

State of Nebraska

HOW TO ACCESS AN INTERPRETER

1. DIAL: **1-800-874-9426**
2. PROVIDE: **5 3 5 0 1 0**
3. INDICATE: the language you need
4. PROVIDE: additional information, if required.

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

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter what you wish to accomplish on the call. When the limited English proficient individual is on the call, speak directly to them, not to the interpreter. Remember to pause at the end of a complete thought. To ensure accuracy, your interpreter may need to 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, have 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.

LANGUAGELINE DUAL HANDSET PHONE – If you have the LanguageLine Dual handset phone, lift the handset and press the interpreter button, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

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.