

Interpreter Services Procurement & Implementation (ISPIP) Project – Current State Processes

Legend



**Process Step:** Demonstrates a step or activity in the process.



**Decision:** Question that results in an either/or process direction (e.g. Yes/No, True/False)



**Pre-defined process:** A separate or sub-process that is formally defined outside of what's being mapped.



**Termination:** Indicates the start or end of the process, if there is no event specified. (See Start and End Event shapes.)



**Document:** Represents data or information that can be read by people (document; letter, report, etc.).



**Database/Data:** Represents a system or database.



**On-page Reference:** Process continues at another location on the map. If there are more than one, they are labeled (A, B, C etc.) and matched by color.



**Off-page Reference:** Process continues on another page of the process map document.



**Delay:** Indicates some time will pass before the process continues



**Arrow:** Represents the connection between two steps and the direction of flow



**Callout Box:** Connects to shapes to allow for annotation



**Parallel process:** Represents several processes are occurring simultaneously



**Connector:** Allows more than one shape to connect to another one



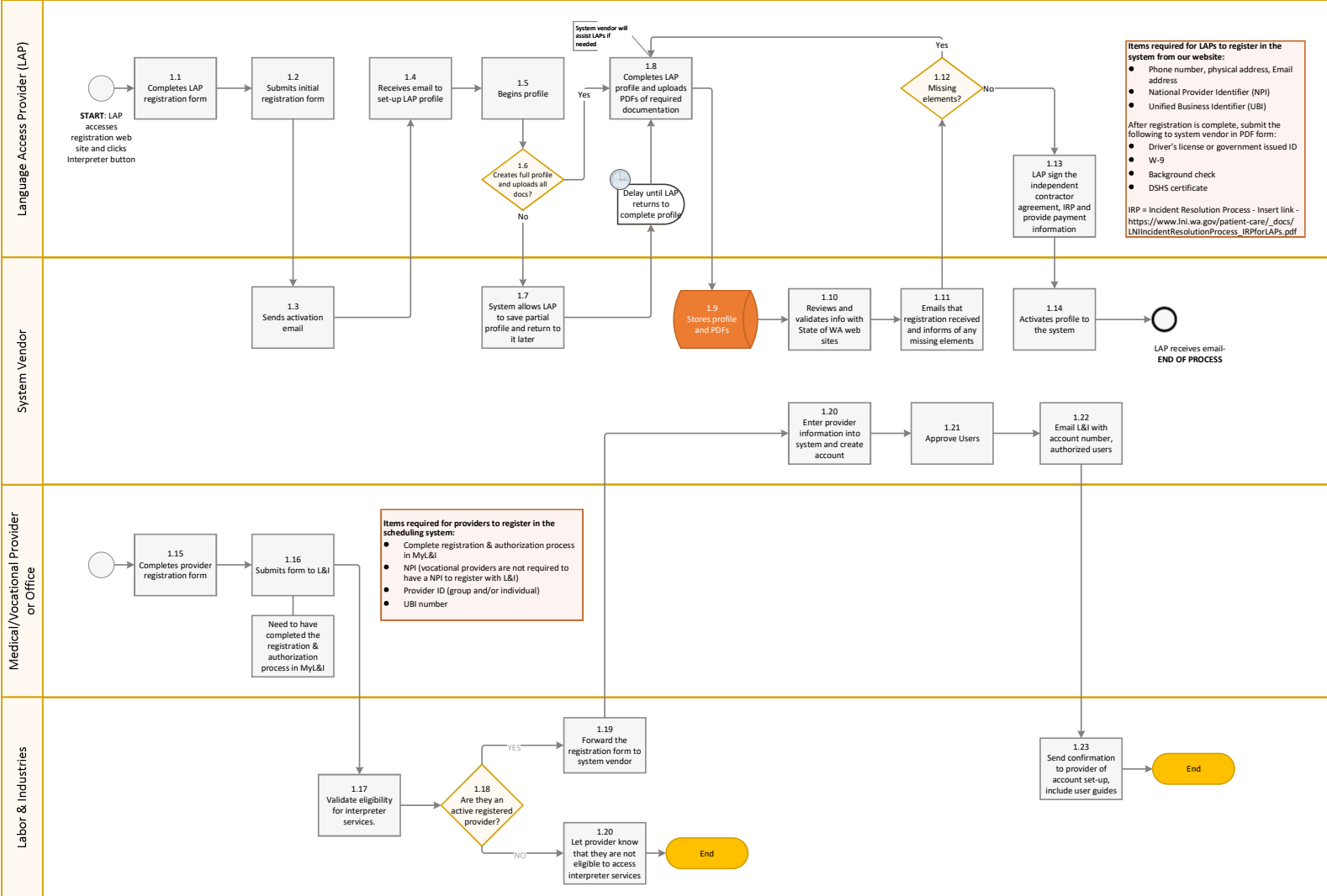
**Start event:** Used in place of a start/end shape when the event is defined (includes text describing event)



