

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
9795.1	<p>Commenter recommends the inclusion of the definition of “Interpreter Agency or Language Service Provider” as follows:</p> <p>“An Interpreter Agency or Language Service Provider (LSP) is a business or an organization established to provide neutral, impartial and confidential interpreting and translation services, and involves coordinating communication between two or more parties thus upholding the injured worker’s legal right to an interpreter in medical and administrative settings, pursuant to section 9795.2 and Labor Code 4600(g) &amp; 5811.”</p> <p>Commenter recommends that the DIR/DWC give this recommendation some serious consideration. Currently, the language in section 9795.3(d) indicates “payment to an interpreter <b>or agency for interpreting services</b>” [emphasis added]. However, because of the absence of a clear definition that includes “agencies or LSP’s” in the regulations that define “interpreter services,” commenter has begun to detect a frightening trend by the</p>	<p>Lorena Ortiz Schneider Robert Duran CWCIA Issues, Plans &amp; Objectives Committee June 12, 2013 Written Comment</p>	<p>Disagree. Regulating interpreting agencies goes beyond the scope of these regulations.</p>	<p>None</p>

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	<p>carriers and their representatives, to refuse to pay the Agency or LSP simply because the Labor Code only contains the term “interpreter.”</p> <p>Commenter opine that this interpretation of the Labor Code is crafty and is beginning to cause not only unnecessary litigation, thus creating a burden rather than aiding the judicial economy, but also represents potential financial losses for Interpreter Agencies or LSP’s.</p>			
<p>9795.1.5(a)(1) and 9795.1.6 (2)(A)(B)</p>	<p>Commenter states that the proposed language does not specify when it will be effective should the proposed regulations be approved by the Office of Administrative Law.</p> <p>Commenter states if the Division does not place an effective date on the proposed regulations, he/she foresees increased litigation which would counter the intent of SB863.</p> <p>Commenter anticipates that the carriers will attempt to apply the regulations retroactively and the interpreting community should not be penalized for following the current guideline outlined in CCR 9795.1(f).</p> <p>Commenter opines that the interpreter</p>	<p>Lorena Ortiz Schneider Robert Duran CWCIA Issues, Plans &amp; Objectives Committee June 12, 2013 Written Comment</p>	<p>The emergency regulations became effective Jan. 1, 2013. Agree to request an Oct. 1, 2013 effective date for the permanent regulations.</p>	<p>DWC will request an Oct. 1, 2013 effective date.</p>

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	community should be protected from retroactive application of the new regulations.			
9795.1.5(a)(1) and 9795.1.6(a)(a)	<p>Commenter points out a typo in the state personnel board link. Website link should read:</p> <p><a href="http://jobs.spb.ca.gov/InterpreterListing/">http://jobs.spb.ca.gov/InterpreterListing/</a></p>	<p>Rod Olguin June 13, 2013 Written Comment</p> <p>Steven Suchil Assistant Vice President American Insurance Association June 14, 2013 Written Comment</p>	Agree.	The typographical error will be corrected as a nonsubstantive change.
9795.1.6	<p>Commenter opines that interpreters that are not certified should be qualified to interpret for routine medical treatment appointments as long as they have years of experience, have taken interpreter workshops and have attended interpreter ethics conferences.</p> <p>Commenter opines that there should be a non-discrimination issue for other languages which allows for flexibility in regards to the certification issue. In some cases there are only 2 certified interpreters in the geographical area where an interpreter is needed and</p>	<p>Imelda Bueno Administrative Assistant MultiLingua Interpreters June 5, 2013 Written Comment</p>	Disagree. Certification by passing a test is necessary to provide an objective standard. The proposed regulations do allow for provisionally certified interpreters where a certified interpreter cannot be present. See §§ 9795.1.5 and 9795.1.6.	None

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	those interpreters are usually booked by the Superior Courts or by other entities and unavailable for any routine medical treatments appointments, AME/PQME's or Administrative Hearings.			
9795.1.6	<p>Commenter recommends the following revised language:</p> <p><b>§ 9795.1.6 Interpreters for medical treatment appointments, <u>medical examinations</u>, or medical legal exams</b></p> <p>(a) To qualify to be paid for interpreter services at a medical treatment appointment, <u>medical examination performed at the request of the employer or administrative director</u>, or a medical legal exam, the interpreter shall be a certified <u>interpreter or a, certified for medical examination interpreter treatment appointments or medical legal exams</u>, or a provisionally certified <u>interpreter for purposes of medical treatment appointments</u>.</p> <p>Commenter opines that since “medical examinations” performed pursuant to</p>	<p>Brenda Ramirez Claims and Medical Director June 14, 2013 Written Comment</p>	<p>Disagree. Labor Code §4620 includes exams performed at the request of the AD or any party.</p>	<p>None</p>

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	<p>Labor Code section 4050 et al., may be neither medical treatment appointments nor medical legal exams, adding this term throughout these regulations will clarify that this section also covers interpreter services performed at medical examinations performed at the request of the employer or Administrative Director.</p> <p>Proposed edits are made for consistency and clarity to more clearly define the circumstances and the three distinct categories of interpreters that qualify for payment in those circumstances.</p>			
9795.1.6(2)(b)	<p>Commenter would like to state that the certification numbers for medical interpreters certified by the National Board are an <b>exact replica</b> of the Administrative Hearing Interpreters Certification Numbers, and commenter alleges that the National Board medical interpreters have been using those numbers to do depositions and hearings masquerading as Administrative Interpreters.</p>	<p>Paloma Gaos June 10, 2013 Written Comment</p>	<p>This comment goes beyond the scope of these regulations</p>	<p>None</p>
9795.1.6(3)	<p>Commenter opines that this section gives the insurance company carte blanche to send essentially anybody who says they can do the job no</p>	<p>Paloma Gaos June 10, 2013 Written Comment</p>	<p>Disagree. The language is required by Labor Code §§ 4600 (g) and 4620 (d). The statutes still require the</p>	<p>None</p>

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	<p>matter how incompetent they are. The idea to have a certified interpreter is to ensure that the injured worker who is not proficient in English gets some assurance that the interpreter will have a basic level of accuracy. Commenter would like to stress that everybody, from the person reading this to the judges, attorneys, claims administrators, and interpreters included, are making their living out of the fact that someone got injured, and at minimum we should ensure that the injured worker gets the most professional service possible. Commenter opines that the insurance industry has a history, even currently, of asking the interpreters for privileged information, a non-certified interpreter has no option but to comply if he or she wants to continue getting assignments from the agencies that work exclusively for the insurance companies. Why are there two sets of rules? Commenter opines that all interpreters should have some sort of certification, no matter who sends them.</p> <p>What will happen to the federally certified interpreters?</p>		<p>interpreter to be qualified, but the claims administrator is entitled to consent in advance if the interpreter is provisionally certified.</p> <p>For medical treatment appointments or medical legal exams, they must either pass</p>	<p>None</p>

