



**To:** Medi-Cal IPAs  
**From:** IEHP Delegation Oversight  
**Date:** September 8, 2022  
**Subject:** **Authorization Timeframes & Notice of Action Translation**

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Inland Empire Health Plan (IEHP) has updated its Medi-Cal Policies and Procedures to inform IPAs of delegated requirements pursuant to DHCS APL 21-011, “**Grievance & Appeals Requirements, Notice and ‘Your Rights’ Templates.**”

### **IPA Authorization Timeframes**

Per California Health & Safety Code Section 1367.01, IPAs may extend the authorization timeframes by up to fourteen (14) calendar days only if:

1. The Member or the Provider requests an extension; or
2. The Delegate can justify its need for additional information and demonstrate how the extension is in the Member’s interest.

Please review Policy 25E1, “UM Delegation and Monitoring” and Attachment, “UM Timeliness Standards in Section 14, for information on Member and Provider notification requirements.

### **Full Translation of Notice of Action**

In addition to existing Member notification requirements, IPAs are required to send, within regulatory timeframes, fully translated Notices of Action (NOA) (including the clinical rationale), in the Member’s required language. The Plan has contracted with Hanna Interpreting Services, Inc. for on-demand translation services, which also serves as a resource for IPAs. Attached is the training guide, which provides detailed instructions for submitting NOAs for translation.

### **Monitoring and Oversight**

IEHP will continue to conduct monthly oversight activities to ensure compliance with IEHP UM and regulatory standards. The Plan expects IPAs to report extended referrals using the updated Referral Universe template in Section 25 of the IEHP Provider Manual of Policies and Procedures, starting with the October 15, 2022 submission.

### **Acknowledgement of Receipt & Translation Tool Users**

Please submit the following to Juan Ortega by email at [Ortega-j2@iehp.org](mailto:Ortega-j2@iehp.org), **no later than Friday, September 23, 2022:**

- 1) Completed Acknowledgement of Receipt (see next page); and
- 2) Total number of account log-ins needed for the online translation tool.

If you have any questions, please do not hesitate to contact Provider Relations at (909) 890-2054.

**Attachment:** Hanna – Service Access Instructions.pdf



**ACKNOWLEDGEMENT OF RECEIPT**

**Communication**      Authorization Requirements: Timeframes and Notification  
**Date of Issuance**      September 8, 2022

By signing this statement, I acknowledge on behalf of the organization that:

1. I have reviewed the preceding communication and referenced policies and procedures;
2. To the extent required, all appropriate staff have received and reviewed the information contained; and
3. I further attest that a plan/timeline is in place to train staff on this communication.

<b>IPA Name:</b>			<b>Date:</b>
<b>Department/Position</b>	<b>Title</b>	<b>Name (Please Print)</b>	<b>Signature (Required)</b>
Administration			
Compliance Officer			
Medical Directors			
Utilization Management (UM)			

Please complete and send to Juan Ortega by email at [Ortega-j2@iehp.org](mailto:Ortega-j2@iehp.org) no later than **Friday, September 23, 2022**.



## Document Translations

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## Service Access Instructions

## Document Translation Service Access Instructions

Welcome to Hanna Interpreting Services' client portal for document translations. This written guide will enable you to manage all aspects of the requesting process. For a video tutorial, [click here](#).

### Step 1:

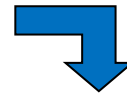
You will be provided with your login credentials. Upon sign in, please reset your password. This process must be completed prior to moving to Step 2.

### Step 2:

*Sign In* – Visit <https://xtrf.hannais.com/customers> and enter your credentials.

### Step 3:

*Dashboard Screen* – Select 'Request a Project in the top right of the screen.



The screenshot shows the Hanna client portal dashboard. The top navigation bar contains the Hanna logo and several utility icons. In the top right corner, there are two buttons: 'REQUEST A QUOTE' and 'LAUNCH A PROJECT'. The 'LAUNCH A PROJECT' button is circled in red. Below the navigation bar, the dashboard is divided into several sections: 'PAYMENT STATISTICS' showing 0 Overdue Invoices and 0 Unpaid Invoices; 'RECENT QUOTES' showing a list of 'Test File' entries; 'PROJECT STATISTICS' showing 0 Current Projects and 1 Past Projects; 'CONTACT' showing 'Your Account Manager' and 'Your Project Manager' as 'Hanna Administrator' with 'Send message' buttons; 'RECENT PROJECTS' showing 0 current projects with a 'LAUNCH A PROJECT' button; and 'PROJECTS AWAITING CLIENT REVIEW' showing 0 awaiting reviews. A large blue arrow points from the text above to the 'LAUNCH A PROJECT' button in the screenshot.

