



Certified Languages
Provider
Interpreter
Service Guide

About this service

This service guide outlines the steps needed to access interpreter services through Certified Languages. Please carefully review the following information before using this service.

Interpreter services are available **at no cost** to EOCCO organizations serving EOCCO members. This resource is intended **for use by providers or organizations only**. It is not intended for members to use outside of appointments.

Before requesting an interpreter, **callers must verify that the member has active EOCCO insurance coverage**. When requesting an interpreter, please have the following information ready:

- The language needed
- If the interpreter will need to dial out (let the operator know before connecting to an interpreter)
- Member's first and last name
- EOCCO Member ID (this is an eight-digit number starting with a letter)
- Your organization
- Department/Specialty
- Your callback number

Additionally, you will be asked if you have verified the member has active EOCCO insurance (Y/N)

If you cannot provide the required information, you **will not be connected** to an interpreter. Misuse of this service for inactive or non-EOCCO members may result in suspension of access to interpreter services and/or clinic may be billed for cost of services.

If you have any issues or questions, feel free to contact Customer Service at 888-788-9821 (TTY users: 711)

Instruction Card: Telephone Interpreting Services

HOW IT WORKS

1. Dial **(888) 986-6184**
2. When the operator answers, tell them:
 - If you need a third-party dial-out
 - The language you need
 - Your **Organization**, your **Department/Specialty**, your **Call Back Number**, the **Member First & Last Name**, the **EOCCO Member ID**, and please respond **yes or no** when asked if **you have verified the member's EOCCO coverage is active**
3. The operator will connect you promptly

Customer Code: 463221
Alternate Number: 503-484-2425

Third-Party Dial-Out Recommendations

For Outbound Calls:

- If you need CLI to dial a third party, please let the operator know before the interpreter is connected. The operator will enter the number into the system before dropping off the line.
- Once the interpreter is connected, you can tell the interpreter who to ask for.
- Before connecting with a third party, relay the message the interpreter should leave if voicemail is reached.
- Once you're ready to make your third-party dial-out, **press the pound sign (#)**.

General Tips:

- If the interpreter disconnects for any reason, **press 9** to be directed back to the CLI call center. Your call will be prioritized.
- The operator will have your information (language, your name, etc.) saved, so you will not have to provide it a second time.



CERTIFIED LANGUAGES
INTERNATIONAL

Quick Start Guide

1



MERFi

Access Code

Log In

Navigate to your organization's **URL**, and enter your **Access Code**.

2



MERFi

Have a pre-scheduled call reference code?

Languages: **Spanish** Other

Channel: **Video**

Schedule: **No**

Connect

Fill out the required fields. For more language options, hit **Other** in **Languages** field to see all video languages.

3



MERFi

Have a pre-scheduled call reference code?

Languages: **Spanish** Other

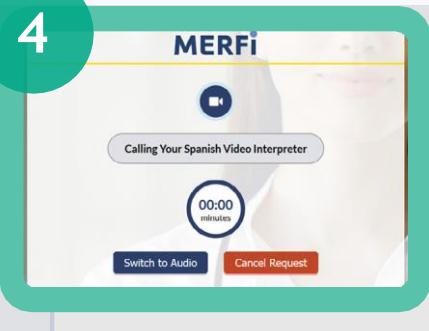
Channel: **Video**

Schedule: **No**

Connect

Once all required information is filled out, hit the **Connect** button.

4



MERFi

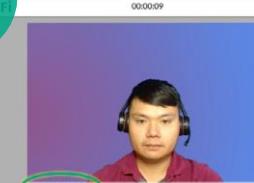
Calling Your Spanish Video Interpreter

00:00 minutes

Switch to Audio Cancel Request

The system will automatically search for an interpreter. While waiting, you have the option to **Switch to Audio** or **Cancel**.

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Once connected, you may begin your session. The interpreter's name and ID are on the bottom left of their video screen.

Your Customer Code:

463221

Your MERFi web address:

eocco.cli-merfi.com

Your MERFi access code:

463221eo



End Call



Speaker Controls



Microphone
Controls



Video Controls



Add Participant or
Additional Interpreter



Chat



Network
Statistics