



TO ACCESS AN INTERPRETER

1. DIAL: **1-844-641-7759**

2. INDICATE: **Language**
Press 1) for Spanish Or Press 2) For all others

3. PROVIDE: **4 DIGIT PIN CODE** _____

- Clinical 1203 – Mercy Care ACC-RBHA, Long Term Care, Developmental Disabilities, DCS CHP and Mercy Care Advantage
 - Non-Clinical 1204 – Mercy Care ACC-RBHA, Long Term Care, Developmental Disabilities, DCS CHP and Mercy Care Advantage
 - Clinical 2076 – Mercy Care RBHA with SMI
 - Non-Clinical 1205 – Mercy Care RBHA with SMI
- Provide the member's AHCCCS ID #
 - Document the interpreter's name and ID number for reference.
Brief the interpreter and give any special instructions.
* If you are asked for your Client ID # please provide 716029

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.