

## Protocol for Providers to Access Language Interpreter Services

Care1st provides over-the-phone language interpretation services provided by CyraCom International to all contracted providers. Specializing in the healthcare setting, this language interpretation service offers qualified interpreters available around the clock, with knowledge of medical terminology and procedures.

### Interpreter Access Instructions

- Dial 1-800-481-3293 to reach the interpreter network
- When prompted, enter the Care1st contracted provider 9-digit account number (501016868)
- Enter your 4-digit provider number (given to you by our Provider Network Operations Department upon contracting)
- Follow the voice prompts to select the language required (some popular languages are listed below) – for all others, press “0” for Operator Assistance)
- When the interpreter answers, give brief explanation of the nature of the call
- When finished with the call, please hang up

### TELEPHONE AN INTERPRETER!

Have your Limited English Proficient (LEP) person point to their language, then use the corresponding code to access an interpreter.

(060)	☛ Spanish	¿Habla Usted español?
(035)	☛ Chinese	你說國語嗎?
(049)	☛ Vietnamese	Anh/Chị có nói tiếng Việt không?
(078)	☛ Russian	Вы Говорите по русски?
(090)	☛ Arabic	هل تتكلم اللغة العربية ؟
(041)	☛ Korean	한국말 할 줄 아십니까?
(062)	☛ Polish	Czy mowi Pan/Pani po Polsku?
(263)	☛ Bosnian	Dali pricateš SrboHrvatski?
(137)	☛ Tamil	நீங்கள் தமிழ் பேசுவீரா ?
(142)	☛ Somali	Afka Soomaaliga ma ku hadashaa?
(107)	☛ Farsi	فارسی صحبت می کنید؟
(061)	☛ Portuguese	Voce fala Portugues?
(040)	☛ Japanese	通訳をお呼びいたします。
(084)	☛ Bengali	আপনি কি বাংলা বলতে পারেন?
(129)	☛ Haitian Creole	Èske ou pale Kreyòl ?
(070)	☛ Albanian	A Flisni Shqip?
(072)	☛ Armenian	Դուք հայերեն խոսո՞ւմ եք:
(050)	☛ Indonesian	Anda bisa bicara bahasa Indonesia?
(048)	☛ Cambodian	តើអ្នកនិយាយភាសាខ្មែរ ឬ ?

**IF YOU NEED ASSISTANCE, PRESS 0 WHEN ASKED TO SELECT LANGUAGE.**