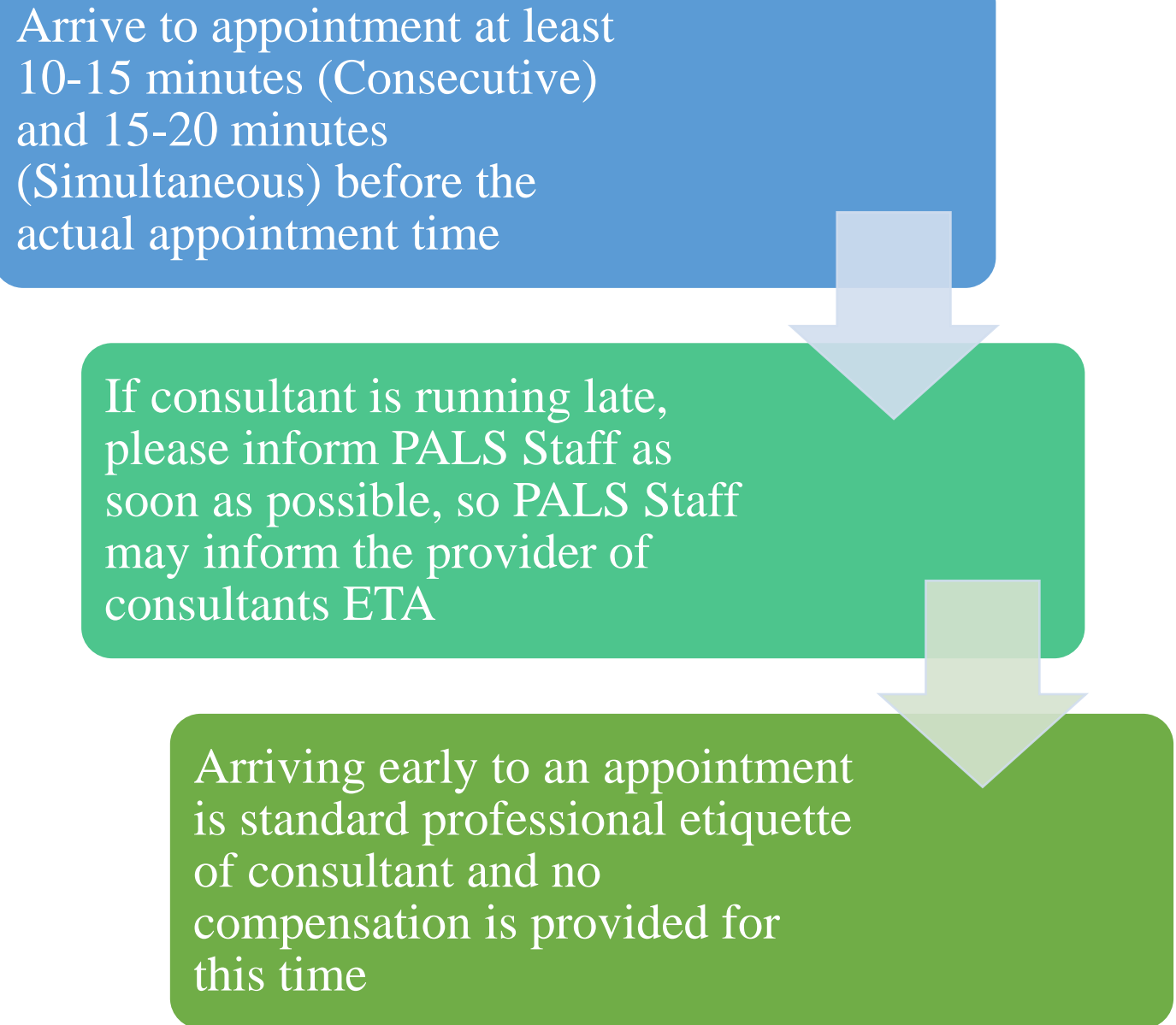
Turning in Paperwork

PALS staff sends out courtesy emails to consultants to remind consultants of when paperwork is due, however, this is not a given and is only out of courtesy

All paperwork (Verification Form and Invoice for Payment) is due **3 days prior to the 15th and 30th** of every month by 12 pm (noon)

Professional Etiquette

Arrive to appointment at least
10-15 minutes (Consecutive)
and 15-20 minutes
(Simultaneous) before the
actual appointment time



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graph TD; A[Arrive to appointment at least 10-15 minutes (Consecutive) and 15-20 minutes (Simultaneous) before the actual appointment time] --> B[If consultant is running late, please inform PALS Staff as soon as possible, so PALS Staff may inform the provider of consultants ETA]; B --> C[Arriving early to an appointment is standard professional etiquette of consultant and no compensation is provided for this time];
```

If consultant is running late,
please inform PALS Staff as
soon as possible, so PALS Staff
may inform the provider of
consultants ETA

Arriving early to an appointment
is standard professional etiquette
of consultant and no
compensation is provided for
this time



Consultant Cancellation

- If a consultant is no longer available for the appointment given, please notify PALS Staff ASAP by calling the office (213-553-1818) or emailing info@palsforhealth.org
- After hours and/or weekend, please email or call Mireya (mireyam@palsforhealth.org Cell: 909-731-6488)
- If the consultant can no longer take the appointment given, consultant must notify PALS Staff immediately, **not the day of**

Sick Leave

If consultant is feeling unwell or has lost his/her voice, consultant must notify PALS Staff the day prior to the appointment via phone call (213-553-1818) and email to info@palsforhealth.org as well as Mireya (mireyam@palsforhealth.org)

After hours and/or weekend, please email or call Mireya (mireyam@palsforhealth.org / Cell: 909-731-6488)

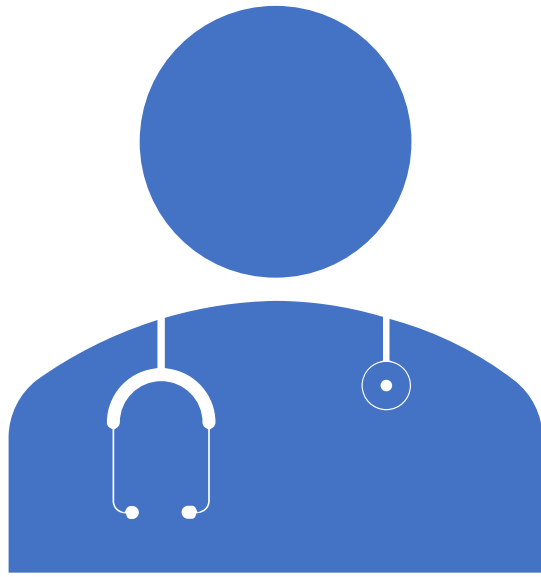
Consultants are not to inform PALS Staff of cancellation the day of the appointment

If consultant continually informs PALS Staff of any last-minute cancellation (less than 24 hours notice) and/or without enough notice for replacement:

1st incident, consultant will be given a warning

2nd incident, consultant will be given a two-week suspension

3rd incident, consultant may be removed from the PALS roster



PALS for Health Policy

