For Vocational Rehabilitation Counselors

Program Overview

In what settings do professional interpreters provide spoken language interpreting for L&I?
L&I pays for about 17,000 spoken language interpreter encounters per month. Interpreters serve in a range of settings, including medical and vocational appointments. Part of L&I's mission is to keep people safe and working by ensuring their access to services and care, whether or not they speak English.

When interpretingWorks' new online system goes live, what will happen to the current system that is in place?
The de-activation of our current process for scheduling spoken language interpretation appointments will not occur until after the new system is live. We will allow some overlap of the two systems to ensure a smooth transition.

Scheduling System Overview

Why is L&I making a change to the way interpreter services are scheduled?
The Washington State Legislature passed SSB 6245 during the 2018 session, which became [RCW 39.26.300](#), and mandated this improvement to the state's use of interpreter services.

Are users of the system 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 QA.

Will the Lookup Service distinguish between interpreters signed up with interpreterWorks 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 provide interpretation during an ER visit. Providers must 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 scheduled, in person appointments must be set up through the interpretingWorks.

If in-person spoken language interpretation is not required, telephonic interpretation for appointments can be scheduled through CTS LanguageLink by calling 1-844-303-7212.

L&I's interpreter Lookup Service is only used for urgent and emergent appointments. Interpreters requested for urgent and emergent appointments are required to fill out an Interpreter Services Appointment Record (ISAR) form as part of their bill.

Will L&I discontinue interpreter provider accounts outside interpretingWorks?

L&I will discontinue provider accounts for interpreter agencies and interpreters registered to an agency after May 15. L&I will not be discontinuing individual L&I provider interpreter accounts that are not associated with agencies. L&I will send a notice to providers prior to discontinuing interpreter agency accounts.

The interpretingWorks system doesn't allow for on-demand appointments. What do we do if we 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. These are arranged by the healthcare or vocational providers. Telephonic interpretation through CTS LanguageLink is also available.

What kind of advance notice do I need to give Interpreting Works to schedule interpreters?

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. .

Will I be responsible for the payment to an interpreter if the claim was not approved ahead of the meeting time?

Yes. However, L&I will pay the vendor for dates of service up until the date of the rejection order for State Fund claims. Scheduling providers are responsible for knowing the claim status prior to requesting an Interpreter. However, there are limited special situations where this may not apply. (Example: Claim rejected due to no employee/employer relationship or billed to State Fund when they are Self-Insured).

What is the protocol for using an interpreter for a phone call? Do we get the interpreter's number and call them at meeting time or does interpreter initiate the call? How do we note that when scheduling?

Interpreters should never initiate phone calls. The scheduling system is only for face-to-face services, not for phone calls. Interpreters will not be provided the worker's phone number when the appointment is booked. Contact CTS LanguageLink at 1-844-303-7212for assistance with telephone interpretation.

When am I allowed to request a specific interpreter for a scheduled visit?

Under normal circumstances, healthcare and vocational providers are not allowed to ask for a specific interpreter when scheduling through interpretingWorks. However, there are a few exceptions to this rule. The following questions can be answered to determine if an exception applies:

1) Has L&I provided you specific approval as a pain management or brain rehab program provider offering services to a worker as part of that program?
    a. Yes - You can request a specific interpreter through the scheduling system.
    b. No - You can request an interpreter through the scheduling system, but you cannot specify which interpreter.

2) Does the patient have a Crime Victim claim? Crime victim claim numbers start with the letter "V."
    a. Yes - You can request a specific interpreter through the scheduling system.
    b. No - You can request an interpreter through the scheduling system, but you cannot specify which interpreter.

3) Are you a mental health provider furnishing mental health treatment and/or a diagnosis to a worker?
    a. Yes - You can request a specific interpreter through the scheduling system
    b. No - You can request an interpreter through the scheduling system, but you cannot specify which interpreter.

If the specific interpreter I've been using is unavailable, should I reschedule the appointment with the worker?

No. There are circumstances where having the same interpreter may be beneficial, but directing patient care through the interpreter's schedule is inappropriate and delays necessary services for the worker. The circumstances noted above are based on interpreter availability, but if the interpreter is unavailable, continue treating the worker with a different interpreter.

What do I do if a worker calls me first? I can't use interpretingWorks correct?

When an injured worker contacts a vocational counselor, the VRC should follow this process:

1. Gather the worker's name, claim number, and preferred language
2. Let the worker know they will get an interpreter on the line
3. Put the worker on hold
4. Contact CTS LanguageLink and complete the call

We have multiple locations for our services. Can we set this up in interpretingWorks?

When registering, providers may set up one or multiple locations in the interpretingWorks system. Providers are not required to list all locations. When requesting an appointment, providers can add a new location or more specific detail about the appointment location.

Can I set up a request for an interpreter during odd hours?

interpretingWorks is available 24hrs a day, 7 days a week, by phone, online chat, or email. If you continue to need assistance, please contact L&I at interpretation@lni.wa.gov

Not every vocational services office has administrative support. Can individual VRCs make appointments or is appointment-making limited to one person per office?

Anyone in a single office can schedule an appointment. Alternatively, creating an office group allows a limited number of people in the office to authorize a request.

Special Circumstances

How do I find out if an Interpreter is going to be late?

The interpreter will contact the interpretingWorks dispatcher who will contact the provider. The sole point of contact for providers, interpreters and injured workers is the interpretingWorks system.

What do I do if the interpreter is a no show?

Contact CTS LanguageLink for telephonic services. Then, close out the request by identifying it as a "no show." The provider will receive a survey to offer feedback. L&I does not pay for "no show" appointments per WAC 296-20-010(5).

Will interpreters be available to help conduct vocational testing and be trained on standardized testing rules?

Yes, they will provide services to facilitate vocational testing. No, they will not be trained on testing rules. The interpreter's role is only to provide direct interpretation, not to provide any sort of vocational service or speak on behalf of any other party.

What do I do if the worker cannot meet in person?

CTS LanguageLink is the only option to provide telephonic interpretation.

How do I cancel an appointment if I am a provider or VRC?

The interpreter can cancel an appointment in the system, but the provider must call the dispatcher to cancel an appointment.

Does interpreting Works do translation services for documents or plans for the worker?

No. If you have a need for document translation, you must contact the L&I claims manager to request translation services.

Is the VRC responsible for checking in and checking out of the appointment or verifying the time the interpreter spent on the appointment?

Yes. The VRC is considered a provider and has the responsibility to check the interpreter in when the interpretation begins and check the interpreter out when the interpretation ends.

Does interpretingWorks have an app? I would like a mobile option when traveling.

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