

For Interpreters

USING THE SYSTEM

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ENROLLING

When and how do I enroll?

Enrollment is going on now – interpreters can sign up through the [interpretingWorks](#) website by completing an **online enrollment form**. Once submitted, the interpreter can finish their enrollment independently or can contact interpretingWorks by chat, by email or by phone and someone will help complete the enrollment process. The entire process only takes two to three business days to complete.

What information do I need to provide to get my account set up?

All applicants must provide a work email address, National Provider Identifier (NPI), and Unified Business Identifier (UBI) at the time of registration. After registration is complete, interpreters will need to provide banking information and upload the following documents **in PDF form**: driver's license, W-9, background check, DSHS certificate, and photo.

What is an NPI?

NPIs are unique, 10-digit numbers used for identifying specific providers. NPIs are widely used by medical providers nationwide. If you do not have an NPI number, go to: [The National Provider Identifier Standard](#) section of the Centers for Medicare & Medicaid Services (CMS) website. Registering for an NPI number is free and does not require a SSN.

Can Interpreter Agencies register with the new system?

Per RCW [39.26.300](#), only individual interpreters may register with the system.

Will there be a pay rate change? Will interpreters be paid hourly?

Interpreters will not see decreases in the per-minute pay rate as outlined in the L&I fee schedule, or changes to our policy of paying per minute.

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How will interpreters be paid?

interpretingWorks will pay interpreters no later than 15 working days after receipt of the payment for interpreter services from L&I. Payments are set in the L&I fee schedule. interpretingWorks receives an encounter fee that is paid directly to the contractor by the insurer. The encounter fee does not come out of the payment to the interpreter.

Interpreters are paid per minute, up to a maximum of 8 hours per day. In 2020, the per minute rate increased to \$1.01 per minute. An hour appointment equals \$60.60; an 8-hour day would total \$484.80.

The interpreter will be paid from the time they check in until the time they check out from the provider's office. Interpreters check in/out using a QR code on their phone or on paper.

If a claim is rejected or closed at time of service the same rules in place today will apply in the future: no payment is made to anyone in these circumstances. If a claim is later rejected and bills are recouped, the scheduling system is required to work with L&I to develop a plan to recover overpayments. If the interpreter does work outside of the scheduling system (i.e., emergency/urgent care/walk ins), they're paid the same amount per minute as if they were under the scheduling system. These interpreters will be limited in how many hours per day they can provide on demand service and must submit an Interpreter Services Appointment Record (ISAR) as part of their bill. An ISAR isn't required when the interpreter is arranged by the scheduling system.

How will this system ensure a fair and even distribution of assignments?

The online system issues interpreter booking opportunities using proximity to the appointment and other criteria. The interpreter at the top of the list can either accept or decline the opportunity. A different interpreter is given the chance for first refusal every time. The new system automatically publishes interpreter service requests to the closest interpreter and expands that "circle" if the closest interpreter does not accept the interpreter assignment.

How often will interpreters be paid in the new system?

The interpretingWorks' payment policy follows a bimonthly (once every two weeks) pay period.

Will the interpretingWorks system be tracking my location all the time?

interpretingWorks uses your tracking permission for check in/out at the provider's location with the QR code. The only time your geo location is used is when you are at the provider's location. The system does not track where you are all the time.

interpretingWorks uses the address you record in your profile to send the closest appointment opportunities. The new system automatically publishes interpreter service appointments to the closest interpreter and expands that "circle" if the closest interpreter does not accept the interpreter appointment.

Is it true that L&I will no longer pay mileage for interpreters?

Yes. Mileage is no longer separately reimbursable as of October 1, 2020. The per-minute rate was increased to \$1.01, to account for mileage reimbursement removal. In many cases, interpreters will be making more money overall than when mileage was paid.

Do interpreters need badges provided by interpretingWorks in order to be admitted to an appointment?

L&I does not require badges for interpreters.

Do self-insured employers use the new system, and if so, how?

Self-Insured employers are required to pay the fee associated with interpretation appointments booked through the scheduling system by medical or vocational providers. The vendor ([interpretingWorks](#)) will bill the self-insured employer or their third party administrator (TPA) for the interpretation fee and administrative fee. interpretingWorks will work with the self-insured employer or their TPA to understand their billing process.

What kind of advance notice do providers need to give interpreting Works?

For best results providers should request an interpreter as soon as they schedule the appointment with the injured worker. Most assignments are answered on the same day of the request. Same day interpretation scheduled through interpretingWorks may be available depending on interpreter schedules. While these appointments are not available on-demand, you may be able to use the scheduling system in the morning for an afternoon appointment that same day. interpretingWorks also has dispatchers you can call for assistance in these situations.

I am an independent interpreter and still have some appointments set up with providers. Can I keep them on the schedule?

