

## For Interpreters

### **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. There is no cost to sign up.

### **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.

### **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 and doesn't 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.

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 often will interpreters be paid in the new system?**

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

**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 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. In these cases, 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.

**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 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 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 will still have 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.

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

**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.

### **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. Their services are only approved for use in emergent appointments that do not have a pre-scheduled time, such as emergency, urgent care, and walk-in appointments.

Providers have the option of using interpretingWorks, as well as working with L&I’s other contracted vendors, Language Link, or with independent interpreters to meet on demand need, such as emergency, urgent care, and walk-ins.

There will be limited opportunities for independent interpreters to provide services for L&I appointments after the interpretingWorks scheduling system rolls out. Interpreters are strongly encouraged to enroll in the interpretingWorks scheduling system.

### **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.

### **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 will not discontinue individual L&I provider accounts right on the April 12th date. L&I will send a notice to agency providers prior to discontinuing agency accounts.

### **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 who have provider accounts with L&I. These are arranged by the healthcare or vocational providers. There is also telephonic interpretation through Language Link, if necessary.

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

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

**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.

**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.