

# **USING LANGUAGE LINE with conference call function on phone**

## **When receiving a call:**

1. Ask the caller to “please hold”. Press the CONFERENCE (CNF) **button**.
2. Dial Language Line: **1-800-774-4344**
3. Give client ID# **295982**
4. Press 1 for Spanish. Press 2 for other languages.
5. Give personal code (201742 or CenCal Health). For providers, use 7 digit PIN #.
6. Brief the interpreter – let them know who you are, and the nature of the call.
7. Press CNF to add interpreter to the call.
8. Press CNF again to add the non-English speaker to the call.

## **When placing a call to a non-English speaker:**

To place a call to the patient:

1. Dial the CenCal Health patient’s phone number.
2. Ask them to hold for an interpreter. Push the **CNF button** for conference hold.
3. Dial Language Line: **1-800-774-4344**.
4. Follow steps 3-8 above.

## **From a phone without conference call function:**

Have Language Line place the call to the patient:

1. Dial Language Line: **1-800-774-4344**.
2. Follow steps 3-6 above.
3. Give the interpreter the phone number of the member.
4. Stay on the line while the interpreter gets the member on the call.