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			the CCHI exam or the National Board exam, or they may be provisionally certified.	
9795.1.6(a)(1) and (2)	<p>Commenter recommends the following revised language:</p> <p>(1) <del>A c</del>Certified <del>interpreter</del> means <del>an interpreter</del> listed on the State Personnel Board webpage at <a href="http://jobs.sbp.ca.gov/InterpreterListing/">http://jobs.sbp.ca.gov/InterpreterListing/</a> or the California Courts webpage at <a href="http://courts.ca.gov/programs-interpreters.htm">http://courts.ca.gov/programs-interpreters.htm</a>; <del>or</del></p> <p>(2) <del>A c</del>Certified <del>for medical examination interpreter treatment appointments or medical legal exams,</del> which means <del>an interpreter on the Administrative Director’s listing of Certified Medical Examination Interpreters on the Division of Workers’ Compensation web site at <a href="http://www.dir.ca.gov/DWC/dwc_home_page.htm">http://www.dir.ca.gov/DWC/dwc_home_page.htm</a></del> after either</p> <p>Commenter suggests using the term “medical examination interpreters,” here and elsewhere in these regulations since that is the term used in Government Code section 11435.35(c) which is the section that</p>	Brenda Ramirez Claims and Medical Director June 14, 2013 Written Comment	Disagree. The proposed language is consistent with Labor Code §§ 4600 (g) and 4620 (d).	None

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	<p>grants the Administrative Director authority to establish, maintain, administer and annually publish an updated list of “medical examination interpreters” on the Division’s web site. That section directs the Administrative Director to populate the list with interpreters who are determined to meet minimum standards based on testing by an independent organization designated by the Administrative Director. The Administrative Director has designated two independent testing organizations, but does not establish a list, instead choosing to reference the listings on the web sites of the two testing organizations.</p> <p>Commenter notes that some interpreters appear on both listings. Commenter recommends that the Division establish and maintain a single DWC listing as described in Government Code section 11435.35 and publish it on the DWC web site. This will provide stakeholders with the most efficient way to identify eligible interpreters.</p> <p>In the past, the Division has</p>		<p>Disagree. There will be less lag time and more accurate listings by going directly to the certifying organizations’ web pages.</p> <p>Disagree. Government Code</p>	<p>None</p>



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	<p>maintained that without specific statutory authority to do so, it may not adopt rules, lists, schedules, etcetera that constantly change under the control of other entities, although it may adopt a version established at a particular point in time. If the Administrative Director must instead create and adopt its own listing of medical examination interpreters, commenter recommends adding the language suggested in (a)(2), and creating a single listing of medical examination interpreters. That integrated listing must include the beginning and ending dates of certification for each interpreter so that scheduling parties and reviewers can determine when an interpreter is qualified for payment.</p>		<p>section 11435.35 provides that the AD establish an updated list of certified medical examination interpreters who, based on testing by an independent organization designated by the AD, have been determined to meet the minimum standards on interpreting skills.</p>	
9795.1.6(a)(2)(A)	<p>Commenter recommends the following revised language:</p> <p>(A) passing the Certification Commission for Healthcare Interpreters (CCHI) <b>Certified Healthcare Interpreter (CHI)</b> exam evidenced by a CCHI certification/credential indicating that the interpreter passed the exam and specifying the language. The</p>	<p>Brenda Ramirez Claims and Medical Director June 14, 2013 Written Comment</p>	<p>Disagree. As set forth on the CCHI webpage, for Spanish, Arabic, and Mandarin, the interpreter must pass both the AHI and CHI exams to be certified. AHI exam tests the knowledge needed to be an effective healthcare interpreter but the examination is non-language specific (because oral exams for other languages has</p>	None

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	<p>certification procedure is set forth on the CCHI webpage at <a href="http://www.healthcareinterpretercertification.org/">http://www.healthcareinterpretercertification.org/</a>. The CCHI certification/<del>credentials are</del> <b>is</b> valid for four years from the date when CCHI granted/issued the credential. Individuals who are granted a CCHI certification or credential must comply with the CCHI requirements to be recertified within this four year period to maintain their certification/<del>credential</del>. Questions about an application may be sent by email to <a href="mailto:apply@healthcareinterpretercertification.org">apply@healthcareinterpretercertification.org</a> or to CCHI, 1725 I Street NW, Suite 300, Washington, DC, 20006 (866-969-6656); or</p> <p>Commenter states that adding “Certified Healthcare Interpreter (CHI)” and other edits clarify that passing only the exam to receive the Associate Healthcare Interpreter (AHI) credential is not sufficient. According to the CCHI web site, “those receiving the AHI credential have not been tested for language proficiency or interpreting skills and abilities...” This clarification will</p>		<p>not yet been developed by CCHI) and thus does not test language proficiency or interpreting skills and abilities. However, before being eligible to take the AHI exam, an interpreter must meet eligibility requirements including education, academic or non-academic healthcare training and linguistic proficiency in English and the target language. Therefore, including both certification and credential is appropriate.</p>	

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	eliminate disputes over whether those with only an AHI credential qualify for payment.			
9795.1.6(a)(2)(A)	<p>Commenter recommends the following revised language:</p> <p><i>(2)(A) passing the Certification Commission for Healthcare Interpreters (CCHI) <b>Certified Healthcare Interpreter (CHI)</b> exam evidenced by a CCHI certification/credential indicating that the interpreter passed the exam and specifying the language. The certification procedure is set forth on the CCHI webpage at <a href="http://www.healthcareinterpretercertification.org/">http://www.healthcareinterpretercertification.org/</a>.</i></p> <p>Commenter states that this addition is necessary because, according to the CCHI website, only this certification tests the applicant's "language proficiency, or interpreting skills and abilities .... "</p>	<p>Steven Suchil Assistant Vice President American Insurance Association June 14, 2013 Written Comment</p>	<p>Disagree. As set forth on the CCHI webpage, for Spanish, Arabic, and Mandarin, the interpreter must pass both the AHI and CHI exams to be certified. AHI exam tests the knowledge needed to be an effective healthcare interpreter but the examination is non-language specific (because oral exams for other languages has not yet been developed by CCHI) and thus does not test language proficiency or interpreting skills and abilities. However, before being eligible to take the AHI exam, an interpreter must meet eligibility requirements including education, academic or non-academic healthcare training and linguistic proficiency in English and the target language. Therefore, including both certification and credential is appropriate.</p>	None
9795.1.6(a)(2)(A)	Commenter recommends the term "credential" be deleted from the	Peggy Thill Claims Operations	Disagree. As set forth on the CCHI webpage, for Spanish,	None

