

## For Providers and Independent Medical Exams

### **If I'm a provider, do I need to sign up? If so, how?**

Yes. Providers can enroll now by visiting the [interpretingWorks](#) website and following the steps for enrollment so their account is ready when the system is live.

### **What items do providers need to set up an account with interpretingWorks?**

All applicants must provide a work email address and Unified Business Identifier (UBI) at the time of registration.

### **How long after submitting the initial application can providers get approved and set up interpreting appointments?**

Providers will receive an activation email from [support@interpreting.works](mailto:support@interpreting.works) on the same day their application is submitted. This email asks providers to verify their email address and complete the registration process

### **If providers are not immediately approved and are notified that additional documentation is required, will they still be able to set up appointments?**

No. Providers must be fully registered in the system before they can set up interpreting appointments. We strongly encourage providers to begin the registration process before April 12<sup>th</sup> to prevent any delays.

### **Are we going to be able to book multiple appointments, several days in advance?**

Yes.

### **How will providers request interpretation for their L&I patients with this new system?**

Providers will enter the [interpretingWorks portal](#) and submit a request for an interpreter. The system then posts the request to interpreters who meet their requirements. Interpreters choose to accept or decline the appointment. If they accept, then they confirm the appointment and render services.

At the end of the appointment, the interpreter and provider verify services.

For open and allowed L&I claims, interpreter services is a paid service and does not require prior authorization. Providers will decide with the patient if they need an interpreter.

### **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.

**How is L&I going to expect providers to coordinate interpretation if we have no guarantee that an interpreter will show up?**

InterpretingWorks will notify the provider as soon as an interpreter accepts the appointment and if there are any cancellations or other changes. For a cancellation, providers have the option of using interpretingWorks to find another interpreter, as well as working with L&I's other contracted phone/video vendors (Language Link) or with independent interpreters to meet on-demand need, such as emergency, urgent care, and walk-ins.

**Are Independent Medical Examiner (IME) firms required to use L&I's new interpreter service or can we use other interpreter agencies?**

IME firms will be required to use L&I's new interpreter scheduling system through interpretingWorks.

**Are IME firms required to get a National Provider ID number (NPI) to sign up for the new scheduling system?**

No. An NPI number is not required for providers to sign up for the scheduling system.

**Does the new scheduling system change the rule that prevents IME firms from using family members as interpreters?**

No. The scheduling system maintains the rule preventing IME firms from using family members as interpreters.

**Are the IME Panels expected to pay for the interpreter services?**

No, as long as the interpreter is scheduled through interpretingWorks.

**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 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 *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 the interpreter directly and determine whether the interpreter is available and can get to their location in a timely fashion.

This is an important distinction because all scheduled, in-person, non-emergent 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.

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.

**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.

**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 the new system launches. 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 Language Link is also available. Providers can use L&I independent interpreters only for the initial ROA filing visit or the initial visit for filing a reopening application.

**What kind of advance notice do I 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 may be able to use the scheduling system in the morning for an afternoon appointment that same day. InterpretingWorks also has a dispatcher you can call for assistance in these situations. **What is the protocol for using an interpreter for a phone call? Do we get interpreter's number and call them at the scheduled 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 Language Link for telephone services at 1-877-626-0678.

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

When registering, providers have the option to set up one or multiple locations in the interpretingWorks system. Providers are not required to list all locations. At the time of the appointment request, providers can add a new location or more specific detail about the appointment location.

**What do I do if an Interpreter is late?**

Contact an interpretingWorks dispatcher. The sole point of contact for providers, interpreters and injured workers will be the interpretingWorks system and its dispatcher.

**Does interpretingWorks 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.

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

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 I use 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.