

Language Services Scope of Work, Enrollee Handbook

the scope of work a health plan issued for translating an enrollee handbook, checked against the standards and rules it names | Final specimen

<https://www.editfast.com/editing-services/translated-text-polishing>

An operation named by a word the standards do not define, a monolingual pass called proofreading before any revision has happened, post-editing ordered without saying which kind, polishing scheduled after certification, and two written requirements from the Medicaid managed care rule left out.

FINAL TEXT

SPECIMEN, PREPARED BY EDITFAST FOR ILLUSTRATION. NOT A REAL SCOPE OF WORK.

Prepared for Marrowfield Health Plan (fictitious), language services scope of work, enrollee handbook

EXTRACT FROM THE PLAN'S RECORD (reproduced unchanged in both panels)

SW-1 The handbook exists in English and is being translated into Vietnamese and Haitian Creole.

SW-2 The Vietnamese draft was produced by a machine translation system and has not yet been seen by a translator.

SW-3 The Haitian Creole draft was produced by a human translator who has not yet checked it.

SW-4 The plan requires a translator's certification for both languages.

SW-5 The English handbook is set in 11 point type.

SW-6 Vietnamese and Haitian Creole are prevalent non-English languages in the plan's service area.

SW-7 The plan is a Medicaid managed care organization and issues a provider directory and appeal, grievance, denial and termination notices.

SW-8 The plan has not stated whether it is buying full or light post-editing.

SW-9 The plan asks that both handbooks reach a quality comparable to human translation.

SW-10 The plan requires the Haitian Creole handbook to be examined against the English source before delivery.

SW-11 The plan has a Vietnamese-reading reviewer available and wants the Vietnamese handbook read for fluency after post-editing.

3. SCOPE OF LANGUAGE WORK

3.1 The Haitian Creole handbook receives a check by the translator, then a revision, which ISO 17100 defines as a bilingual examination of the target language content against the source language content.

3.2 The Vietnamese handbook receives a review after post-editing, which ISO 17100 defines as a monolingual examination of the target language content. Proofreading in that standard's sense examines "the revised target

language content," so the word assumes a revision this handbook has not had.

3.3 The Vietnamese draft receives full post-editing under ISO 18587, which that standard defines as post-editing aimed at a product comparable to one obtained by human translation. Light post-editing is defined there as aimed at a merely comprehensible text.

3.4 English-language polishing of the source is scheduled before the translator certifies the target text.

3.5 The finished handbooks are set in a font size no smaller than 12 point, and in easily understood language and format. Those are two of the conditions 42 CFR 438.10(d)(6) requires the state to meet and to require of the entities it names. SW-5 records the English edition at 11 point, which is below that size.

3.6 Translation covers the materials critical to obtaining services, which 42 CFR 438.10(d)(3) lists as, at a minimum, provider directories, enrollee handbooks, appeal and grievance notices, and denial and termination notices.

[Query to the plan: SW-5 records the English edition at 11 point, and SW-4 records that a certification is required. Whether the English handbook is itself an enrollee material under the rule, and what happens if the English source changes after a target text has been certified, are questions for the plan, its counsel, and its translator.]

EXAMPLE
FOR ILLUSTRATION ONLY