- DO NOT engage in personal or business relationship with clients and/or providers
- Ex: contacting the patient/client/provider directly without PALS approval to remind them of appointment
- DO NOT stay with patient without the provider present
- Be transparent and interpret everything that is said
- DO NOT ask the provider/language department directly to leave early and/or request more appointments
- If consultant needs to leave early from an appointment, etc. all requests must be made to PALS Staff prior

Accepting/Rejecting Appointments



When PALS Staff contacts consultant with a request, consultant needs to let PALS Staff know if they are available or not within a timely matter



Consultants should NOT accept appointments if they are unsure of their schedule



Once consultant accepts assignment from PALS Staff, it is confirmed with client/vendor/facility



Acceptance of assignments over the phone or text is a confirmation of consultants' appointment

PALS for Health Policy

Translation Projects

- Due date- a penalty of 10% per day per consultant if project is turned in late or incomplete

Interpretation/Video

- During a consecutive interpretation appointment, if provider ask the consultant to interpret **SIMULTANOUSLY** instead, please inform PALS staff immediately
- If consultant misses, is late, and/or gets banned from an appointment/facility:
 - 1st incident, consultant will be given a warning
 - 2nd incident, consultant will be given a two week suspension
 - 3rd incident, consultant will be removed from the PALS roster



SPECIAL SERVICE FOR GROUPS/PALS for Health

INDEPENDENT CONTRACTOR/CONSULTANT AGREEMENT



ADDENDUM 1 – 2022-2023 Fee Schedule

Type of Service	Funding Source	Amount
Trainer/Language Coach/Evaluator	ALL	\$30/hour
Graders (Pre-Course Requirement): Oral Proficiency Written Proficiency	ALL	\$10 per exam \$25 per exam
Graders (Training Course): Post Test	ALL	\$10 per exam
Translation: Translate Review Typeset Rush Fee Late Completion	ALL	\$.12 -\$.14 a word \$.08-\$.10 a word \$.02 -\$.04 a word \$5 a page at 250 words = 1 page (per Consultant) Reduction of 10% of total amount per Consultant
Interpretation: Consecutive – In-Person Simultaneous In-Person Telephone Consecutive Video (ZOOM, Skype, etc). Simultaneous Video (ZOOM, Skype, etc).	ALL	\$40-\$45/hour (minimum 1 hour) \$70-\$80/hour (minimum 2 hours) \$40-\$45/hour (minimum 15-minutes) \$40-\$45/hour (minimum 1 hour) \$70/80 hour (minimum 2 hours)

- SSG reserves the right to change the fees listed here at any time.