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	<p>proposed regulations to promote consistency among interpreters. Regulation 9795.1.6(a)(2) should be amended to clarify that <i>certification</i> through CCHI, meets the requirements for interpreting at medical treatment appointments or medical legal exams and is proposed as follows:</p> <p>”passing the Certification Commission for Healthcare Interpreters (CCHI) exam evidenced by a <del>CCHI certification/credential</del> indicating that the interpreter passed the exam and specifying the language. The certification procedure is set forth on the CCHI webpage at <a href="http://www.healthcareinterpretercertification.org/">http://www.healthcareinterpretercertification.org/</a>. The <del>CCHI certification/credentials</del> <del>are</del> <del>is</del> valid for four years from the date when CCHI granted/issued the <del>credential</del> <del>certification</del>. Individuals who are granted a <del>CCHI certification or credential</del> must comply with the CCHI requirements to be recertified within this four year period to maintain their certification/<del>credential</del>. Questions about an application may be sent by email to <a href="mailto:apply@healthcareinterpretercertification.org">apply@healthcareinterpretercertification.org</a></p>	<p>Manager State Compensation Insurance Fund June 14, 2013 Written Comments</p>	<p>Arabic, and Mandarin, the interpreter must pass both the AHI and CHI exams to be certified. AHI exam tests the knowledge needed to be an effective healthcare interpreter but the examination is non-language specific (because oral exams for other languages has not yet been developed by CCHI) and thus does not test language proficiency or interpreting skills and abilities. However, before being eligible to take the AHI exam, an interpreter must meet eligibility requirements including education, academic or non-academic healthcare training and linguistic proficiency in English and the target language. Therefore, including both certification and credential is appropriate.</p>	

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	<p>on.org or to CCHI, 1725 I Street NW, Suite 300, Washington, DC, 20006 (866-969-6656);”</p> <p>Commenter states that the certification procedure set forth in the webpage listing at <a href="http://www.healthcareinterpretercertification.org">http://www.healthcareinterpretercertification.org</a> in the proposed modified regulation identifies two separate exams given by the CCHI. The proposed language and inclusion of the terms certification/credential, allows interpreters with an Associate Healthcare Interpreter (AHI) credential to be considered certified under section 9795.1.6. AHI credentialed interpreters have not been assessed or tested on proficiency or language skills. Interpreters that have been granted Certified Healthcare Interpreter (CHI) have been assessed and tested on their proficiency and language skills in addition to the requirements of the AHI credential.</p>			
9795.1.6(a)(2)(B)	<p>Commenter would like to thank the Division for recognizing and including The National Board of Certified Medical Interpreters (NBCMI) as an appropriate certification for language interpreters. Commenter approves of</p>	<p>Mabel Adamita, CMI June 4, 2013 Written Comment</p> <p>Carolos A Loya Estevez, Childrens</p>	Agree.	None

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	the proposed regulations.	<p>Hospital LA June 4, 2013 Written Comment</p> <p>Ximena D. Pacull, CMI June 4, 2013 Written Comment</p> <p>Norma Patricia Guzman, MD, CMI June 5, 2013 Written Comment</p> <p>Cornelia M. Harmon, CMI June 5, 2013 Written Comment</p> <p>Kamara Licea, CMI June 5, 2013 Written Comment</p> <p>Rita Navarro June 5, 2013 Written Comment</p> <p>Omar M. Castellon, CMI June 5, 2013 Written Comment</p>		

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		<p>Daniel Rodriguez June 5, 2013 Written Comment</p> <p>Luisa Martinez, CMI June 5, 2013 Written Comment</p> <p>Alyce Hernandez June 5, 2013 Written Comment</p> <p>Edgardo Alejandre June 5, 2013 Written Comment</p> <p>Jane L. Bonnet June 5, 2013 Written Comment</p> <p>Paul Boutin June 6, 2013 Written Comment</p> <p>Anna Kunkin, CMI June 6, 2013 Written Comment</p> <p>Victoria Morales Staff Interpreter</p>		

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		<p>Child &amp; Family Guidance Center – Northridge June 6, 2013 Written Comment</p> <p>Donny Sally June 6, 2013 Written Comment</p> <p>Marina Yiu June 8, 2013 Written Comment</p> <p>Kristin Larson-Rich Veritas Language Services June 9, 2013 Written Comment</p> <p>Liliana Linner June 10, 2013 Written Comment</p> <p>Mathew Call ASL/Spanish/English Interpreter &amp; Translator June 10, 2013 Written Comment</p>		



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		<p>Lucia Aguilar-Navarro, CMI June 12, 2013 Written Comment</p> <p>Gladys A Castro Medical Assistant June 12, 2013 Written Comment</p> <p>Ana Gomez June 13, 2013 Written Comment</p> <p>Carlos Garcia, CMI June 14, 2013 Written Comment</p> <p>Julio Cesar Navarro Gonzalez June 14, 2013 Written Comment</p>		
9795.1.6(a)(2)(B)	<p>Commenter opines that the inclusion of the National Board of Certification of Medical Interpreters as admissible is extremely problematic. Commenter states that this so-called 'non-profit' entity has appropriated the <b>SAME EXACT Certification numbers</b> of the California Administrative Hearing</p>	<p>Rosela Castillo Certified Interpreter June 12, 2013 Written Comment</p> <p>Blaine Stoddard Certified Interpreter June 12, 2013</p>	<p>Disagree. As of 2009, all interpreters who provide service to limited-English-speaking enrollees and beneficiaries covered by commercial plans and insurance in California must get trained in "interpreting</p>	None

