



WordBridge On-Demand

1. Dial **1.833.748.0032**
2. If you know your WordBridge Account ID, press 1
 - a. **Otherwise, press 2**
3. Enter your WordBridge Account ID, followed by '#'
4. If you know the claim number you are calling about, press 1
 - a. **Otherwise, press 2.**
 - b. **If this is a call requiring special assistance for an injured worker, such as needing a specific interpreter for a mental health phone call with a mental health provider, press 3.**
5. Enter the last 4 digits of the patient's claim number
6. Using Keypad, select the number corresponding to the patient's last name (for example, 'Smith' would be '764')
7. Language of record will be offered as language to be interpreted. If this language is correct, press 1.
 - a. **Otherwise, press 2. (see below)**
8. Call is then transferred to the call appropriate Language queue for interpretation.
9. Once the call has concluded, simply hang up.



When Language Selection Is Required

Select desired language from the options provided:

- 1 for Spanish
- 2 for Vietnamese
- 3 for Russian
- 4 for Mandarin
- 5 for Cambodian
- 6 for Korean
- 7 for Laotian
- 8 for Cantonese
- **9 for Support in Other Languages**

PLEASE NOTE: All instructions in **red font** will route calls immediately to the next available Operator for assistance.

If you are not registered in WordBridge, please contact the L&I Interpreter Services program at Interpretation@Lni.wa.gov.