

# Instruction Card: Telephone Interpreting Services

## HOW IT WORKS

1. Dial **1-888-331-0191**
2. When the operator answers, tell them:
  - If you need a third-party dial-out
  - The language you need
  - Provide:
    - Your **Name**
    - **Delegates Name**
      - **DentaQuest**
      - **Care Coordinator**
      - **Other**
3. The operator will connect you promptly

## Third-Party Dial-Out Recommendations

### For Outbound Calls:

- If you need CLI to dial a third party, please let the operator know before the interpreter is connected. The operator will enter the number into the system before dropping off the line.
- Once the interpreter is connected, you can tell the interpreter who to ask for.
- Before connecting with a third party, relay the message the interpreter should leave if voicemail is reached.
- Once you're ready to make your third-party dial-out, **press the pound sign (#)**.

### General Tips:

- If the interpreter disconnects for any reason, **press 9** to be directed back to the CLI call center. Your call will be prioritized.
- The operator will have your information (language, your name, etc.) saved, so you will not have to provide it a second time.