LanguageLine Solutions®

Alameda County Behavioral Health Medi-Cal
SAMPLE HEALTH OF ALAMEDA COUNTY

Please use these easy-to-follow instructions for an **on-demand interpreter.**

Step 1. Call this special toll free number for Behavioral Health Medi-Cal **+1 855 555-5555**

Step 2. Select language needed:

- Press 1 for Spanish
- Press 2 for Mandarin
- Press 3 for Cantonese
- Press 4 for Vietnamese
- Press 5 for Farsi
- Press 6 for Russian
- Press 7 for Kmer (Cambodian)
- Press 8 for Korean
- Press 9 for Arabic
- Press 0 for All Other Languages to Connect with an Operator

Step 3. Enter your eight digit PIN number **00000000**

Step 4. Connect with interpreter and provide them with a short introduction at the start of the call, and a brief background on the nature of the call.

IMPORTANT INFORMATION:

AVOID UNAUTHORIZED USE OF YOUR ACCOUNT – Please do not give out the toll free number or your PIN code to your clients.

TIPS FOR USE AND FASTER CONNECTION TIME – Be sure to listen to all of the Prompts carefully and enter your 8 digit PIN accurately. Failure to enter the appropriate information at the time of the prompt will delay call routing. You can enter number for the Language needed once the menu begins. You do not need to listen to all 10 options.

WORKING WITH AN INTERPRETER – At the beginning of the call, allow for a short introduction and briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, 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.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

If you are ever asked for a Client ID by LanguageLine it is 509578