No. All appointments scheduled with independent interpreters or interpreter agencies must be rescheduled through interpretingWorks. Providers may only use independent interpreters for initial ROA filing appointments, initial visits for filing a reopening application, emergency, urgent-care, or walk-in appointments.

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Providers used to ask interpreters to call and remind patients of their upcoming appointment. Will the system still allow for interpreters to do that?

No. Providers will have to call and remind patients themselves.

Will an interpreter get paid while waiting for the patient?

If the provider wants to start the appointment early, then the interpreter will be paid from the time they check in to the time they check out. Otherwise, payment for time doesn't begin until the appointment begins.

Does interpretingWorks do translation services for documents or plans for the worker?

No. During interpretation appointments, the interpreter may assist the provider and worker with filling out paperwork. This is considered “sight translation,” and is part of an interpreter service.

Will an interpreter get paid if the patient doesn’t show up?

No. For IME exams, interpreters can request a no-show fee (one per day). See the [L&I payment policy for additional detail](#).

Are providers required to conduct QA feedback of interpreters?

After the appointment is complete, the system will send providers a feedback form via email. This is optional, but it is encouraged because feedback is used for quality assurance. Interpreters can also submit feedback about an appointment in the system.

Is there a complaint process for interpreters?

Interpreters should first contact interpretingWorks either through email or their customer service phone number. If additional follow-up is required, contact L&I at interpretation@lni.wa.gov.

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Will the Lookup Service distinguish between interpreters signed up with interpretingWorks and those who have not? This would help us know whom we should contact.

Interpreter lookup on L&I webpage is separate from the online scheduling system managed by interpretingWorks. Under the new system, the Lookup Service *only* shows a list of interpreters who are available to provide on demand and in-person spoken language interpretation for urgent and emergent needs. For example, it will show those interpreters who are available to a hospital, to provide interpretation during an ER visit. Providers need to call and determine if the interpreter is available and if they can get to their location in a timely fashion.

This is an important distinction because all **non-emergent, in-person appointments** must be set up through the new online appointment scheduling system managed by interpretingWorks (except for on demand appointments).

If in-person, spoken language interpretation is not required, telephonic interpretation for appointments can be scheduled through CTS Language Link by calling 1-877-626-0678.

What will happen to independent interpreters?

In addition to the use of the interpretingWorks scheduling system, independent interpreters will help L&I meet the language access needs of providers in certain instances. Providers may use independent interpreters for appointments that do not have a pre-scheduled time, such as

emergency, urgent care, and walk-in appointments. Providers may use independent interpreters for initial ROA filing and reopening applications.

Providers may use interpretingWorks, CTS LanguageLink, or independent interpreters to meet on demand need, such as emergency, urgent care, and walk-ins.

Independent interpreters will have limited opportunities to provide services for L&I appointments. L&I strongly encourages interpreters to enroll in the interpretingWorks scheduling system.

Will L&I discontinue interpreter provider accounts outside interpretingWorks?

Yes, L&I will discontinue provider accounts using *agency* interpreter account numbers after the new system begins. L&I did not discontinue individual L&I provider accounts on April 12th. Interpreter agency accounts were deactivated on May 15.

I'm an interpreter who provides services for Washington State L&I patients outside of Washington State. Do I need to register with [interpretingWorks](#)?

Yes, if you are serving Washington State L&I patients in the following zip codes:

- Oregon zip codes that start with 970, 971, 972, and 978
- Idaho zip codes that start with 835 and 838

Interpreters providing services to Washington State L&I patients outside these zip codes should [register as an independent interpreter](#) with L&I. Please continue to bill L&I for scheduled, in-person interpretation appointments that occur outside of the above zip codes.

Can an injured worker bring their own interpreter to an appointment?

No. Interpreters must be scheduled through the interpretingWorks system for future, in-person spoken language interpretation appointments. If an injured worker brings an interpreter, this person must leave in a professional manner.

The interpretingWorks system doesn't allow for on-demand appointments. What do providers do if they need someone immediately without advance notice?

A limited number of on-demand appointments outside of the scheduling system will be available for interpreters with L&I provider accounts. Healthcare or vocational providers arrange these on-demand appointments. CTS LanguageLink is also available for telephonic interpretation.

Can a provider request the same interpreter for every appointment?

Healthcare and vocational providers may not select the same interpreter for every appointment scheduled by the worker, unless there are extenuating circumstances. Please refer to [Chapter 14 of Medical Aid Rules](#) for examples.

Can I accept back-to-back or multiple appointments at the same facility on the same day, since I will already be there for other appointments?

Please refer to [Chapter 14 of Medical Aid Rules](#) for examples of when interpreters may be arranged for the same claimant for multiple appointments.

Does interpretingWorks have an app?

There currently is not a separate application. The system is web based and you may use your mobile device browser. The system is not compatible with Internet Explorer.