

Instructions for Telephonic Interpreter Services

FOR DHHS STAFF ONLY

When a telephonic interpreter is needed to help a member of the public access DHHS programs, services or activities, DHHS staff should contact one of the following vendors using the instructions provided below.

Each DHHS agency and office location has a specific billing code for use with these vendors. The billing codes, effective as of July 1, 2017, were distributed to DHHS staff by email. The current version is labeled Version #3

Linguistica International

- Step 1:** Call 9-1-866-908-5744
- Step 2:** Provide the language
- Step 3:** Provide account number 106054
- Step 4:** Provide your name
- Step 5:** Provide 4 digit billing code
- Step 6:** Provide your call back number

Certified Languages International

- Step 1:** Call 9-1-800-225-5254
- Step 2:** Provide account number 523011
- Step 3:** Provide the language
- Step 4:** Provide your name
- Step 5:** Provide your call back number
- Step 6:** Provide 4 digit billing code

CTS Language Link

- Step 1:** Call 9-1-888-338-7394
- Step 2:** Enter account number 18843
- Step 3:** Select language
- Step 4:** Enter 4 digit billing code

DHHS staff questions about telephonic interpreter services may be directed to Lynne Caswell, DHHS ADA/Civil Rights Coordinator, at 287-5014 or lynne.caswell@maine.gov