

Conducting an OPI (Over the phone) Encounter – From the Provider point of view

- 1) Navigate to the monthly view of the calendar and select the day of the appointment.

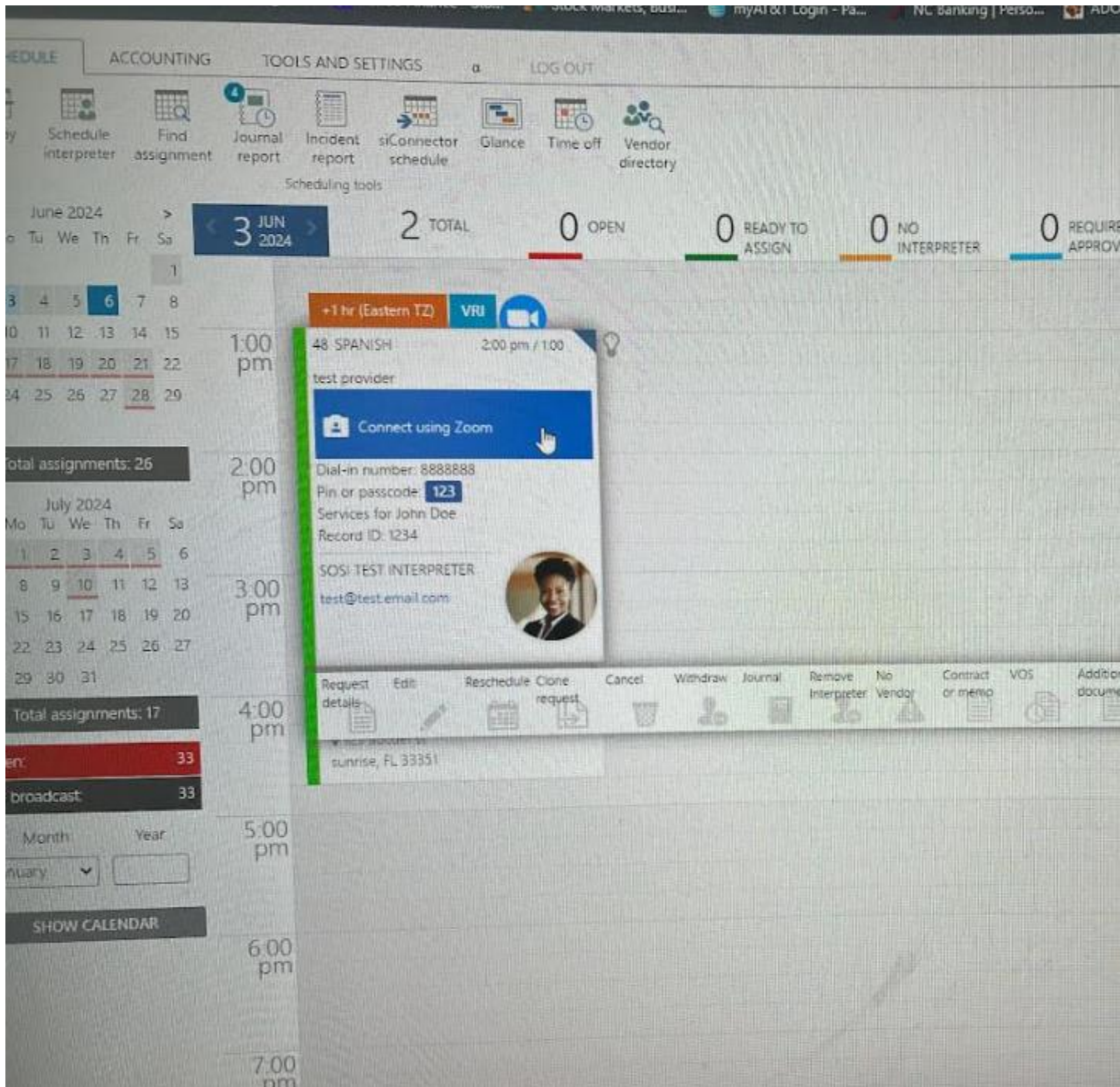
The screenshot displays a scheduling software interface. At the top, there are navigation tabs: SCHEDULE, ACCOUNTING, TOOLS AND SETTINGS, and LOG OUT. Below these are icons for various functions: Today, Schedule interpreter, Find assignment, Journal report, Incident report, siConnector schedule, Glance, Time off, and Vendor directory. The main area shows a calendar for June 2024. The calendar indicates a total of 2 appointments, 0 open, 0 ready to assign, 0 no interpreter, 0 requires approval, and 0 cancelled. Two appointments are visible: one at 1:00 pm for '48 SPANISH test provider' and another at 4:00 pm for '56 SPANISH test provider' with address '123 abcdef st sunrise, FL 33351'. A 'Connect using Zoom' button is visible for the 1:00 pm appointment.

- 2) Hover over the appointment to view all details and click the “Connect using Zoom” icon to join the OPI or VRI meeting. You will be directed to the Zoom platform to connect.

-Please note that billing only starts when the provider accepts the LAP into the meeting.

- Meetings scheduled through Zoom as OPI (over the phone) are billed at OPI rates, even if the camera is activated.

-Meetings scheduled through Zoom as VRI (Video) are billed as VRI even while the camera is not activated.



- 3) When the meeting is over simply disconnect from the session or meeting or close the Zoom Call.
-Please note that billing only stops when the provider closes the call or LAP leaves the meeting.