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	<p>interpreters certified a long time ago by the State Personnel Board.</p> <p><b>Commenter opines that this is a serious defraud of the integrity and credentials of veteran California interpreters.</b> Commenter states that there is talk of taking legal action against them right now. <b>Additionally, commenter opines that this entity’s strong links to Language Line (the biggest for profit telephone interpretation agency in the country)</b> will be in serious conflict with SB863’s requirement that the certification entity be entirely non-profit. So despite the endorsement of their lobbyists and experts at the hearing, commenter strongly urges that Division eliminate this entity from the allowed certifications.</p>	<p>Written Comment</p> <p>Zuceli Sedar Certified Spanish Interpreter June 12, 2013 Written Comment</p> <p>Elva Reyes-Espinosa Certified Interpreter June 12, 2013 Written Comment</p> <p>Bradley Bowen CA Medical Interpreter June 12, 2013 Written Comment</p> <p>Judith Martin Certified Medical Interpreter June 13, 2013 Written Comment</p> <p>Victor Fridman Certified Interpreter June 13, 2013 Written Comment</p> <p>Veronica P. Bonfiglio</p>	<p>ethics, conduct, and confidentiality” as set out "in the standards promulgated by the California Healthcare Interpreting Association.” The California Healthcare Interpreting Association, which has developed healthcare interpreting standards, are pushing for the adoption of a set of qualifications for healthcare interpreters in CA. In 2/13 they posted this statement: “The California Healthcare Interpreting Association’s [CHIA] mission includes promoting the healthcare interpreter profession and providing education and training to healthcare professionals. Therefore, CHIA recognizes that two national organizations – the National Board of Certification for Medical Interpreters and the Certification Commission for Healthcare Interpreters – are offering interpreters’ certification with the goal of</p>	

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		<p>Court Certified Interpreter June 13, 1013 Written Comment</p> <p>Carolina Hnizdo CA Court Certified Interpreter June 13, 2013 Written Comment</p> <p>Olivia D. Athens State Certified Interpreter June 13, 2013 Written Comment</p> <p>Alia Volz Certified Interpreter June 14, 2013 Written Comment</p> <p>Curtis Draves Certified Interpreter June 14, 2013 Written Comment</p> <p>Carol Tonelli Certified Interpreter June 14, 2013 Written Comment</p>	<p>measuring and demonstrating minimum competency in healthcare interpreting. We recognize too that our members can choose to seek either or both of these certifications as a means to further their professional prospects.”</p> <p>The National Board has 501c3 public charity status.</p>	

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		<p>Monica I. Hernandez California Court Certified Interpreter June 14, 2013 Written Comment</p> <p>Helena Salvador Certified Interpreter June 14, 2013 Written Comment</p> <p>Marisol V. Ugas Certified Interpreter June 14, 2013 Written Comment</p>		
9795.1.6(a)(2)(B)	<p>Commenter opines that by allowing the CCHI and National Board to certify medical interpreting would make medical interpreting the only profession in California regulated by outside organizations with no ongoing input or approval by the State or some form of state agency. Commenter states that this is demeaning to the profession and with two exams being considered, neither of which will be administered through the State Personnel Board, commenter questions how quality will be assured.</p>	<p>Bradley Bowen CA Medical Interpreter June 12, 2013 Written Comment</p> <p>Judith Martin Certified Medical Interpreter June 13, 2013 Written Comment</p>	<p>Disagree. As of 2009, all interpreters who provide service to limited-English-speaking enrollees and beneficiaries covered by commercial plans and insurance in California must get trained in "interpreting ethics, conduct, and confidentiality" as set out "in the standards promulgated by the California Healthcare Interpreting Association." The California Healthcare</p>	None

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	<p>The medical interpretation exam had a very low pass rate and ensured that only highly qualified individuals became certified. Commenter opines that the two possible routes to certification seem confusing at best and will probably result in varying qualities of interpreters. If the State is unwilling to fund and offer the former exam commenter believes that one of the two exams should be chosen as the route to certification for future medical interpreters.</p>		<p>Interpreting Association, which has developed healthcare interpreting standards, are pushing for the adoption of a set of qualifications for healthcare interpreters in CA. In 2/13 they posted this statement: “The California Healthcare Interpreting Association’s [CHIA] mission includes promoting the healthcare interpreter profession and providing education and training to healthcare professionals. Therefore, CHIA recognizes that two national organizations – the National Board of Certification for Medical Interpreters and the Certification Commission for Healthcare Interpreters – are offering interpreters’ certification with the goal of measuring and demonstrating minimum competency in healthcare interpreting. We recognize too that our members can choose to seek either or both of these</p>	

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	<p>Commenter opines that the language of the proposed law should clearly state that all interpreters on the SPB website are certified for medical appointments, not just those listed on the new exam's website.</p>		<p>certifications as a means to further their professional prospects.”</p> <p>Both section 9795.1.6 (a) (1) and 9795.5 (a) set forth that interpreters who are listed on the spb website are certified for medical treatment appointment and medical legal exams (as well as hearings).</p>	None
9795.1.6(a)(2)(B)	<p>Commenter states that there is a nationally-recognized medical certification called the <b>Certification Commission for Healthcare Interpreters (CCHI)</b>, which is vendor neutral: it was not created by Language Line nor is its administration and ongoing development unduly influenced by said for-profit corporation. It was created by an inclusive and democratic process with stakeholders from throughout the country, and it tests the simultaneous mode (while the Board/ Language Line exam does not).</p>	<p>Curtis Draves Certified Interpreter June 14, 2013</p>	<p>Disagree. As of 2009, all interpreters who provide service to limited-English-speaking enrollees and beneficiaries covered by commercial plans and insurance in California must get trained in "interpreting ethics, conduct, and confidentiality” as set out "in the standards promulgated by the California Healthcare Interpreting Association.” The California Healthcare Interpreting Association, which has developed healthcare interpreting standards, are pushing for the adoption of a set of qualifications for healthcare</p>	None

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	<p>Commenter states that for legal matters such as depositions and</p>		<p>interpreters in CA. In 2/13 they posted this statement: “The California Healthcare Interpreting Association’s [CHIA] mission includes promoting the healthcare interpreter profession and providing education and training to healthcare professionals. Therefore, CHIA recognizes that two national organizations – the National Board of Certification for Medical Interpreters and the Certification Commission for Healthcare Interpreters – are offering interpreters’ certification with the goal of measuring and demonstrating minimum competency in healthcare interpreting. We recognize too that our members can choose to seek either or both of these certifications as a means to further their professional prospects.”</p> <p>Disagree that a change is needed. Section 9795.1.5</p>	<p>None</p>

