

Our services feature:

- ◆ 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

How to Access Over the Phone Interpretation Services

Step 1: Call 1 (844) 303-7212

Step 2: Provide the Call Center Service Representative with:

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

*If you require a 3rd party call, request this service from the Customer Service Representative

What is a third party call?

A third party call is when you need LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with CTS LanguageLink?

If you need a third party call, request this from the Customer Service Representative (CSR). We are happy to assist you with this at no additional charge. Our **interpreters are not able to make the third party call** directly.

If you need to leave a voicemail, request the CSR give you a moment to provide the details of your message to the interpreter.

Please contact our Client Relations Team if you have any further questions:

Email: clientrelations@ctslanguagelink.com

Toll Free: 1.855.579.2704