

Providers could experience a shortage of interpreters beginning July 30, 2019

Beginning **July 30**, health-care and vocational services providers may encounter a shortage of certified/authorized interpreters. This is due to a Department of Social and Health Services (DSHS) rule that set new requirements for continuing certification.ⁱ

What does this mean for providers who use interpreters?

- Interpreters without certification/authorization may still offer their services to you. If you use their services, they may bill your practice. This is because interpreters must be certified/authorized in order to bill the Washington State Department of Labor & Industries (L&I).

Options for interpreter services after July 30, 2019

- **Interpreter Lookup Service.** If you have difficulty finding an interpreter, we encourage you to look at www.fortress.wa.gov/lni/ils/. **Be sure and ask the interpreter if they are certified/authorized before you use their services.**
- **Phone interpretation services.** Health-care and vocational providers can call **877-626-0678** to request services through CTS Language Link.
- **Unpaid interpretation.** If you can't find a professional interpreter, you can get help from the following people. (L&I will not pay for these services.):
 - Family members over age 18
 - Friend or acquaintance
 - Health-care provider or an employee whose primary job is not interpretation
 - Vocational provider or an employee who is not a credentialed interpreter or translator

How can I find out more?

Check L&I's web site for updates and information: www.Lni.wa.gov/Interpreters

ⁱ [WAC 388-03-160](#). Among other requirements, the 2015 rule raised the standards for continuing education and set a four-year credentialing timeframe. If interpreters do not fulfill requirements, their certificate expires on July 29, 2019.