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	<p>administrative hearings, there is a perfectly applicable and functioning certification program already in place: the California <b>Court Certification</b>. Under current law, the Court Certification qualifies interpreters to work in administrative law hearings and depositions. Since the court certification was changed to the consortium exam a couple years ago, there is now an abundance of certified court interpreters, and no reason to duplicate this program.</p>		<p>states that interpreters listed on the California Courts website are certified.</p>	
9795.1.6(a)(2)(B)	<p>Commenter questions why these new organizations such as CCHI and IMIA offering national certification are listed as an accredited source for medical interpreters in California when a certificate of completion from an accredited community college for medical interpreters is worth diamonds. The certificate is recommended under the authorization and granted by the Board of Governors, by the California Community Colleges.</p> <p>Commenter states that the national organization are not accredited and don't have teeth. The cost to take the</p>	<p>Rose Carrillo, M.S., C.R.C. – Coordinator and Lead Instructor Reedley College June 3, 2013</p>	<p>Disagree. Before being eligible to take the CCHI or National Board exam, an interpreter must meet eligibility requirements including education, academic or non-academic healthcare training and linguistic proficiency in English and the target language. The California Healthcare Interpreting Association, which has developed healthcare interpreting standards, are pushing for the adoption of a set of qualifications for healthcare</p>	<p>None</p>



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	certification exam is \$350.00 which many of her students cannot afford to pay.		<p>interpreters in CA. In 2/13 they posted this statement: “The California Healthcare Interpreting Association’s mission includes promoting the healthcare interpreter profession and providing education and training to healthcare professionals. Therefore, CHIA recognizes that two national organizations – the National Board of Certification for Medical Interpreters and the Certification Commission for Healthcare Interpreters – are offering interpreters’ certification with the goal of measuring and demonstrating minimum competency in healthcare interpreting. We recognize too that our members can choose to seek either or both of these certifications as a means to further their professional prospects.” By adopting the CCHI and National Board certifications, DWC will have recognized tests that will allow an objective standard for</p>	

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
			determining if an interpreter is certified per Gov. Code § 11435.35.	
9795.1.6(a)(2)(B)	<p>Commenter requests that the Division reconsider the implementation of regulations requiring qualified medical interpreters to be forced in paying the monopoly agencies who are cashing in, at the expense of the medical interpreting community.</p> <p>Commenter has witnessed many individuals become “medical interpreters” overnight. Commenter states that many of the out of state interpreting agencies, are hiring no qualified medical interpreters and some of these agencies are not even aware of the new California state laws for medical interpreters. Commenter has witnessed how non-English speaking injured workers have been affected by the poor and unethical performance of non-qualified “medical interpreters.”</p>	<p>Melis A. Lopez Qualified Medical Interpreter June 14, 2013 Written Comment</p>	<p>Disagree. Both CCHI and the National Board have 501c3 public charity status. Additional, CHIA recognizes their certification programs. (See above.) By requiring certification and providing directories that list certified interpreters, all parties will be able to verify the interpreters’ certification status.</p>	None
9795.1.6(a)(2)(B)	<p>Commenter recommends the following revised language:</p> <p>(B) passing the National Board of Certification for Medical Interpreters</p>	<p>Brenda Ramirez Claims and Medical Director June 14, 2013 Written Comment</p>	<p>Agree to make this nonsubstantive correction.</p>	<p>“S” will be added after both references to “exam”.</p>

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>(National Board) exams evidenced by a National Board credential indicating that the interpreter passed the exams and specifying the language. The certification procedure is set forth on the National Board webpage at <a href="http://www.certifiedmedicalinterpreter.org/">http://www.certifiedmedicalinterpreter.org/</a>. The National Board certification is valid for five years from the date when National Board granted/issued the certification. Individuals who are granted a National Board certification must comply with the National Board requirements to be recertified within this five year period to maintain their certification. Questions about an application may be sent by email to <a href="mailto:info@certifiedmedicalinterpreters.org">info@certifiedmedicalinterpreters.org</a> or to National Board, P.O. Box 300, Stow, MA 01775 (1-765-633-2378); or</p> <p>Commenter states that the edits recognize that interpreters with certification from the National Board of Certification have passed both the CMI written exam and the CMI oral exam.</p>			
9795.1.6(a)(3)	Commenter states that it would be outrageous to give insurance claims	Victor Fridman Certified Interpreter	Disagree. Section 9795.1.6(a)(3) only allows for	None

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>examiners the right to certify interpreters.</p> <p>Commenter states that claims examiners are under heavy pressure to lower costs and that providing them with the right to certify interpreters, will result in calling anyone person (even friends, relatives, homeless, etc.) ready to take a job for minimum wage.</p>	<p>June 10, 2013 Written Comment</p> <p>Jersahid Lopez Certified Interpreter June 14, 2013</p> <p>H. Raul Berguiristain, Ph.D., CHI, CMI June 14, 2013</p>	<p>“provisionally certified” interpreters if the claims administrator has given prior written consent. The statute still requires that the interpreters be qualified.</p>	
9795.1.6(a)(3)	<p>Commenter recommends the following revised language:</p> <p>(3) <del>A p</del>Provisionally certified <del>as an</del> interpreter for purposes of medical treatment appointments <del>or medical legal exams means</del> (A) if the claims administrator has given prior written consent to the interpreter who provides the services, or (B) the injured worker requires interpreter services in a language other than Spanish, Tagalog, Arabic, Cantonese, Japanese, Korean, Portuguese, and Vietnamese, in which case the physician provisionally may use another interpreter if that fact is noted in the record of the medical</p>	<p>Brenda Ramirez Claims and Medical Director June 14, 2013 Written Comment</p>	<p>Disagree that recommended language is clearer. Both Labor Code §§ 4600 and 4620 refer to “professionally certified” and this section reflects the requirements under those statutes versus being “professionally certified” for hearings.</p>	None

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>evaluation.</p> <p>Commenter states that since (a) already describes the circumstances for which a “provisionally certified interpreter for purposes of medical treatment appointments” may be paid, it is not necessary and is confusing to repeat them here.</p> <p>(1), (2) and (3) are edited for consistency and to more clearly define the three distinct categories of interpreters that qualify for payment.</p>			
9795.1.6(a)(3)	<p>Instead of this proposed regulation, commenter believes there should be a moratorium or a deadline established, a period in which all non-certified interpreters could become certified. Both the National Board and the Certification Commission give several opportunities per year to take the interpreter certification exam thus; non-certified interpreters would get ample time and chances to become certified. In the mean-time, provisional certification should be granted by an independent entity such as the DWC and should also be in charge of keeping a registry of these interpreters. There should be</p>	<p>H. Raul Beguiristain, Ph.D, CHI, CMI June 14, 2013 Written Comment</p>	<p>Disagree. DWC will request an effective date of Oct. 1, 2013 to allow interpreters to take the appropriate test. Alternatively, they can work as “provisionally certified” interpreters.</p> <p>Before being eligible to take the CCHI or National Board exam, an interpreter must meet eligibility requirements including education, academic or non-academic healthcare training and linguistic proficiency in English and the target language. The</p>	

