

The logo for LLE-LINK is centered between two vertical blue lines. The text "LLE-LINK" is in a bold, sans-serif font. "LLE" is blue, the hyphen is blue, and "LINK" is orange. A registered trademark symbol (®) is located at the top right of the letter "K".

**LLE-LINK<sup>®</sup>**

## *Telephonic Interpreting Service*

**Providers must call PreferredOne and speak with a representative in the Member Services Department in order to use this service. Please call the Member Services Department at 800-925-3606.**





**Code Language**

701 Afrikaans  
 702 Albanian  
 91 Amharic  
 92 Arabic  
 772 Armenian  
 706 Bengali  
 707 Bulgarian  
 708 Burmese  
 991 Cambodian  
 93 Cantonese  
 768 Cebuano  
 (Visayan)  
 780 Creole (Haitian)  
 752 Croatian  
 710 Czech  
 711 Danish  
 782 Dari  
 713 Dutch  
 783 Estonian  
 94 Farsi (Persian)  
 95 French  
 715 Fukanese  
 784 Georgian  
 4 German  
 993 Greek  
 738 Gujarati  
 780 Haitian (Creole)

**Code Language**

722 Hebrew  
 994 Hindi  
 744 Hmong  
 724 Hungarian  
 727 Indonesian  
 995 Italian  
 96 Japanese  
 3 Korean  
 731 Kurdish  
 700 *Language ID*  
 732 Lao  
 734 Lingala  
 775 Macedonian  
 737 Malaysian  
 97 Mandarin  
 741 Nepali  
 742 Norwegian  
 743 Papiamento  
 98 Pashto  
 5 Polish  
 996 Portuguese  
 749 Punjabi  
 750 Romanian  
 997 Russian  
 752 Serbian  
 754 Sinhala  
 755 Slovak

**Code Language**

756 Slovenian  
 757 Somali  
 1 Spanish  
 998 Swahili  
 761 Swedish  
 762 Tagalog  
 763 Taiwanese  
 788 Tajik  
 729 Tamil  
 992 Thai  
 773 Tigrinya  
 760 Tshiluba  
 764 Turkish  
 765 Ukrainian  
 999 Urdu  
 793 Uzbek  
 2 Vietnamese  
 768 Visayan  
 (Cebuano)  
 794 Yoruba  
 770 Zulu

*Further language assistance is available by entering "0" for a Customer Care Representative.*

**Note: Infrequently requested languages may not be available at all times.**

## On How To Work Successfully With An Interpreter

**Identify yourself and your purpose** clearly and distinctly – speaking slower than usual.

**Consider the interpreter as a human conduit** for effective communication between languages and cultures. Interpretation is more an art than a science and must be experienced accordingly.

**Give the interpreter a quick picture of the situation.** Are you in the presence of the non-English speaker?

**Direct the interpreter as to what crucial information you must deliver to and/or obtain** from the non-English speaker.

**Allow the interpreter a few moments** to obtain feedback from the non-English speaker.

**Understand that there may be some delay** before the interpreter can elicit the information you need from the non-English speaker due to cultural differences, and/or a need on the part of the non-English speaker to establish trust.

**Be prepared to hear accented English from some interpreters**, particularly those from Asian countries. Feel free to ask the interpreter to repeat a response.

**Be aware of linguistic differences.** It takes more words in Spanish, for example, than English to communicate a certain idea.

**Expect occasional periods of what might appear as idle chatter between the interpreter and the non-English speaker** as the communication bridge is built. Please be patient, the interpreter will get back to you, but feel free to interrupt if you believe it appropriate.

**Request input from the interpreter** as to what extraneous information the non-English speaker is conveying.

Remember, telephonic interpretation is not simultaneous: it involves a three-way conversation and requires patience, diplomacy and steadfastness by all. When using the telephone for interpretation, slow down your normal pace of speech.

**LLE-LINK** | *Emergency Contact Line*

*Revised August 1, 2001*