

## 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.

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

Self-insured employers are required to pay for fee associated with interpretation appointments booked through the scheduling system by medical or vocational providers. In these cases, the new system ([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 happens to interpreter agencies and related interpreter accounts?**

To comply with the new law, all interpreter agency accounts, and interpreters doing business with L&I under those agency group accounts, will be de-activated sometime after the new system goes live. Agencies have one year to bill L&I or self-insurers for services provided prior to this cut-off date. Interpreters who want to continue providing services to L&I clients can enroll with [interpretingWorks](#) to receive referrals, and they can establish an independent interpreter account with L&I for on-demand appointments.

### **What are the features of the online scheduling system?**

It modernizes L&I's Interpreter Services program with an internet platform optimized for use by any mobile browser and offering built-in quality assurance and reporting. Overall, this makes it easier to do business with L&I when requesting language interpreters.

- **For providers**, the new scheduling system is easy to use, and allows providers to request appointments via smart phone or computer.

- **For interpreters**, it's a real-time listing of available interpreting jobs located close by, accessible on mobile devices or a home PC. Interpreters can accept and track job assignments and do seamless, check-in/-out at appointment locations by scanning a QR-code. It also synchronizes job assignments with calendars. Interpreters no longer have to bill, [interpretingWorks](#) bills for them and the system provides electronic invoicing for prompt payment.

### **What kind of advance notice do I need to give interpretingWorks to schedule an interpreter?**

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.

### **What if an interpreter is needed 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 who may use L&I's Individual Interpreter Look-up tool to find interpreters. Telephonic interpretation is also available through Language Link.

### **Is it true that L&I and self-insurers 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 removal. In many cases, interpreters will be making more money overall than when mileage was paid separately.

### **Are Interpreter Services Appointment Records (ISARs) needed under the scheduling system?**

InterpretingWorks does not require ISARs. ISARs are required for on-demand appointments arranged outside the scheduling system when individual interpreters bill L&I.

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

InterpretingWorks scheduling system is available around the clock. Additionally interpretingWorks is available 24 hours a day, seven days a week by phone, by online chat or email. Once you are a registered user, you can use the scheduling system at any time.

### **Can I book an interpreter for multiple appointments at the same facility since they will already be there?**

Requestors will not be able to request the same interpreter for multiple appointments for the same claimant. An interpreter may be booked for multiple appointments in a facility for different claimants.

## **Nonpayment and Payment Rates**

### **What happens if an injured worker does not show up for an appointment? Who has to pay for the service?**

In the event of a worker no show, per WAC 296-20-010, the worker is responsible for payment to the medical provider, if the provider has a documented no-show payment policy. L&I does not pay for no shows, and interpreters may only bill for services rendered. Please see our payment policies for more information [here](#).

### **What are the pay rates for different types of interpretation services, and where can I find payment policy information?**

All payment policy information for interpreter services can be found on our website, [here](#).

## **Appointment Duration**

### **What if an appointment lasts longer than scheduled? How would interpreters get paid?**

Typically there is enough time on an interpreter's schedule to be paid for an appointment that exceeds its scheduled duration. Interpreters have a daily limit of eight hours, or 480 minutes and most do not fill an entire workday with interpretation appointments.

### **What will happen if an interpreter exceeds the daily maximum of billable minutes?**

If an interpreter exceeds 480 minutes of interpretation services in a day, please inform the provider who scheduled the appointment. In this event, it is up to the interpreter if they want to continue interpreting, however interpreters are limited to eight hours of services rendered per day and will not receive reimbursement over this limit. If that limit is reached, the interpreter should inform the provider that they are over the eight-hour limit so they can arrange another interpreter.

## **Confirming Appointments and No Shows**

### **How does a worker get notice of an appointment or conference call, if they can't speak English?**

Providers continue to be responsible for contacting clients to both schedule and remind them of appointments.

### **What happens if a provider schedules an appointment and the patient doesn't show up? Are there any charges that apply?**

No. Interpreters may only bill for services provided. This is considered a 'no show' and L&I doesn't pay for no shows.

**If a provider is late and the interpreter leaves before they arrive, will they be paid?**

No. Interpreters may only bill for services rendered when all parties are present during an appointment.

**For More Information**

**How do I get help registering in the interpretingWorks portal, and get answers to questions about the system?**

Request a live interpretingWorks assistant through the “chat with us” feature on the [interpretingWorks website](#), or email your questions to [onboarding@interpreting.works](mailto:onboarding@interpreting.works).

**Where can we find the interpreter code of conduct?**

L&I’s interpreter codes of conduct can be found on our [website](#) and <https://apps.leg.wa.gov/wac/default.aspx?cite=388-03-050>

**If I have questions concerning the system and enrollment, how do I contact interpretingWorks?**

For questions related to onboarding, please email [onboarding@interpreting.works](mailto:onboarding@interpreting.works).

**What if I have unique questions not answered, below?**

For questions and comments, please contact [Interpretation@Lni.wa.gov](mailto:Interpretation@Lni.wa.gov).

You can also [sign up to receive updates via email](#). Just select “Interpreter Services at L&I” option within the “Claims & Insurance” section.

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