**Step 4:**

*Basic Information* – Provide us with the details of the project.

The screenshot shows a web interface for launching a project. The title bar is purple and contains a plus icon, the text "Launch a project", and a close icon. Below the title bar is a navigation bar with four tabs: "BASIC INFORMATION" (active), "SOURCE FILES", "FILE STATISTICS", and "SUMMARY". The main content area is a form with the following fields:

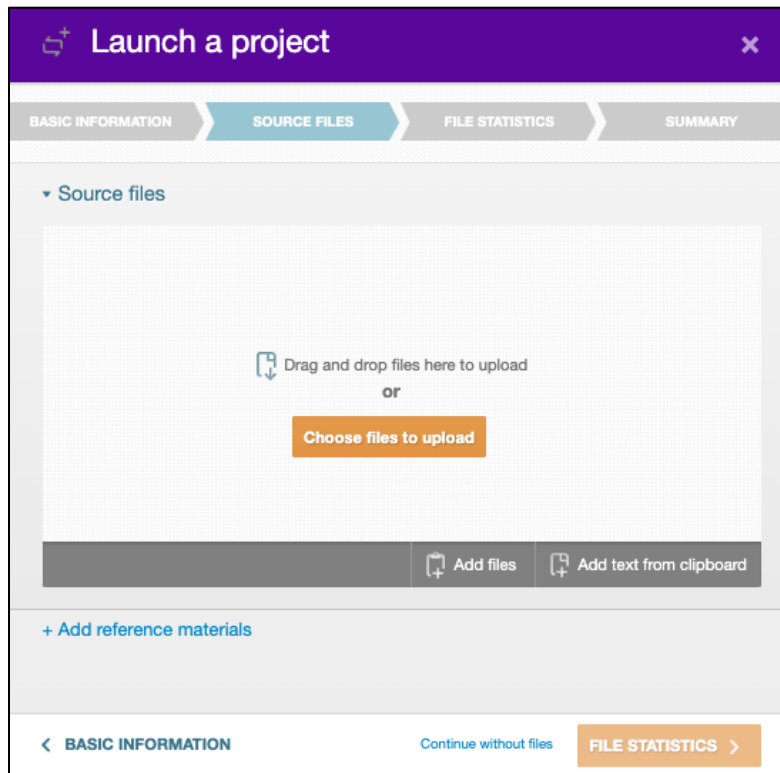
Project name	<input type="text" value="Sample Project Name"/>
Reference number	<input type="text" value="123456"/>
Service	<input type="text" value="Translation (Standard)"/> <span>✕</span> <span>▼</span>
Specialization	<input type="text" value="General"/> <span>✕</span> <span>▼</span>
Source language	<input type="text" value="English"/> <span>✕</span> <span>▼</span>
Target language(s)	<input type="text" value="✕ Spanish"/> <span>▼</span>
Requested deadline	<input type="text" value="2022-08-25"/> <span>📅</span> <input type="text" value="03:00PM"/>

At the bottom right of the form is an orange button labeled "SOURCE FILES" with a right-pointing chevron.

