

Over-the-phone interpretation

Connect with an interpreter over the phone in seconds. Whether you are side-by-side or on the phone with the person to whom you would like to communicate, our qualified interpreters can help.

We partner with a network of over 6,000 interpreters who speak more than 200 languages. Our service is available 24/7/365, with an average connect time of 30 seconds.

All of our interpreters are trained in HIPAA and PHI compliance and have specific industry training.

Please see below a sample instruction sheet you will receive to use our services.

Over the phone Interpreting

1. Dial: **1-855-467-9332**
2. Select an Interpreter:
For Spanish, **press 1**.
For all other languages, **enter the 2-digit language code** (See chart)
3. Enter the 4-digit account#: **XXX**

The live agent will ask for:

Caller's First Name
Department
Limited English Speakers First Initial and Last Name

For 3-way calls:

Ask the first person who answers (interpreter or call coordinator) to place the call.

Back-Up Interpreter Number: 1-866-386-1284

(Only use if interpreter is unavailable at primary number above)

For Client Support: **Press 0**



Top Language Codes

Language	code	Language	code
Albanian	47	Italian	56
Amharic	39	Karenni	60
Arabic	23	Karen	34
Bengali	48	Kinyarwanda	94
Bosnian	37	Korean	30
Burmese	21	Laotian	50
Cambodian	51	Mandarin	24
Cantonese	31	Nepali	25
Chin	32	Polish	42
Chin-Hakha	95	Portuguese	35
Creole (Haitian)	28	Punjabi	49
French	26	Russian	27
Gujarati	40	Somali	29
Haitian Creole	28	Swahili	38
Hakha-Chin	95	Tagalog	46
Hakka-Chinese	87	Thai	57
Hindi	43	Turkish	54
Hmong	44	Urdu	41
Indonesian	70	Vietnamese	22

For complete list of codes see reverse side