

INTERPRETER FAQ

1. **Do all providers need pre-authorization for interpreter services?**
 - Pre-Authorization is **only** required if the interpreter's rate exceeds the rate listed in the Schedule of Guideline Amounts **OR** if there is not an OJD Certified or Registered interpreter available.
2. **How do I know if a provider is Certified or Registered through OJD?**
 - There is a list that is maintained by OJD, listing current providers and their contact information.
 - <https://www.courts.oregon.gov/programs/interpreters/Documents/CertifiedInterpreterRoster.pdf>
3. **How do I become Certified or Registered through OJD?**
 - Here is a link to the "I want to be a court interpreter" page on the OJD website.
 - <https://www.courts.oregon.gov/programs/interpreters/want-to-be/Pages/default.aspx>
4. **I am on the OJD interpreter roster. Do I need pre-authorization for my services?**
 - If you are billing the guideline rate, you do not need a PAE for interpretation (spoken or ASL).
 - If you are billing the guideline rate, you do not need a PAE for translation of court documents or attorney/client communication (written).
 - All other translation and transcription services from audio or video must be approved on a PAE authorization.
5. **I am not on the OJD interpreter roster. Do I need a PAE for any of my services?**
 - Yes, you will need a PAE authorization for all services.
 - All providers must be approved through PAE and will have a rate set for their services.
 - If you are not sure if you are approved, please email CSS@opds.state.or.us and we can confirm.
 - If OPDC does not have a CV or resume on file, one may be requested before services can be approved. This is typically a one-time review process.
6. **I am providing written translation/transcription services. How do I know if I need a PAE?**
 - If the interpreter is certified or registered through OJD, and billing services at the guideline rate, a PAE authorization is not needed for written translation of attorney/client or court/client communication.
 - All translation and transcription services from audio or video must be approved on a PAE authorization.
 - All translation of discovery must be approved on a PAE authorization.
7. **I am billing on my Interpreter Worksheet and the attorney was not able to sign it. What do I do?**
 - If the service was completed by phone or video appointment, the provider should list the attorney's name on the worksheet and then note "telephonic" on the signature line (instead of the signature).
 - If the attorney simply forgot to sign, or was unable to, please note that on the signature line.

- 8. Do I need to list the dates of service on my invoice (or worksheet) when I bill interpreter services?**
- When billing any interpretation or translation, the provider must list the dates of service on their invoice (or worksheet) along with the actual start and stop times.
- 9. I worked less than one hour. Is there a minimum amount of time I can bill for?**
- OPDC will pay a **one-hour minimum** if the service provided requires less than one hour.
 - If the interpretation is in conjunction with an in-custody polygraph or in-custody evaluation, OPDC will pay a **four-hour minimum** regardless of time spent interpreting. Actual interpretation time must still be documented. Interpreters must notate on the interpreter worksheet the name of the facility where services took place and identify the type of service (polygraph, psychological evaluation or drug and alcohol evaluation).
- 10. Do I need a PAE authorization for any travel expenses?**
- **Travel time and mileage:**
 - If your services are approved on a PAE for the actual service time, the travel time and mileage must also be approved on that PAE authorization.
 - If your services are being billed as routine (without a PAE) your mileage and travel time are also routine, and do not require a PAE.
 - Any mileage more than 100 miles outside the state of Oregon must be approved on a PAE authorization.
 - **Lodging and meals:**
 - All overnight travel, lodging, meals, etc., would require a PAE authorization.
- 11. I am already approved for service time on a PAE authorization. It does not include travel time or mileage and I need that. What do I do?**
- If you have already been paid on the authorization, the attorney will need to request a new, separate authorization for the travel time and mileage.
 - If you have not been paid on the authorization, the attorney will need to email the PAE Intake staff at CSS@opds.state.or.us to request an amendment. That should be done before submitting your invoice, so that you have an authorization with all the approved expenses included.

If you have any billing or invoice submission questions, please contact Accounts Payable:

AccountsPayable@opds.state.or.us.

If you have any PAE authorization questions, including questions about provider approvals, rates, or if you need to submit a CV/qualifications for a provider, please contact the PAE team:

CSS@opds.state.or.us.