

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 _____
 - b. You are calling from **State of Maine** _____ Dept.
 - c. The language you need
 - d. Provide the answers to the billing questions
 - 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:

- Over 99% of Limited English Proficient (LEP) people living in the U.S. are familiar with telephone interpreting. If they do not tell you the language that they speak immediately, simply ask, "What language?" and they should be able to tell you in English. Then tell them to, "Please hold, I am getting an interpreter".
- Put them on hold and go to another line and dial out to CLI for an interpreter.
- Follow the instructions on the top of this card and then once the interpreter is connected, connect the call with the LEP person on the other the line. Ask the interpreter to introduce themselves to the LEP person and the session will begin.
- Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, the Interpreter Code of Professional Ethics and have completed HIPAA certification.