

## **MEM - Accessing Language Line/Telecommunications Device for the Deaf (TDD)**

### **Purpose:**

This procedure explains the process of how to handle a member's call in which English is not the primary or preferred language for the caller.

### **Identification of Roles:**

Customer Service Representatives (CSR)

### **Performance Standards:**

Member Services must maintain a service level of 80% while speaking to English and Non English speaking members.

### **Path of Business Procedure:**

Step 1: Calls are routed by an Automated Call Distributor (ACD) into an enrollment queue and answered by the next available CSR.

Step 2: CSR will attempt to identify the language that the caller is speaking.

- a. If the language is not apparent or known, CSR will ask the member what language they are most comfortable speaking.
- b. If the CSR is unable to determine language from member, the Language Line operator can assist.

Step 3: Caller will be asked to hold on the line, so CSR may access the Language Line.

Step 4: CSR will click on the Conference Button on the Cisco Agent Desktop toolbar.

Step 5: The Language Line will be accessed by dialing 1-877-650-8027.

Step 6: A Language Line operator will answer the line and ask for the following information:

- a. Client ID Number: 10537.
- b. Company Name: Iowa Medicaid Enterprise/Des Moines.

Step 7: The Language Line operator will ask for the language being requested:

- a. Indicate the language needed.
- b. If language is unknown, the Language Line will help to determine the language.

Step 8: The call will be placed on hold while being connected to an interpreter. Do not hang up.

Step 9: The operator will provide the available interpreter's operator ID # and name. This information should be noted in the contact log. (Reference Member Services Reference Manual, Contact Log Procedures section.)

Step 10: Click the Add to Conference button to connect the member.

Step 11: Explain to the Language Line operator that the member is on the line currently and request they ask the caller the following question:

- a. "Do I have your permission to talk about your personal health information with the interpreter who is on the line with us?"
- b. If the member indicates yes, then the call may proceed.

**Forms/Reports:**

None

**RFP References:**

**Interfaces:**

**ONBASE WORKVIEW**

**Attachments:**

None