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>minimum requirements imposed to provisionally certify interpreters such as having gone through formal education in both English and the target language as is required for admissions into the interpreter programs in the State of California. Non-certified interpreters that have been admitted and have taken courses in these programs would qualify as having complied with these minimum requirements before their certification during the moratorium period.</p>		<p>California Healthcare Interpreting Association, which has developed healthcare interpreting standards, are pushing for the adoption of a set of qualifications for healthcare interpreters in CA. In 2/13 they posted this statement: “The California Healthcare Interpreting Association’s mission includes promoting the healthcare interpreter profession and providing education and training to healthcare professionals. Therefore, CHIA recognizes that two national organizations – the National Board of Certification for Medical Interpreters and the Certification Commission for Healthcare Interpreters – are offering interpreters’ certification with the goal of measuring and demonstrating minimum competency in healthcare interpreting. We recognize too that our members can choose to seek either or both of these</p>	

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
			<p>certifications as a means to further their professional prospects.” By adopting the CCHI and National Board certifications, DWC will have recognized tests that will allow an objective standard for determining if an interpreter is certified per Gov. Code § 11435.35.</p>	
9795.3(b)(2)	<p>Commenter appreciates the wording in this section pertaining to “market rate” or “whichever is greater.” Commenter suggests adding more detail in order to differentiate the six main certifiable languages from the more exotic ones. Commenter opines that exotic languages cost a lot more and it is very difficult to prove market rate for a dialect like Laotian when one gets only one request per year or less.</p>	<p>Rosela Castillo Certified Interpreter June 12, 2013 Written Comment</p> <p>Blaine Stoddard Certified Interpreter June 12, 2013 Written Comment</p> <p>Zuceli Sedar Certified Spanish Interpreter June 12, 2013 Written Comment</p> <p>Elva Reyes-Espinosa Certified Interpreter June 12, 2013 Written Comment</p>	<p>This comment goes beyond the scope of these regulations. The interpreter fee schedule and related rules will be addressed in a subsequent rulemaking.</p>	None

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
		<p>Bradley Bowen CA Medical Interpreter June 12, 2013 Written Comment</p> <p>Judith Martin Certified Medical Interpreter June 13, 2013 Written Comment</p> <p>Victor Fridman Certified Interpreter June 13, 2013 Written Comment</p> <p>Veronica P. Bonfiglio Court Certified Interpreter June 13, 2013 Written Comment</p> <p>Carolina Hnizdo CA Court Certified Interpreter June 13, 2013 Written Comment</p> <p>Olivia D. Athens State Certified</p>		



INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
		<p>Interpreter June 13, 2013 Written Comment</p> <p>Alia Volz Certified Interpreter June 14, 2013 Written Comment</p> <p>Curtis Draves Certified Interpreter June 14, 2013</p> <p>Monica I. Hernandez California Court Certified Interpreter June 14, 2013 Written Comment</p> <p>Helena Salvador Certified Interpreter June 14, 2013 Written Comment</p> <p>Marisol V. Ugas Certified Interpreter June 14, 2013 Written Comment</p>		
9795.3(b), (c) and	Commenter requests that these	Lorena Ortiz	Disagree. Regulating	None

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
(d)	subsections include the term “Interpreter Agency or LSP” wherever there is mention of reimbursement for interpreter services.	Schneider Robert Duran CWCIA Issues, Plans & Objectives Committee June 12, 2013 Written Comment	interpreting agencies goes beyond the scope of these regulations.	
9795.3(d) and (e)	<p>Commenter opines that the double standard that is being set regarding the Certification requirement is troublesome. As is written in 9795.3 (d), all interpreters, whether they provide the service themselves or send other interpreters for their clients are <b>REQUIRED</b> by law to produce evidence of Certification in order to get paid. Commenter agrees with this requirement but states that it has a big flaw which is that insurance company adjusters are <b>NOT</b> required to do the same. <b>Commenter opines that they can, as is written, send anyone without regard of their certification or aptitude.</b></p> <p><b>Commenter states that everyone is being put through a strict requirement but adjusters are not.</b> Commenter opines that this type of double- standard must be avoided in</p>	<p>Rosela Castillo Certified Interpreter June 12, 2013 Written Comment</p> <p>Blaine Stoddard Certified Interpreter June 12, 2013 Written Comment</p> <p>Zuceli Sedar Certified Spanish Interpreter June 12, 2013 Written Comment</p> <p>Elva Reyes-Espinosa Certified Interpreter June 12, 2013 Written Comment</p> <p>Bradley Bowen CA Medical</p>	Disagree. The cited sections allow payment based on an agreement instead of the fee schedule and state that the fee schedule is only presumed reasonable if the hiring party attempted to hire a certified interpreter before hiring a “provisionally certified” interpreter. It does not state what the comment suggests. The statute now also provides that a claims administrator must consent to a “provisionally certified” interpreter unless the interpreter is for a language other than one of the eight languages listed. Also, the Labor Code requires that interpreters must be qualified even if provisionally certified.	None

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	<p>order to preserve the quality of the interpretation and the rights of all injured workers. Commenter states that this is an invitation for the insurance companies to contract the lowest paid interpreters, regardless of their qualifications, which will inevitably lead to a quality problem. Errors in translation can lead to disastrous mistakes and it could represent a serious violation of the rights of the injured workers.</p> <p><b>Commenter requests that this double standard be eliminated and that the certification requirement be demanded of the interpreters contracted by insurance companies as well.</b></p>	<p>Interpreter June 12, 2013 Written Comment</p> <p>Judith Martin Certified Medical Interpreter June 13, 2013 Written Comment</p> <p>Victor Fridman Certified Interpreter June 13, 2013 Written Comment</p> <p>Veronica P. Bonfiglio Court Certified Interpreter June 13, 2013 Written Comment</p> <p>Margarita Dunn Tempes Certified Interpreter June 13, 2013 Written Comment</p> <p>Carolina Hnizdo CA Court Certified Interpreter June 13, 2013</p>		