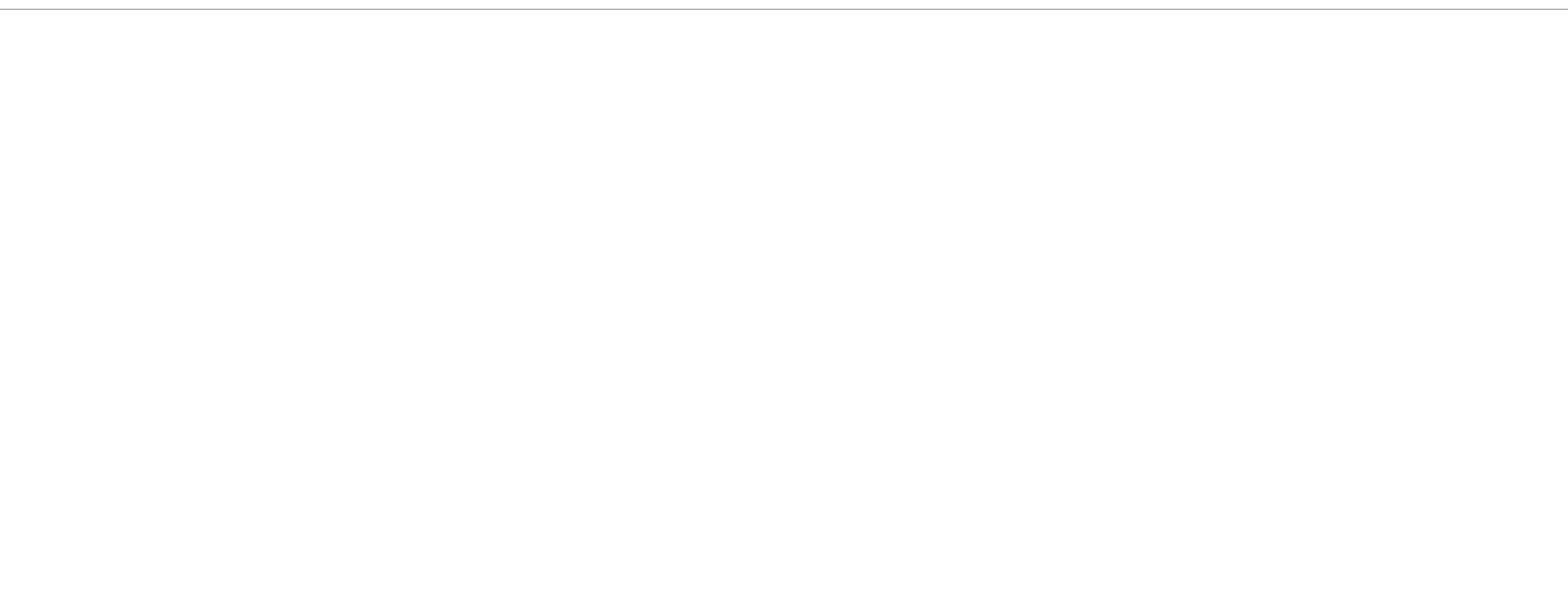
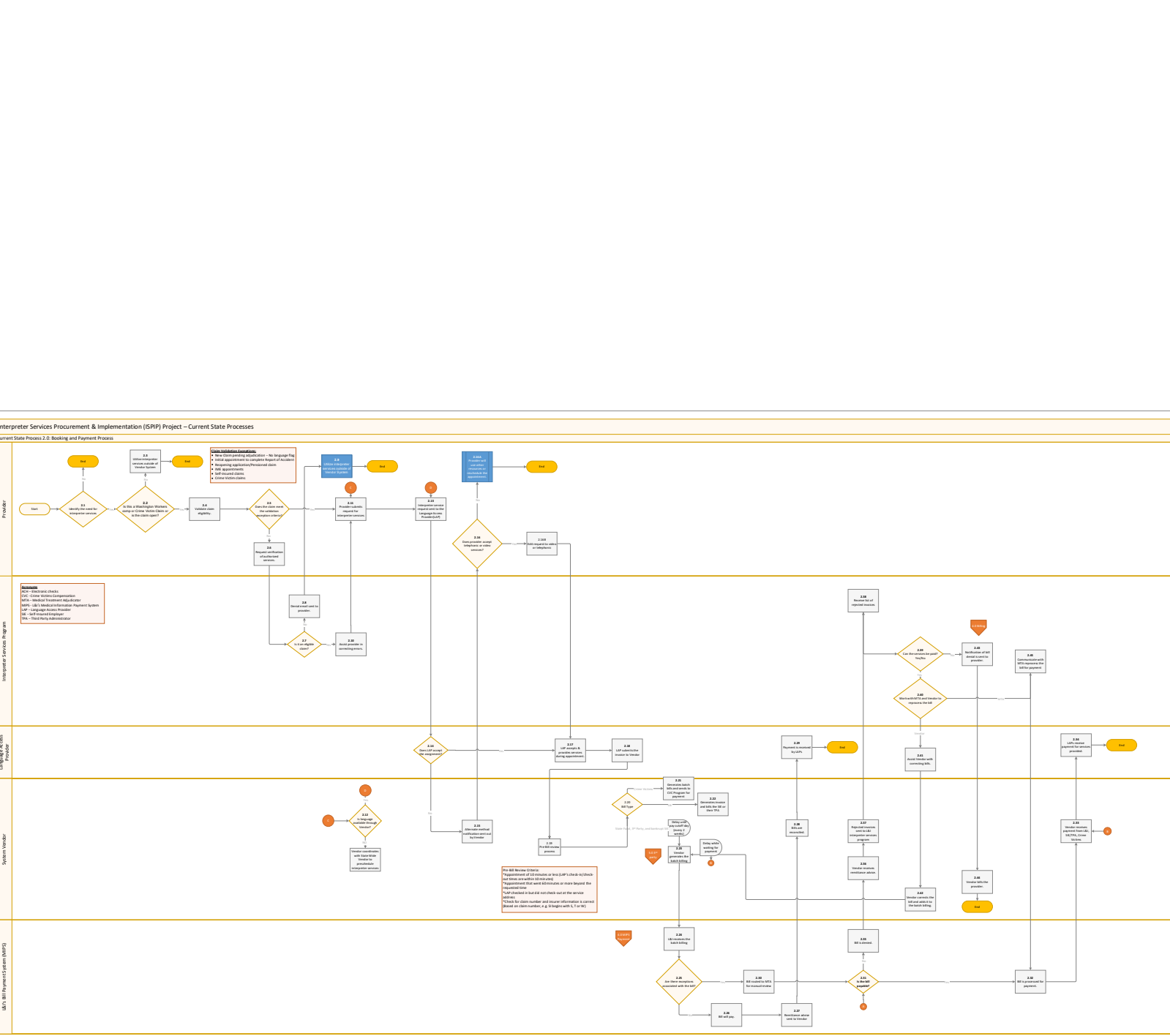
**End event:** Used in place of a start/end shape when the event is defined (includes text describing event)

