



Telephonic Interpreter Instructions

When receiving a call:

1. Ask the caller to “please hold”. Press the CONFERENCE (**CNF**) button.
2. Dial Certified Languages International @ **1-800-CALL CLI (800-225-5254)**.
3. Give customer ID # 48CEN.
4. The CLI Customer Service Representative will then ask you for your 7 digit PIN or NPI #, the members CIN # (Client Identification Number) or Member ID # and the provider’s phone #.
5. Brief the interpreter – who you are and the nature of the call.
6. Press CNF again to add the non-English speaker to the call.

When placing a call to a non-English speaker or making a conference call:

1. To place a call to the patient:
2. Dial Certified Languages International @ **1-800-CALL CLI (800-225-5254)**.
3. Follow steps 3 and 4 above.
4. Tell the CLI Customer Service Representative the patient’s phone number.
5. Brief the interpreter – let them who you are and the nature of the call.
6. The CLI Customer Service Representative will connect to the member.
7. You are ready to speak as both the member and the interpreter are on the telephone line.