

CLI INSTRUCTION CARD: OVER-THE-PHONE INTERPRETING SERVICES

NEED AN INTERPRETER?

1. **DIAL 1-800-CALL-CLI (1-800-225-5254)**
2. When the operator answers, tell them:
 - a. Your customer code is **48CEN**
 - b. You are calling from **CenCal Health - Providers**
 - c. The language you need
 - d. Your **phone #, doctor's last name, NPI #, CenCal health member ID # and patient name**
 - e. If you need a third-party dial-out
3. The operator will connect you promptly



200+ Languages
24/7/365 Service
Direct Dial: 503-484-2425



Recommendations for Using an Over-the-Phone Interpreter

For Outbound Calls:

- If you need to reach a Limited English Proficient (LEP) at home or need a third-party dial-out, please first inform the CLI rep before the interpreter is connected.
- Once the interpreter is connected, you can tell the interpreter who to ask for (the LEP's name).
- At this time, you can also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

For Inbound Calls:

- Explain to the LEP that all info is confidential and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
- Encourage the interpreter to clarify terms with you if necessary.