Signature

Date

PALS for Health

Revised: 1/19/22

Addendum 1 – Fee Schedule

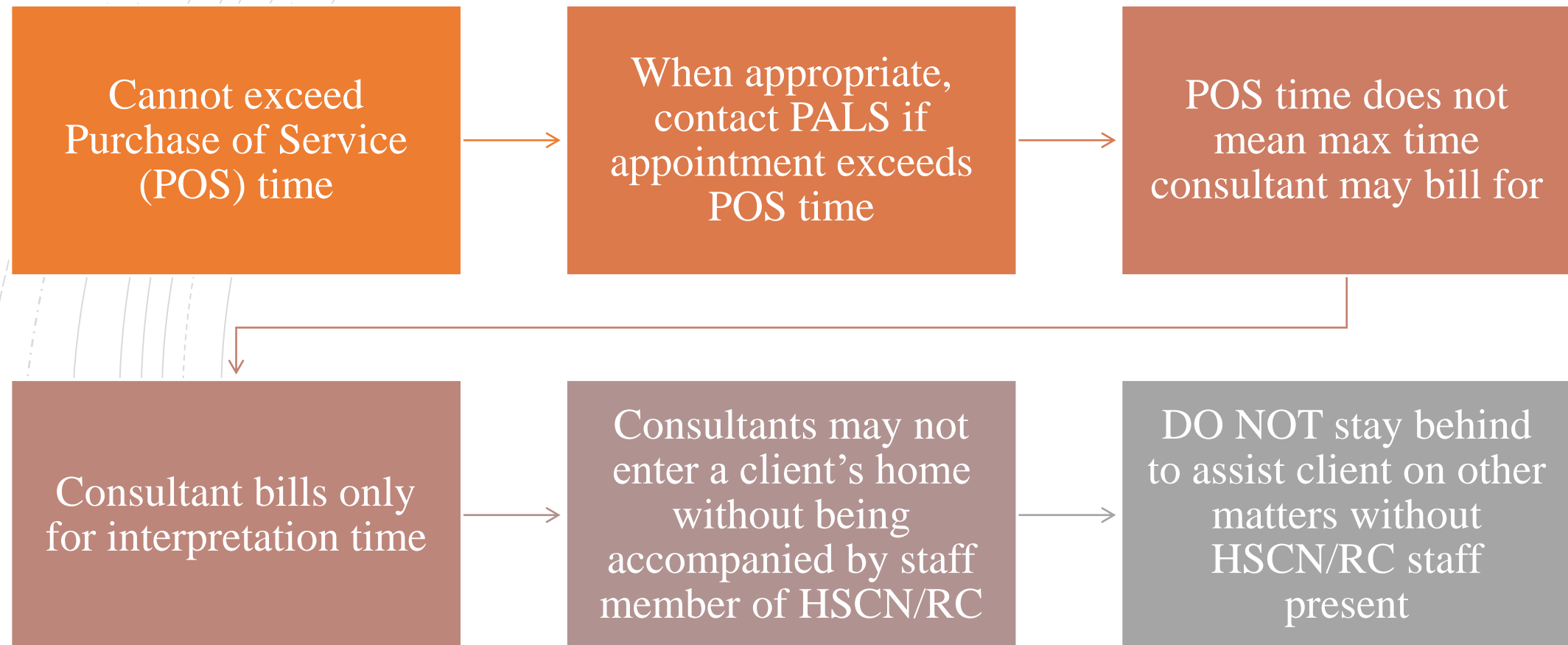
Rates

Last Minute Cancellation

- All last-minute cancellations (less than 24 business hours notice).