## Interpreter Services Procurement & Implementation (ISPIP) Project – Current State Processes

### Current State Process 1.0: Registering in the System as a Language Access Provider (LAP), Medical Provider, or Vocational Provider

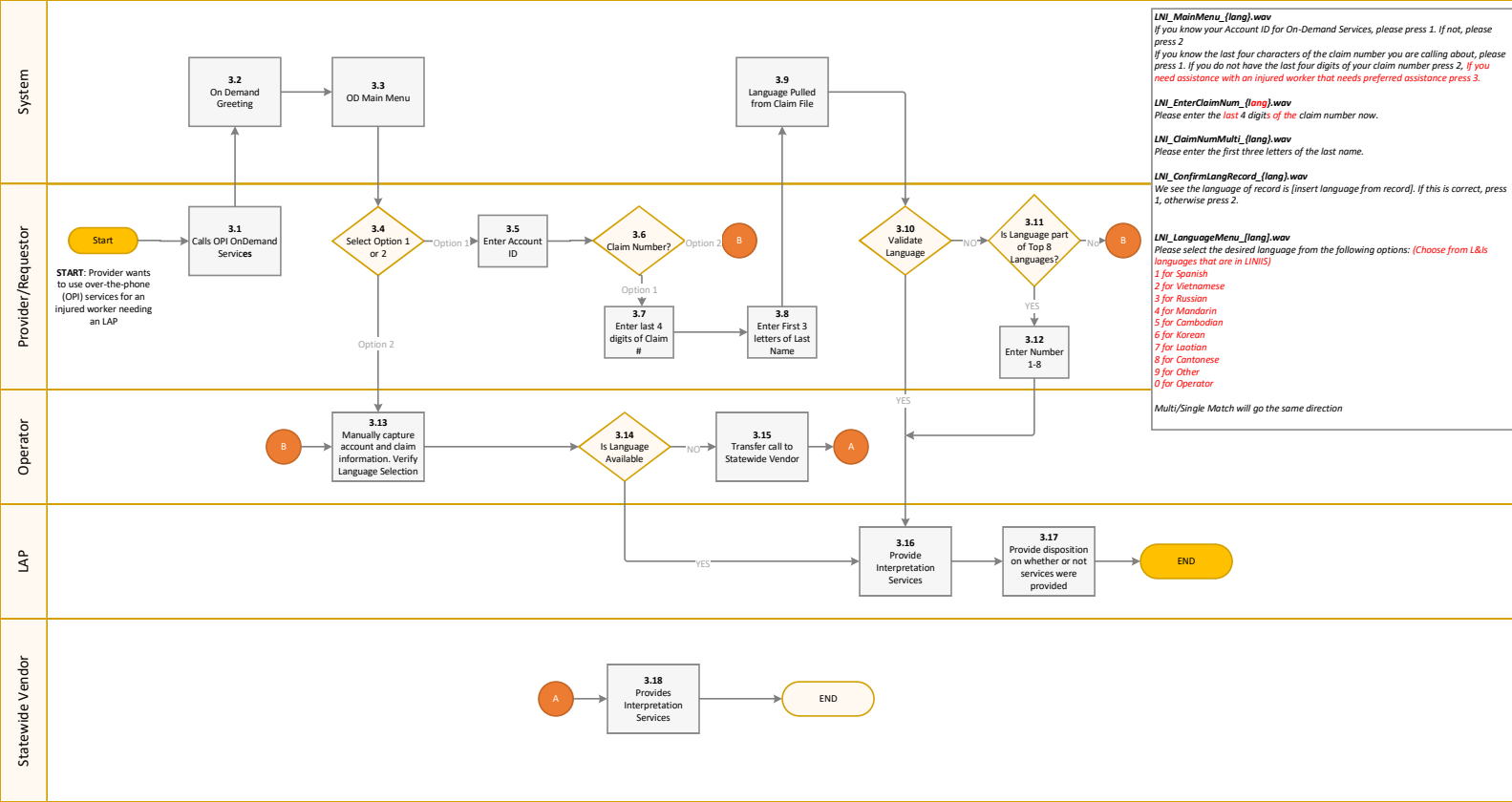


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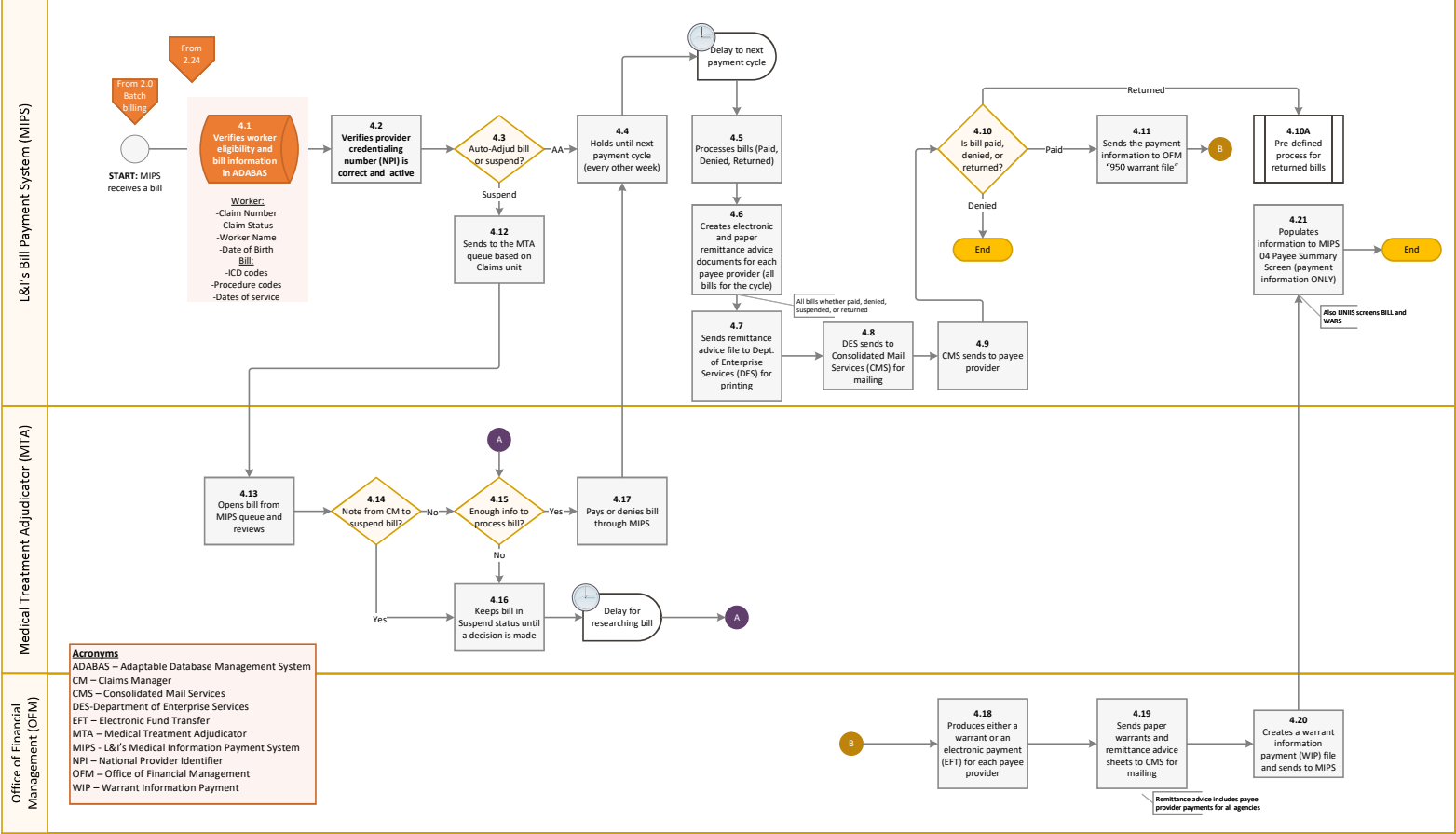
# Interpreter Services Procurement & Implementation (ISPIP) Project – Current State Processes