### Step 5:

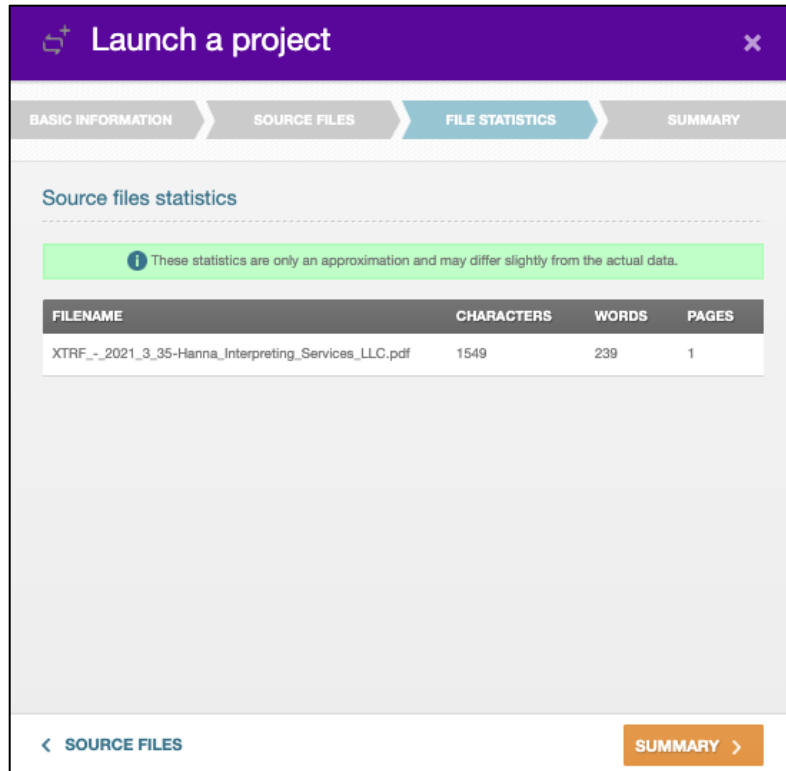
*Source Materials* – Upload the project file to the portal.

- Any reference materials may be added as well (*glossary, sample text, images, etc.*) by selecting: *'+ Add reference materials'*



**Step 6:**

*Estimations* – The portal will provide a rough estimate of the source document’s total word count.



The screenshot shows a web interface titled "Launch a project" with a purple header. Below the header is a navigation bar with four tabs: "BASIC INFORMATION", "SOURCE FILES", "FILE STATISTICS" (which is active), and "SUMMARY". The main content area is titled "Source files statistics" and includes a green warning box stating: "These statistics are only an approximation and may differ slightly from the actual data." Below this is a table with the following data:

FILENAME	CHARACTERS	WORDS	PAGES
XTRF_-_2021_3_35-Hanna_Interpreting_Services_LLC.pdf	1549	239	1

At the bottom of the interface, there are navigation buttons: "< SOURCE FILES" on the left and "SUMMARY >" on the right.

**Step 7:**

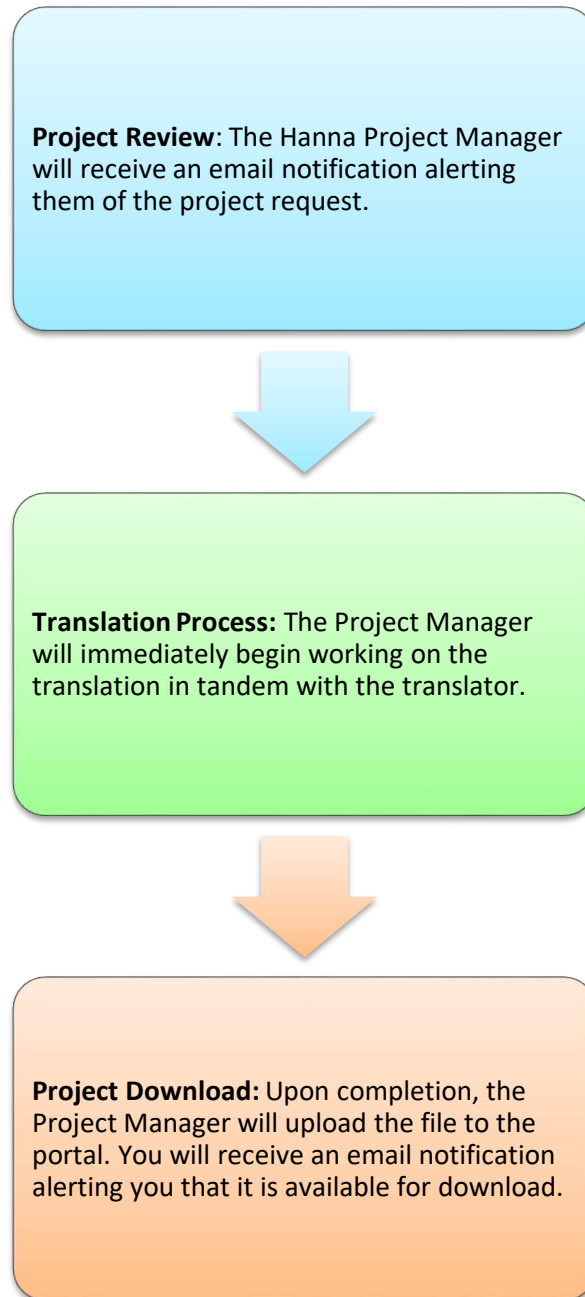
*Summary* – View the project summary and provide any Client Notes.