This includes;
 - Patient no show
 - Patient declines services
 - Rescheduled, etc.
- Interpreter will receive 1-hour last minute cancellation pay regardless of facility
- ***NEW: On site-last minute cancellations Only, Interpreter will receive 2-hours last minute cancellation pay***
- SI events- consultants will receive 2-hour last minute cancellation



Regional Centers (RC) and Huntington Senior Care Networks (HSCN)



CHLA and Cedars Sinai MC Policy



Always call to check-in/out.



Failure in checking-in/out with language department, may cause a delay in processing consultant paperwork



Arrive at least 10-15 minutes prior to scheduled appointment time to account for parking, change in appointment location, etc.



If consultant needs to leave early or has a pressing issue/appointment, consultant must notify PALS Staff first to seek approval to leave early



If provider ask to extend appointment or if appointment goes over scheduled appointment time, please inform PALS Staff (when appropriate) of overtime

CHLA and Cedars Sinai MC Policy Continued

01

Lunch time may only be taken when facility has coverage and not when it is feasible for the consultant

02

Consultants must stick to scheduled lunch break time of 30 minutes (unpaid) –
Applicable to CHLA Only

03

If consultant is consistently late, leaves early, or cancels scheduled appointment, PALS Staff may remove consultant from any assignment from said facility

COVID-19 Update Policy

CEDARS:

Daylie Covid Passes.
Interpreters should pick up their day passes at the **Security Office**.

Location: South Tower, Lower Level

Room: A818

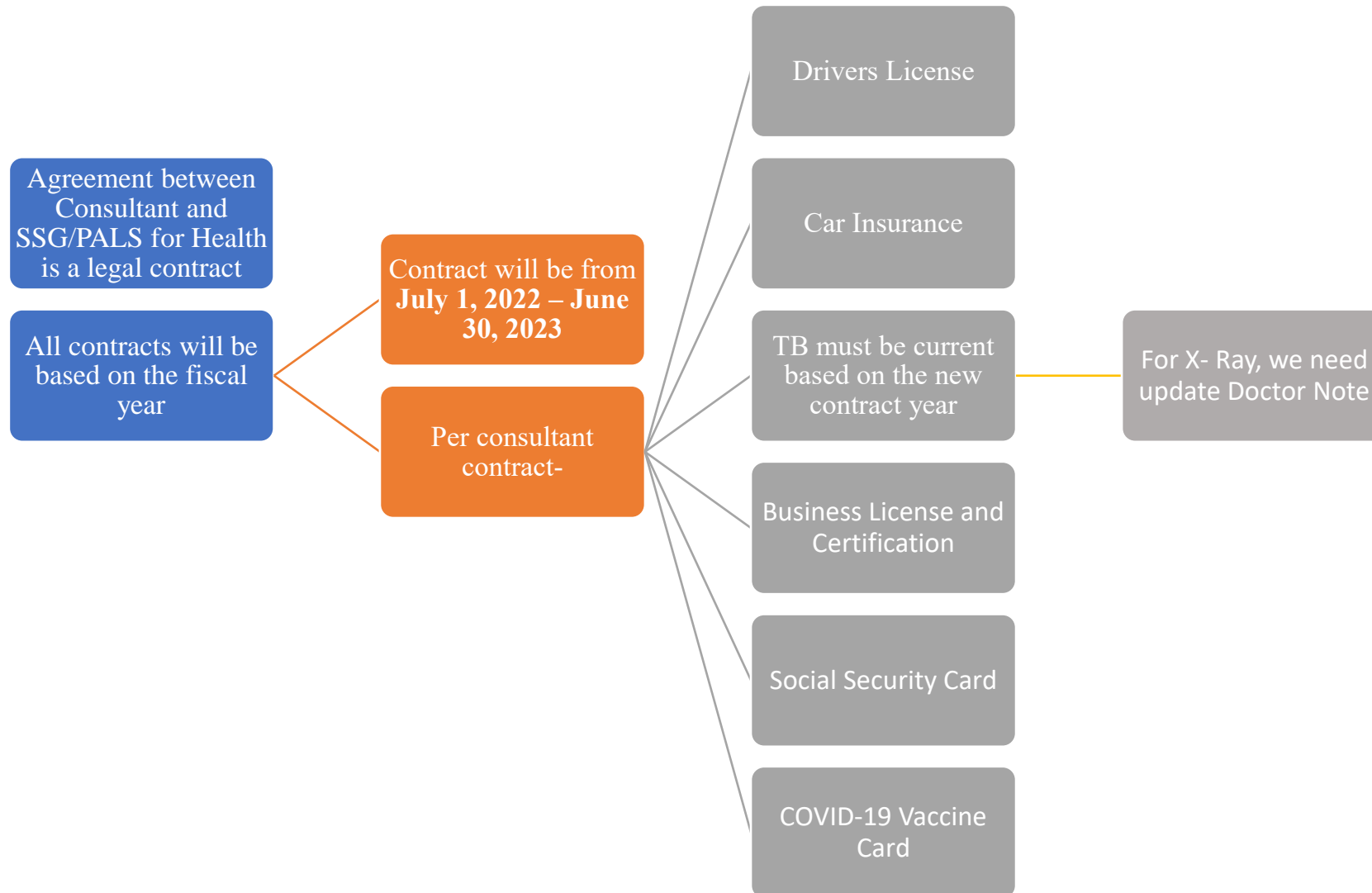
Hours: Monday-Friday 7:30-11:30a and 12:30-4pm

PALS

On-site services must be fully vaccinated against COVID-19 including a booster shot.