## Current State Process 3.0: On Demand Telephonic Services



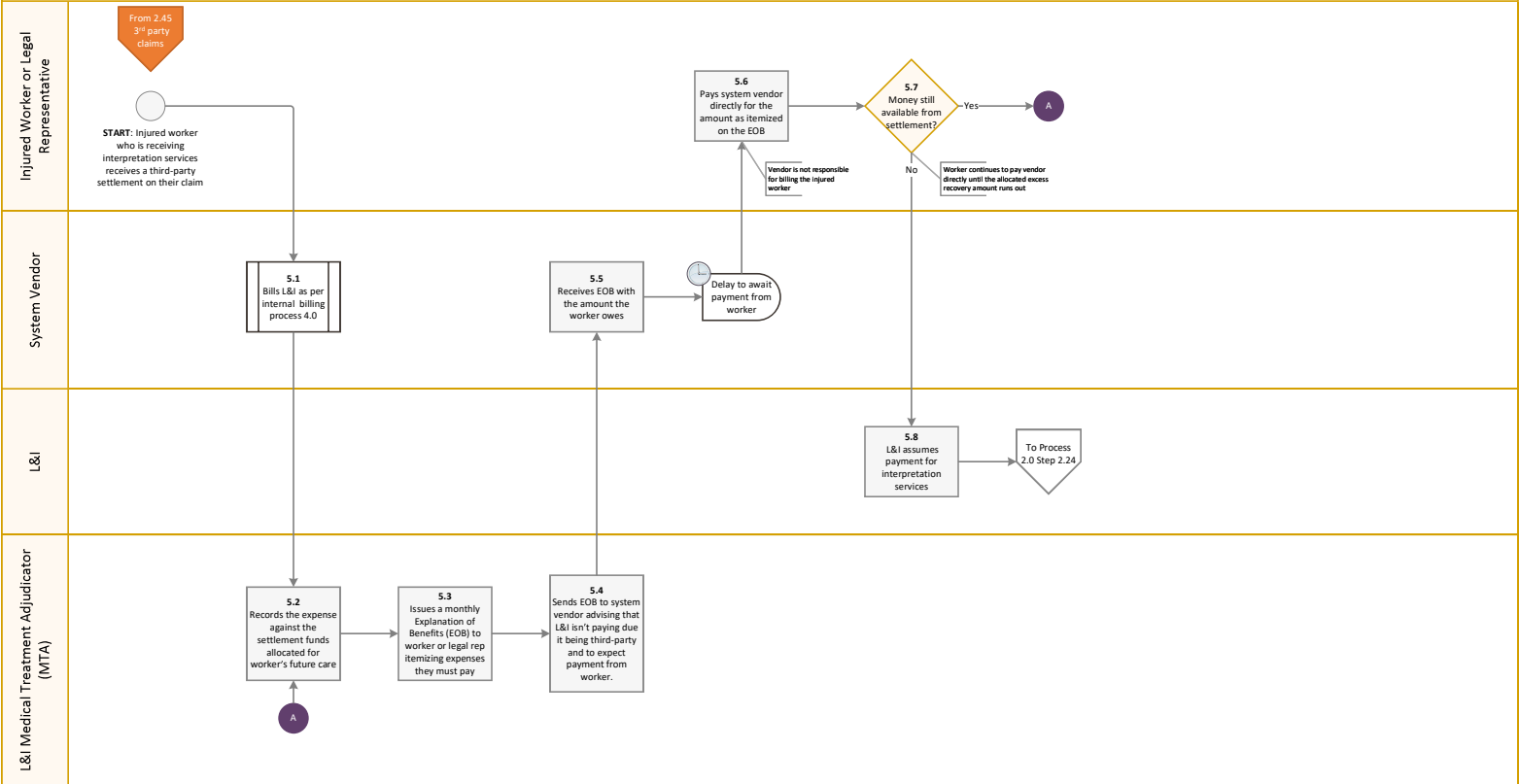
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Current State Process 4.0: Billing for Interpretation Services-L&I Internal Bill Processing