The screenshot displays the 'Launch a project' interface with the 'SUMMARY' tab selected. The interface includes a navigation bar with 'BASIC INFORMATION', 'SOURCE FILES', 'FILE STATISTICS', and 'SUMMARY'. The 'SUMMARY' section contains a 'Contact persons' list with 'Joe Demo' and a '+ Add contact person' button. Below this is a 'Notes' text area. On the right, project settings are listed: 'SELECTED SERVICE: Translation (Standard)', 'SPECIALIZATION: General', 'SOURCE LANGUAGE: English', and 'TARGET LANGUAGE(S): Spanish'. At the bottom, there is a '< FILE STATISTICS' button and a 'LAUNCH PROJECT' button.



**Step 8:**

*Process After Submitting Quote – Project Review, Translation Process, Project Download*



## Sample Language List

Afrikaans	Farsi (Persian)	Kanjobal (Q'anjob'al)	Moldavan	Slovak
Akan	Fijian Hindi	Karen	Mongolian	Slovenian
Albanian	Finnish	Kashmiri	Montenegrin	Somali
American Sign Language	Flemish	Kazakh	Moroccan	Soninke
Amharic	French	Khmer	Arabic	Sorani
Arabic	Canadian	(Cambodian)	Navajo	Spanish
Armenian	Fukienese	Kinyarwanda	Neapolitan	Sudanese
Ashante	Fula	Kirghiz	Nepali	Arabic
Assyrian	Fulani	Kirundi	Nigerian	Sundanese
Azerbaijani	Fuzhou	Korean	Pidgin English	Susu
Azeri	Ga	Kosovan	Norwegian	Swahili
Bajuni	Gaddang	Krio	Nuer	Swedish
Bambara	Gaelic	Kurdish	Oromo	Sylhetti
Basque	Garre	Kurmanji	Pahari	Tagalog
Behdini	Georgian	Laotian	Pampangan	Taiwanese
Belorussian	German	Latvian	Pangasinan	Tajik
Bengali	Greek	Lingala	Pashto	Tamil
Bosnian	Gujarati	Lithuanian	Patois	Telugu
Bulgarian	Haitian Creole	Luganda	Pidgin English	Thai
Burmese	Hakka	Luo	Polish	Tibetan
Cantonese	Hakka – China	Luxembourggeoi	Portuguese	Tigre
Certified Deaf	Hassaniyya	Maay	Creole	Tigrinya
Chaldean	Hebrew	Macedonian	Pothwari	Toishanese
Chaochow	Hindi	Malagasy	Pulaar	Tongan
Chavacano	Hmong	Malay	Punjabi	Tshiluba
CherokeeChin	Hokkien	Malayalam	Putian	Turkish
Chuukese	Hunanese	Maltese	Quichua	Twi
Cree	Hungarian	Mam	Romani	Ukrainian
Croatian	Ibanag	Mandarin	Romanian	Urdu
Czech	Ibo	Mandingo	Russian	Uyghur
Danish	Icelandic	Mandinka	Samoan	Uzbek
Dari	Igbo	Maninka	Sango	Vietnamese
Dinka	Ilocano	Marathi	Serbian	Visayan
Diula	Indonesian	Marshallese	Shanghainese	Vlach
Dutch	Inuktitut	Mexican Sign Language	Sichuan	Wenzhou
Estonian	Italian	Mien	Sicilian	Wolof
Ewe	Jakartanese	Mina	Sinhalese	Yiddish
	Japanese	Mirpuri	Sindhi	Yoruba
	Javanese	Mixteco		Yupik
				Zapotec