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		<p>Written Comment</p> <p>Olivia D. Athens State Certified Interpreter June 13, 2013 Written Comment</p> <p>Alia Volz Certified Interpreter June 14, 2013 Written Comment</p> <p>Curtis Draves Certified Interpreter June 14, 2013 Written Comment</p> <p>Carol Tonelli Certified Interpreter June 14, 2013 Written Comment</p> <p>Monica I. Hernandez California Court Certified Interpreter June 14, 2013 Written Comment</p> <p>Helena Salvador Certified Interpreter</p>		
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INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
		<p>June 14, 2013 Written Comment</p> <p>Marisol V. Ugas Certified Interpreter June 14, 2013 Written Comment</p> <p>Daniel Jacobs Certified Interpreter June 14, 2013 Written Comment</p> <p>Andres Marquez Certified Interpreter June 14, 2013 Written Comment</p>		
9795.5	<p>Commenter cites the following:</p> <p>Sections 11435.30 (c) and 11435.35 (c) of the Government Code state that listings of administrative hearing interpreters and medical interpreters may be provided by the Administrative Director on the DWC website.</p> <p>Commenter strongly recommends that these provisions be implemented in order to provide both the efficient checking of credentials as well as</p>	<p>Steven Suchil Assistant Vice President American Insurance Association June 14, 2013 Written Comment</p>	<p>Disagree. The National Board registry lists all interpreters by name and allows for searches based on language and/or location and shows the certification expiration date. The CCHI registry also allows searches by state and language. It is expected that interpreters who want to be hired as interpreters who are certified to interpret at medical appointments and medical legal exams will now register</p>	None

<b>INTERPRETER SERVICES</b>	<b>RULEMAKING COMMENTS 2<sup>nd</sup> 15 DAY COMMENT PERIOD</b>	<b>NAME OF PERSON/ AFFILIATION</b>	<b>RESPONSE</b>	<b>ACTION</b>
	<p>effective searches for certified interpreters.</p> <p>Commenter notes that this section references the Certification Commission for Healthcare Interpreters (CCHI) registry and the National Board of Certification for Medical Interpreters as sources for lists of interpreters. Commenter opines that these appear to be unsatisfactory, however. The CCHI registry requires the individual's name in order to access the list. Therefore, if a Claims Administrator is searching for an interpreter the content of this listing is inaccessible. This is also true of the State Personnel Board listing. The registry of the National Board of Certification for Medical Interpreters shows only 104 interpreters in California and only three are shown who interpret for languages other than Spanish.</p> <p>Commenter states that the CCHI and the National Board of Certification for Medical Interpreters listings will have very limited utility, and requesting certificates as suggested will likely lead to delays.</p>		<p>and pass the National Board or CCHI exams. The registries are in compliance with Government Code sections 11435.30 and 11435.35.</p>	

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>Commenter opines that the implementation and establishment of lists as provided in the above cited Government Code sections will greatly assist and simplify securing language assistance. Commenter states that the DWC listings should include the name and contact information for the interpreter as well as the period for which they are certified. Commenter notes that these Government Code sections also authorize the Administrator Director to charge a fee to interpreters appearing on the list.</p>			
9795.5(a)	<p>Commenter recommends the following revised language:</p> <p>a. <b>Certified</b> <del>Interpreters certified in accordance with sections 9795.1.5 (a)(1) and 9795.1.6 (a)(1)</del> are listed at the following websites:  <a href="http://jobs.spb.ca.gov/InterpreterListing/">http://jobs.spb.ca.gov/InterpreterListing/</a> and  <a href="http://www.courts.ca.gov/programs-interpreters.htm">http://www.courts.ca.gov/programs-interpreters.htm</a>.</p> <p>Commenter opines that the phrase “certified in accordance with sections</p>	<p>Brenda Ramirez  Claims and Medical Director  June 14, 2013  Written Comment</p>	<p>Disagree. The proposed language makes it clear that the interpreters at the website in (a) are certified for both hearings and medical appointments, whereas the interpreters listed in (b) are only for medical appointments and medical legal exams.</p>	None

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	9795.1.5 (a)(1) and 9795.1.6 (a)(1)” is not necessary.			
9795.5(b)	<p>Commenter states that he has visited the links provided to the websites for the CCHI and National Board.</p> <p>Commenter states that the CCHI Interpreter registry provides a way to verify if an interpreter is certified by them but fails to provide the user with any contact information for the interpreter.</p> <p>Commenter states that website of the National Board of Certification for Medical Interpreters provides the user with the ability to verify the certification credentials of their interpreters and provides the contact information. However, the NBCMI has given their interpreters the same certification number sequence as the interpreters that are certified by the State Personnel Board in they also use a six digit number starting with the number one.</p> <p>Commenter states his State Personnel Board certification number and notes that there is a Medical Interpreter</p>	<p>Rod Olguin June 9, 2013 Written Comment</p>	<p>Disagree that the registry is insufficient. Government Code §11435.35 allows the AD to establish a list of certified medical examiners. The registry provides the list of interpreters who are certified.</p> <p>Although the certification numbers used by the National Board is beyond the scope of the regulations, DWC has informed the National Board of this concern and has been informed that the National Board intend to make changes to the registry and website and will consider this concern.</p>	None



INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>certified by the NBCMI with that exact same number.</p> <p>Commenter would like to know if the NBCMI interpreters will be issued an identification badge as are interpreters that are certified by the State Personnel Board? Commenter would like to know if the NBCMI certified medical interpreters are required to pay an annual renewal fee to maintain their certification as do the interpreters certified by the State Personnel Board?</p>		<p>Identification badges are not required by the proposed regulations.</p> <p>Interpreters certified by the National Board are required to recertify every 5 years.</p>	
9795.5(b)	<p>Commenter recommends the following revised language:</p> <p>b. Certified <b>Medical Examination</b> interpreters <b>are listed on the Division of Workers' Compensation web site at <a href="http://www.dir.ca.gov/DWC/dwc_home_page.htm">http://www.dir.ca.gov/DWC/dwc_home_page.htm</a> for the purposes of medical treatment appointments and medical legal exams interpreter who meet the qualifications of section 9795.1.6(a)(2) are listed in the registry for Certification Commission for Healthcare Interpreters (CCHI) or National Board of Certification for</b></p>	<p>Brenda Ramirez Claims and Medical Director June 14, 2013 Written Comment</p>	<p>Disagree. There will be less lag time and more accurate listings by going directly to the certifying organizations' web pages. The links are to the registries.</p>	None

