

State of Maine

TO ACCESS AN INTERPRETER

1. DIAL: **1-866-874-3972**
2. PROVIDE: **Client ID #_ _ _ _ _**
3. INDICATE: **Language**
4. PROVIDE: **Prompt 1, Prompt 2, etc.**

Document the interpreter name and ID number for reference.
Brief the interpreter and give any special instructions.

How to Establish or Questions Regarding an Account

Contact your State of Maine Account Rep:

Erik Sharp
Desk: (831) 648-7437
Email: Esharp@languageline.com

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to “Please Hold,” and then conference in the interpreter.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the “Customer Service” tab, scroll to “Provide Feedback” and complete a “Voice of the Customer” form.