



Phone Interpretation Services – Transitioning to Language Line

A Provider Notification regarding **Phone Interpretation Services – Transitioning to Language Line** was sent on 11/11/19. Effective 12/1/2019, Mercy Care transitioned to Language Line for all phone interpretation services.

As the world's leading phone interpreter services provider, Language Line's phone interpreting solution is easy to use on any phone, connecting you to an interpreter within seconds, 24/7/365. With unmatched capability to scale to demand, Language Line can deliver connections you can depend on.

- Dial the provided toll free telephone number from any phone
- Provide basic account information and identify the language
- Connect to an interpreter within seconds
- Our interpreter can dial an outbound call to connect your LEP client if needed
- Customizable process streamlines your call flow, improves efficiency, to meet your specific business needs

Please refer to our **Language Line Solutions Quick Reference Guide** for call-in detail.

4-Digit PIN Codes are as follows:

- Mercy Care Complete Care, Mercy Care Long Term Care, Mercy Care DD and Mercy Care Advantage - **Clinical - 1203**
- Mercy Care Complete Care, Mercy Care Long Term Care, Mercy Care DD and Mercy Care Advantage - **Non-Clinical - 1204**
- Mercy Care RBHA - **Clinical - 2076**
- Mercy Care RBHA - **Non-Clinical - 1205**