

UHG Community Plan-LA

HOW TO ACCESS AN INTERPRETER

■ When Receiving a call:

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial 1-866-874-3972
3. Provide your Client ID # 2 3 7 7 2 4
4. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need
*** Press 0 for agent assistance if you do not know the language*
5. *You will be connected to an interpreter who will provide his/her ID number.*
6. Brief the interpreter.
Summarize what you wish to accomplish and provide any special instructions.
7. Add the LEP onto the call.
8. Say "End of Call" to the interpreter when your call is completed.

■ Note:

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call. Note: " If your User Group is on the VCCD, please contact your local Call Routing/ IT department to have your new Language Line Toll Free Number added as a 'VCCD Redirect' Transfer within your VCCD BU (Business Unit)."

What is VCCD? VCC Desktop is the internal UHG application for 'call taking'. Non VCC are users who do not process calls using this app.

IMPORTANT INFORMATION:

INTERPRETER IDENTIFICATION - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

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 speaking speaker, 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.

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