

Guide to Coordinating Interpreter Services

Need an interpreter?

At Presbyterian, we recognize the need for our members to have access to culturally appropriate services. These services allow our members to make informed decisions about their health in a language they understand. Providers can follow the instructions below to easily coordinate interpreter services through Certified Languages International (CLI).

Step 1: Dial 1-800-225-5254 (toll-free), 24 hours a day, 7 days a week

Step 2: When the operator answers, tell them:

- The name of the provider requesting services
- 10-digit National Provider Identifier (NPI) number
- The member number for the patient requiring services

Step 3: The operator will connect you to an interpreter promptly

Recommendations for Using a Telephone Interpreter

- If you need to reach a limited English proficient (LEP) individual at home or need a third-party dial-out, please first inform the CLI operator before the interpreter is connected
- Once the interpreter is connected, you can tell the interpreter the LEP's name and brief the interpreter on anything that you feel they should know before the LEP individual is connected
- 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
- Once you are ready for the system to dial out, press the # key
- If there is a disconnection on the interpreter side, press "9" and your call will be sent back to the CLI Call Center. Your call will be prioritized in the queue and all the information you provided previously will automatically fill into the order

