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July 16, 2021

**DEMAND LETTER FOR AN API**

From: Interpreters United/AFSCME Council 28 (WFSE)  
1212 Jefferson St. SE, Suite 300, Olympia, WA 98501

To: Joel Sacks, Secretary, Department of Labor and Industries

Dear Mr. Sacks,

This demand letter for payment is regarding interpreting services rendered by several Language Access Providers (interpreters) requested through L&I’s newly implemented online scheduling system.

**Background**

Interpreters United/AFSCME Council 28 (WFSE) is the sole and exclusive representative of Language Access Providers (interpreters) who provide spoken language interpreter services paid by Medicaid-HCA, DSHS and DCYF. Interpreters United’s bargaining unit members are also eligible to provide spoken language interpreting services for Department of Labor and Industries (L&I) authorized medical and vocational providers; services which are paid by L&I. L&I does not pay for interpreting services for claims that are not open and allowed.

A majority of Interpreters United’s members are already providing spoken language interpreting services through L&I’s online scheduling system called InterpretingWorks implemented on April 12, 2021, and leased from Language Link Corp. UBI# 603 380 261.

At an in person meeting held at L&I’s headquarters in Tumwater on November 29, 2018, Interpreters United warned L&I’s project team of the need for an Application Programming Interface (API) to automate the claim status verification by any future online scheduling system. Interpreters United informed L&I that the lack of an API to verify LEP patient eligibility had resulted in delayed payments to interpreters of up to 3 months in the July 2018 rollout of the HCA-Medicaid online scheduling systems, which had

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resulted in WFSE filing and eventually settling a lawsuit due to the HCA-Medicaid delayed payments to interpreters.

In May 2019, Interpreters United presented to L&I a document titled [\*Suggestions for an Interpreter Online Scheduling System\*](#) recommending that the scheduling system should not offer requests for services that had not been pre-approved by L&I.

The contract (K4263) signed on March 19, 2020, between L&I and Language Link Corp. stipulates in section 3.3.2 of their Statement of Work that Language Link Corp. must use L&I's API portal for verifying claim status.

At the virtual trainings jointly hosted by L&I and Language Link Corp. in April 2021, the presenters showed that requesters must take an extra step in the InterpretingWorks scheduling portal to verify the claim status without which the request can not be sent to interpreters.

### **Non-payments and delayed payments**

At two Town Halls hosted in June 2021 by Interpreters United and attended by about 80 interpreters, the chief complaint was non-payment or delayed payments for services scheduled through the online scheduling system InterpretingWorks.

In an email sent by InterpretingWorks on June 30, 2021, interpreters were informed of billing problems stemming from mismatching of injured workers' names and claim numbers because InterpretingWorks relies on the requesting provider to accurately enter the worker's name and claim ID in the scheduling request form. In that same email, InterpretingWorks admits it has been reduced to verify claim status manually (as opposed to doing it through an API) which invariably delays payments to interpreters.

In an email sent on July 12, 2021, L&I admits to payments being delayed due to mismatched worker names and missing claim numbers that result in disruptions to an automated payment processing.

In summary, L&I knew that an API to verify claim status was crucial to paying interpreters in a timely manner and included it in its contract with Language Link Corp. Despite this, L&I implemented its online scheduling



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system without an API causing delays and non-payment for services rendered by interpreters.

**Demand**

Interpreters United/AFSCME Council 28 (WFSE) DEMANDS that L&I release the API specifications to Language Link Corp. so that its scheduling system InterpretingWorks can automate the claim status verification to expedite payments to interpreters for services rendered.

Failure to make payments in a timely manner may result in interpreters filing a class action lawsuit.

This letter shall be provided as evidence in court should you fail to pay with the demands made. Your immediate response to this demand letter will be appreciated.

Regards,

Local 1671 – Interpreters United/WFSE AFSCME Council 28

Cc: Leanne Kunze, Executive Director; Mike Yestramski, President