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 48CEN
   b. You are calling from CenCal Health - Providers
   c. The language you need
   d. Your phone #, doctor’s last name, NPI #,
      CenCal health member ID # and patient name
   e. If you need a third-party dial-out
3. The operator will connect you promptly

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:
• Explain to the LEP that all info is confidential and encourage questions.
• Speak clearly.
• Smile and be kind; this helps the LEP feel more comfortable.
• If face-to-face and multiple people are in the room, speak one at a time.
• Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
• Encourage the interpreter to clarify terms with you if necessary.