



## IMPORTANT TIME-SENSITIVE Language Line® Over-the-Phone Interpretation Service Automated Call Answering System Question & Answers

As we indicated in our letter this is a time-sensitive conversion to our new system. If you have any questions please contact your Sales Representative or our Customer Service Representatives at 1-800-752-6096 or [wecare@languageline.com](mailto:wecare@languageline.com) for further assistance in the next several days to ensure a smooth transition.

### GENERAL QUESTIONS

**Will my toll-free access number change?** No, you can continue using the access number you have, or you can use the new number being provided to you on the Quick Reference Guide Template.

**Will this change cause any interruption to the services?** No, but the service will be accessed using an automated system rather than a live agent. We will monitor our systems closely to ensure a smooth transition.

**How will this change benefit my organization?** Your organization will have faster connect times to an interpreter; will save time by having the opportunity to key in the data required; and the data will be more accurate.

**How are we going to implement this change in our organization?** For your convenience we have provided a Quick Reference Guide Template that you can fill out with the information specific to your facility. All you have to do is send the reference guide via e-mail to directors and managers so they can post the information for staff to see. You can also add the reference guide to your intranet or write an announcement in your internal newsletter.

**The Quick Reference Guide Template that you provided does not reflect our process to access your services, what should I do?** Contact one of our Customer Service Representatives for further assistance.

**Who should I contact if I want to add or change access codes, and how long will it take for the changes to be made in the system?** Contact one of our Customer Service Representatives if you want to add or change your access code(s) or to alert us that the system is not specifying the access code you require. Changes to access codes take effect at midnight PST on the day the change request is made.

**What if we collect data in order to charge back departments for the services?** Many of our customers use a cost center number, a department code number or patient medical record #'s because this information allows them to collect data for charging back utilization and track the requests for services provided to a specific individual.

**We use Vocera, how are we going to access an interpreter if we can't key in any information through this device?** Please contact one of our Customer Service

Representatives who will provide you with a specific toll-free number to be used with Vocera devices only.

**What if someone at my organization has a physical limitation that prevents them from keying in information on the phone?** Please contact one of our Customer Service Representatives who will provide you with an alternate toll-free number to be used by any staff who are unable to physically enter information into the keypad of a phone.

### CUSTOMERS WITH NO ACCESS CODE(S)

**Do I need to add an access code?** No, but if you would like to add an access code(s), identify a numeric code that meets your needs, and then call one of our Customer Service Representatives.

**Since I'm not collecting any data, do I have to contact the Customer Service Representative?** No, there is no action required on your part. We recommend that you fill out the Quick Reference Guide you received from us and distribute it throughout your organization to let callers know what to expect.

### CUSTOMERS WITH NUMERIC ACCESS CODE(S)

**Do I have to make any changes to my current codes?** No, because with the automated system, callers will be prompted to enter their Client ID and language using the keypad of the phone. Then the voice prompt will specify the code to enter (i.e. Enter your 4-digit cost center #).

**Since I'm already collecting numeric data, do I have to contact the Customer Service Representative?** No, there is no action required on your part. We recommend that you fill out the Quick Reference Guide you received from us and distribute it throughout your organization to let callers know what to expect.

### CUSTOMER WITH ACCESS CODE(S) CONTAINING LETTERS AND NUMBERS

**How will the access code(s) be collected once you transition to the automated system?** Callers will start the process in our automated system and then they will be transferred to an agent when it is time to collect the alphanumeric codes. Please contact one of our Customer Service Representatives to discuss your current set up.