If not, the interpreter must show proof of a negative PCR COVID test (no more than 72 hours) before your on-site appointment.

Independent Consultant Agreement/Contract





Consultant must provide the following annually or when it has expired:

- Valid CA Driver's License (Interpreter Only)
- Current Car Insurance (Interpreter Only)
- Copy of Social Security Card
- Proof of negative TB annually (Interpreter Only)
- Business License
- Certification
- COVID-19 Vaccine Card

Independent Consultant Agreement/Contract – Continued



MISSING OR INCOMPLETE
CONTRACTS **WILL NOT** BE
ACCEPTED



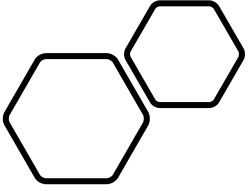
ALL FORMS MUST BE SIGNED
IN BLUE INK



ALL CONTRACT
RENEWALS/DOCS ARE DUE
JUNE 28, 2022



Next Contract Renewal will
be in June 2023



Consultants Contract Renewal Must include:

Contract
Extension
Agreement
2022-2023

Addendum I-
Fee Schedule

Current TB or
Chest X-Ray

Copy of Car
Insurance

Copy of
ID/CDL

W9 (Only
required if
address has
change)

Business
License

Certification

Copy of Social
Security Card
(signed)

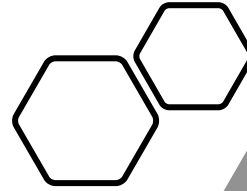
COVID-19
Vaccine Card



All forms must be complete, signed and dated in
BLUE INK

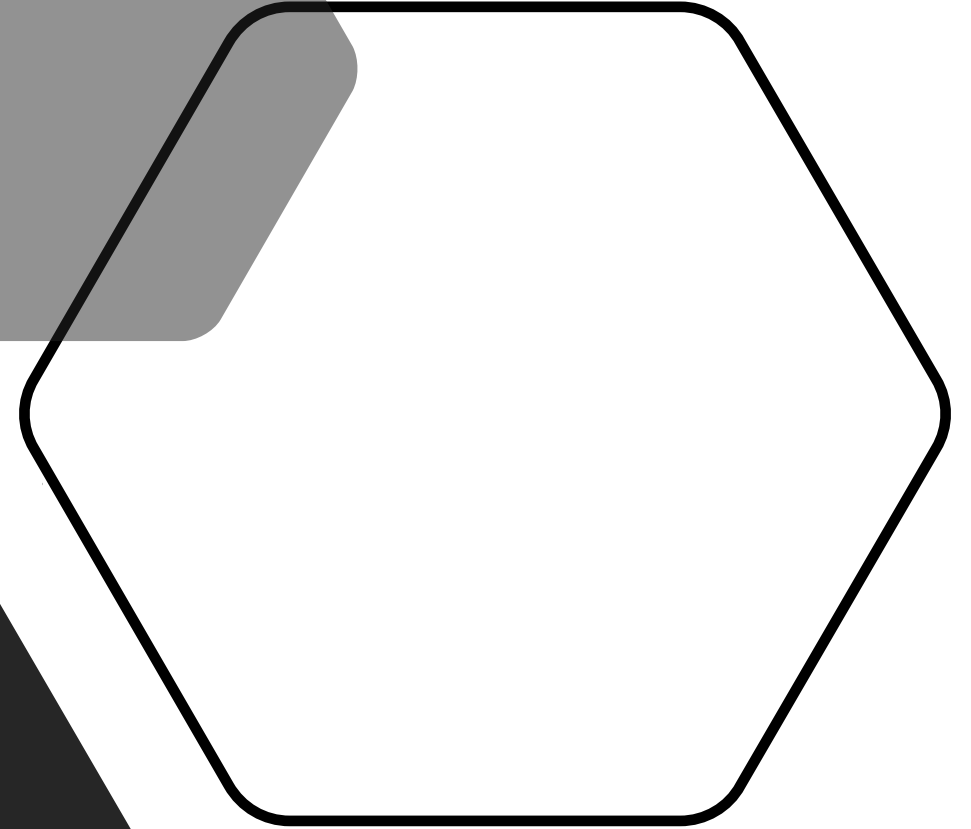
Filling out Contract Renewal

Contract Renewal



Please fill out the following information:

- Line 1: Date that you are signing the form
- Line 2: Your full legal name
- Line 3: Your address that matches the W-9
- Line 4: Date you signed last years contract
- Line 5: Your full legal name
- Line 6: Your signature in Blue Ink and the date



INDEPENDENT CONTRACTOR/CONSULTANT CONTRACT EXTENSION AGREEMENT

This CONTRACT EXTENSION AGREEMENT ("Extension") is executed on Date that you are signing this form ("Effective Date"), by and between Special Service for Groups ("SSG"), located at 905 E. 8th Street, Los Angeles, CA 90021, and Your legal name, Language Service Expert ("Contractor/Consultant"), located at Your address that matches the W9 (collectively, the "Parties").