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p><u>Medical Interpreters (National Board) at the following websites:</u>  <a href="https://cchi.learningbuilder.com/Account/Login?ReturnUrl=%2f">https://cchi.learningbuilder.com/Account/Login?ReturnUrl=%2f</a> or  <a href="http://www.certifiedmedicalinterpreters.org/registry">http://www.certifiedmedicalinterpreters.org/registry</a>.</p> <p>Commenter states that these language changes are recommended if the Administrative Director must instead create and adopt its own listing of medical examination interpreters as discussed in section 9795.1.6(a)(2). If the Administrative Director adopts a listing, commenter recommends linking to the specific page on the web site at which the current and previous lists are posted.</p>			
9795.5(b)	<p>Commenter recommends the following revised language:</p> <p>Certified interpreters for the purposes of medical treatment appointments and medical legal exams who meet the qualifications of section 9795.1.6(a)(2) are listed in the registry for <del>Certification Commission for Healthcare Interpreters (CCHI) or the</del> National Board of Certification for Medical Interpreters (National Board)</p>	<p>Peggy Thill  Claims Operations Manager  State Compensation Insurance Fund  June 14, 2013  Written Comments</p>	<p>Disagree. The CCHI search provides the name, credential (i.e. practitioner), id number, city and state, and a pdf of the certification stating (for example) that the interpreter received his CHI Spanish certificate and the date it was received.</p>	None

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
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	<p>at <a href="http://www.certifiedmedicalinterpreter.org/registry">http://www.certifiedmedicalinterpreter.org/registry</a> or possess a Certified Healthcare Interpreter Certification as confirmed on the CCHI website at <a href="https://cchi.learningbuilder.com/Account/Login?ReturnUrl=%2f">https://cchi.learningbuilder.com/Account/Login?ReturnUrl=%2f</a>.</p> <p>Commenter’s proposed changes to Section 9795.5(b) indicate that certified interpreters for medical treatment appointments and medical legal exams who meet the qualifications of section 9795.1.6(a)(2) are listed on one of two online registries: the Certification Commission for Healthcare Interpreters’ (CCHI’s) registry or the National Board of Certification for Medical Interpreters’ (National Board’s) registry.</p> <p>CCHI’s website, however, lists Certified Healthcare Interpreters (CHI), credentialed Associate Healthcare Interpreters (AHI) as well as CHI <i>candidates</i> in the same registry and labels them, “credentialed practitioners.” <i>Candidates</i> have neither the AHI credential nor the CHI certification. The “credentialed</p>			
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INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>practitioner” label is misleading, as merely being listed on CCHI’s website clearly does not mean the interpreter has passed the CHI certification exam required by §9795.1.6(a)(2). Commenter opines that this may result in the use of interpreters without the appropriate certification for medical treatment appointments or medical legal exams and potential billing disputes.</p>			
9795.5(c)	<p>Commenter suggests the following language at the end of this section:</p> <p><b>... or on the State Personnel Board webpage at <a href="http://jobs.sbp.ca.gov/InterpreterListing/">http://jobs.sbp.ca.gov/InterpreterListing/</a> or the California Courts webpage at <a href="http://courts.ca.gov/programs-interpreters.htm">http://courts.ca.gov/programs-interpreters.htm</a></b></p> <p>Commenter states that he is pleased that two other testing organizations will be added to certify medical interpreters.</p>	<p>Rod Olguin June 9, 2013 Written Comment</p>	<p>Disagree that the additional language is necessary. Section 9795.1.5 identifies the names of entities that have the registries.</p>	None
9795.5(c)	<p>Commenter recommends the following revised language:</p>	<p>Brenda Ramirez Claims and Medical Director June 14, 2013</p>	<p>Disagree. The comment goes beyond the scope of these regulations and also requires potentially unnecessary</p>	None

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	<p>(c) Proof of certification <del>status may be requested by the claims administrator and shall be provided to support billings and upon request by the claims administrator, by the certified interpreter for the purposes of medical treatment appointments and medical legal exams if the interpreter is not listed in the CCHI or National Board website directory.</del></p> <p>Commenter states that proof of interpreter certification such as the CCHI certification confirmation, or the National Board CMI number or DWC Medical Examination Interpreter number and certification start and end dates, should be included in or with each billing, and upon request to facilitate scheduling and bill review and eliminate delays.</p>	Written Comment	documentation with every invoice.	
General Comment	Commenter strongly urges the Division to consider a grace period of a few months to allow all the existing qualified (yet not certified) interpreters to get certified one way or another. Otherwise, commenter	Rosela Castillo Certified Interpreter June 12, 2013 Written Comment  Blaine Stoddard	Agree to request an effective date of Oct. 1, 2013.	DWC will request an effective date of Oct. 1, 2013.

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
	wonders what will happen between the time these regulations go into effect and the status of the existing interpreters of thousands of follow ups? Are none going to get paid because of lack of certification?	<p>Certified Interpreter June 12, 2013 Written Comment</p> <p>Zuceli Sedar Certified Spanish Interpreter June 12, 2013 Written Comment</p> <p>Victor Fridman Certified Interpreter June 13, 2013 Written Comment</p> <p>Margarita Dunn Tempes Certified Interpreter June 13, 2013 Written Comment</p> <p>Carolina Hnizdo CA Court Certified Interpreter June 13, 2013 Written Comment</p> <p>Olivia D. Athens State Certified Interpreter June 13, 2013</p>		

INTERPRETER SERVICES	RULEMAKING COMMENTS 2 <sup>nd</sup> 15 DAY COMMENT PERIOD	NAME OF PERSON/ AFFILIATION	RESPONSE	ACTION
		<p>Written Comment</p> <p>Alia Volz Certified Interpreter June 14, 2013 Written Comment</p> <p>Curtis Draves Certified Interpreter June 14, 2013 Written Comment</p> <p>Carol Tonelli Certified Interpreter June 14, 2013 Written Comment</p> <p>Monica I. Hernandez California Court Certified Interpreter June 14, 2013 Written Comment</p> <p>Helena Salvador Certified Interpreter June 14, 2013 Written Comment</p> <p>Marisol V. Ugas Certified Interpreter June 14, 2013</p>		

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		Written Comment		
General Comment – Effective Date of Proposed Regulations	<p>Commenter strongly urges the DWC/DIR to give the regulations an effective date of September 30, 2013, or later. Commenter understands the urgency of wanting to set the requirement for certification in place; however, it will take some time for aspiring interpreters to apply for and go through the process of either the CCHI or NBCMI tests. Commenter opines that based on the criteria given by both testing entities it will take a minimum of three months to complete the process. By taking this into consideration, the DWC/DIR will allow those ready to sit for the exam offered by either of the two entities, plenty of time to ensure they meet the criteria for application, are able to take the exams and await the results. This grace period will allow for new interpreters to enter the profession in full standing and will alleviate the crunch that the regulations represent.</p>	<p>Lorena Ortiz Schneider Robert Duran CWCIA Issues, Plans &amp; Objectives Committee June 12, 2013 Written Comment</p>	<p>Agree to request an effective date of Oct. 1, 2013.</p>	<p>DWC will request an effective date of Oct. 1, 2013.</p>