



Arranging telephonic interpretation for vocational services

How to access services

For workers covered by L&I, here's how you can access over-the-phone interpretation services:

Step 1: Call 1-844-303-7212 [for vocational providers only]

Health-care providers:
call 877-626-0678

Step 2: Tell the Customer Service Representative:

- Language(s) needed
- Claim number
- Worker's full name
- Vocational provider name

Need a third-party call?

Ask the Customer Service Representative for this service.

- A third-party call is when you need Language Link to call your LEP client and then bridge the call together with you and the interpreter.
- We are happy to help you with a third-party call at no additional charge. Our interpreters are not able to make a third-party call directly.
- If you need to leave a voicemail, ask the Customer Service Representative to give you a moment to share your message with the interpreter.

Language Link features these services:

- 240+ languages and dialects
- Access 24 hours a day, 7 days a week, 365 days a year
- Online Client Portal to access your account and services
- Personalized service and custom toll-free numbers
- Support materials for your staff, offices, and locations
- Full suite of language solutions offered in-house

Questions?

Contact Language Link's Client Relations Team:

- clientrelations@ctslanguagelink.com
- Toll-free: 1-855-579-2704