WHEREAS the Parties entered into an INDEPENDENT CONTRACTOR/CONSULTANT AGREEMENT (the "Original Contract") on Date you signed last years contract.

WHEREAS the Parties hereby agree to extend the terms of the Original Contract in accordance with the terms of the Original Contract as well as the terms provided herein.

In consideration of the mutual covenants contained herein, each of the Parties, SSG and Your legal name mutually covenant and agree as follows:

- The Original Contract, which is fully incorporated hereto as part of this extension will end on December 31, 2014.
- The Parties agree to extend the Original Contract for an additional period of one (1) year, which will begin on January 1, 2015 and will end on December 31, 2015, unless either Party elect to end the contract as provided in the Original Contract, Section III – Termination of Agreement.
- The Parties agree to incorporate and adopt SSG's Facilities Policies and Procedures ("Policies"), 2015 as part of the Extension and Original Contract.
- Section I – Scope of Services - of the Original Contract is hereby fully adopted and incorporated hereto, with the exception to Subsection 11 – Reports, as amended in the Policies, Section I (1) and (2) as follows:
 - o **Language Service Verification Form** – To be used in lieu of the Consultant Statement Form as required by the Original Contract
 - o **Invoice for Payment** – to receive payment for language services rendered, an Invoice for Payment must be submitted.

The image features a dark gray background with three overlapping circles in a medium blue color. A horizontal white band runs across the center of the image, passing through the middle of the circles. The word "Questions?" is centered within this white band.

Questions?