

## How to Access Over the Phone Interpretation Services

**Step 1:** Dial **1-877-737-4999**

**Step 2:** Enter Account Number 13370, followed by # sign

**Step 3:** Select whether a 3<sup>rd</sup> party call is needed

- If a 3<sup>rd</sup> party call is selected, you will be prompted to enter and confirm the domestic phone number that will be used to reach the 3<sup>rd</sup> party.

**Step 4:** Select Language by Entering the Corresponding Number  
Select 1 to be connected directly to your Spanish Interpreter, or  
Select 2 to be connected directly to your Russian Interpreter, or  
Select 9 for all other languages

### IVR FAQs:

#### **What if I do not know my Account number?**

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

#### **What is a third party call?**

A third party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

#### **I need another language other than the ones listed. How do I get my interpreter on the line?**

**Press 9** for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: [ClientRelations@Language.Link](mailto:ClientRelations@Language.Link)

Toll Free: 1-855-579-2704