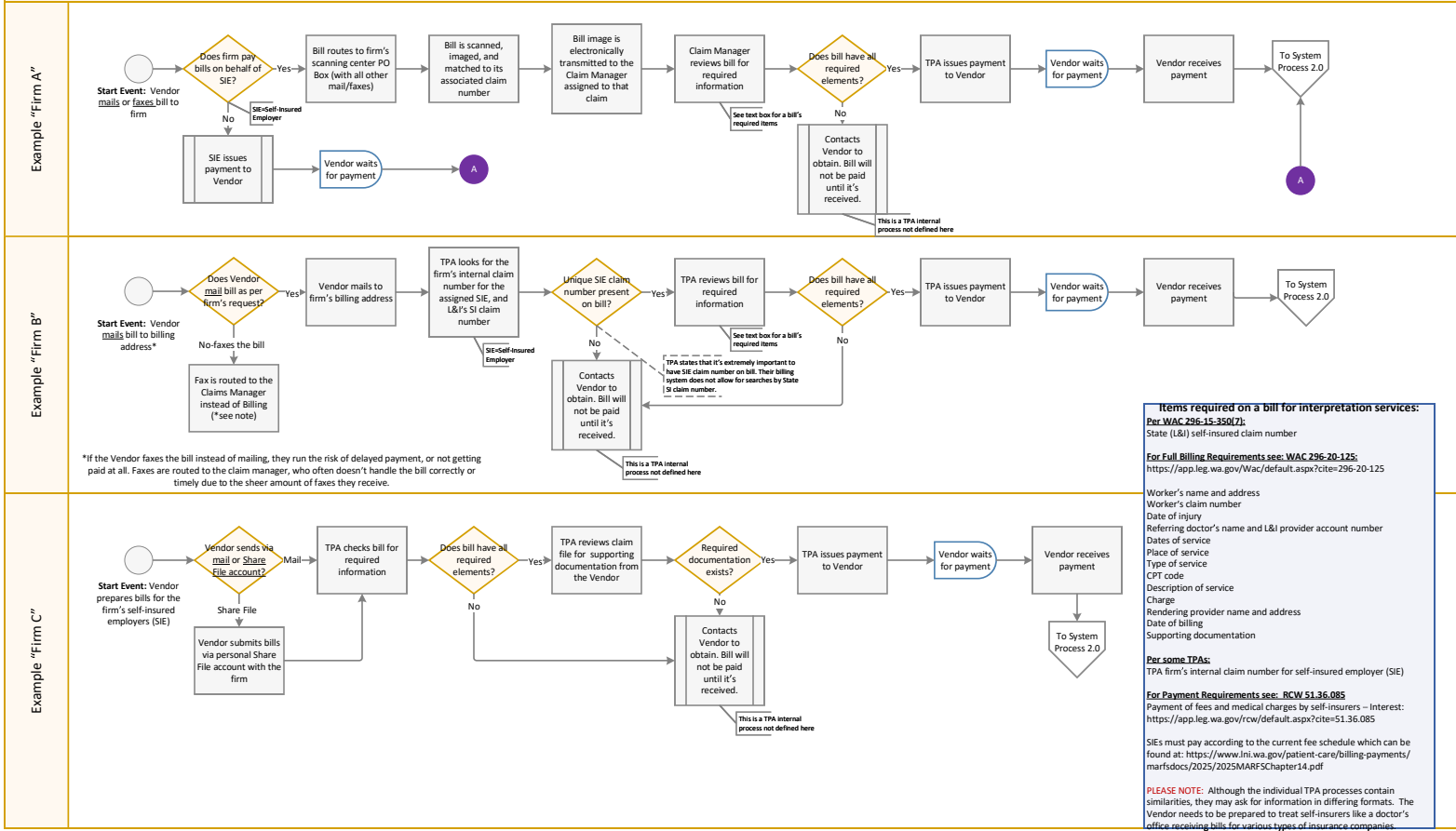
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Current State Process 5.0: Billing for Interpretation Services on Third-Party Claims



## Interpreter Services Procurement & Implementation (ISPIP) Project – Current State Processes

### Current State Process 6.0: EXAMPLES of Individual Payment Processes from Self-Insured Third Party Administrators (TPAs)



## Interpreter Services Procurement & Implementation (ISPIP) Project – Current State Processes

### Current State Process 6.1: EXAMPLES of Individual Payment Processes from Self-Insured Third Party Administrators (TPAs)

