

# 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 | Marked-up 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.

## ORIGINAL, WITH EDITS MARKED

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 vendor will edit both translated handbooks.<sup>1</sup>

3.2 The vendor will proofread the Vietnamese handbook for fluency.<sup>2</sup>

3.3 The vendor will post-edit the machine output.<sup>3</sup>

3.4 English-language polishing will be carried out after the translator has certified the text.<sup>4</sup>

3.5 The finished handbooks will be set to match the English edition.<sup>5</sup>

3.6 Translation is required for the handbook only.<sup>6</sup>

#### WHAT CHANGED, AND WHY

| # | Was                                                                                             | Now                                                                                                                                                                                                                                                                                                    | Reason                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 3.1 The vendor will edit both translated handbooks.                                             | 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.                                                                                            | SW-10 records that the Haitian Creole handbook is examined against the English source, which is what the standard calls a revision. Editing is not one of the four operations the standard defines. Its notes record bilingual editing as a synonym for revision and monolingual editing as a synonym for review, so the bare word can mean either. SW-3 records that the human draft has not been checked, and the standard defines a check as an examination carried out by the translator. |
| 2 | 3.2 The vendor will proofread the Vietnamese handbook for fluency.                              | 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. | The word proofread has a narrower meaning here than in general publishing. SW-2 records that no translator has seen the Vietnamese draft, so nothing has been revised and there is nothing to proofread in the standard's sense. SW-11 records the reading the plan actually wants, which the standard calls a review.                                                                                                                                                                        |
| 3 | 3.3 The vendor will post-edit the machine output.                                               | 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.                                     | The standard defines two operations under that name and they are defined to produce different documents. SW-8 records that the plan had not stated which it was buying, and SW-9 records the quality it asks for.                                                                                                                                                                                                                                                                             |
| 4 | 3.4 English-language polishing will be carried out after the translator has certified the text. | 3.4 English-language polishing of the source is scheduled before the translator certifies the target text.                                                                                                                                                                                             | SW-4 records that the plan requires a certification for both languages. The draft put English polishing after certification, and the order of the two steps is a question for the plan and its translator.                                                                                                                                                                                                                                                                                    |

| # | Was                                                                  | Now                                                                                                                                                                                                                                                                                                                       | Reason                                                                                                                                                                                                                                  |
|---|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | 3.5 The finished handbooks will be set to match the English edition. | 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. | SW-5 records the English edition at 11 point, which is below the figure the rule states. A clause telling the vendor to match that edition would reproduce the smaller size.                                                            |
| 6 | 3.6 Translation is required for the handbook only.                   | 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.                                                                                        | The rule names four classes of document and calls that list a minimum. SW-7 records that the plan is a Medicaid managed care organization and issues those documents, and SW-6 records both languages as prevalent in its service area. |