

Curalinc
Access Code: 9497

To access interpreter, dial: **224-291-8604**

Select target language

Provide required information:
 Your first and last name
 Your location
 Case number

Back-up Service Line: 1-866-386-1284
To be used if primary number is unavailable

Complete language list at:
 LangaugeCodes.info

Top Language Auto Attendant	
Spanish	1
Arabic	2
Mandarin	3
Polish	4
French	5
Russian	6
Vietnamese	7
All Other Languages	8

propio Telephonic Interpreting Services

Instructions:

*If on a live call and it's possible, ask member to hold while you connect to translator and merge the call or let them know you will have a translator call them right back in the next 3-5 minutes.

1. Dial 224.291.8604

2. Enter the prompt for the language needed

3. The translator will ask for the required information. Speak slowly and clearly when providing the following information:

- Your First and Last Name
- Location: City, State
- Case Number: Use 00000
- Provide the member's contact info and any initial information you need to confirm from the member or deliver to the member. The interpreter will ask if you would like to leave a voicemail. Please be ready to relay our contact information to the interpreter for a call back to us, the wellness provider, in the event the member does not answer.
- The translator will then call the member while on the line (unless the member is already on the line through a merged call). You will be able to hear the entire interaction.
- Continue your conversation via the translator/member as needed, speak clearly and slowly. It helps to pause for the translator to communicate in short bursts and follow up to ensure there are no further questions as you would on any other call.
- The interpreter will provide additional details such as their interpreter ID # and indicate the call can be disconnected when ready.