



Step 1: Call 1 800.207.1424

Step 2: Enter Password # 88208 (pause for greeting)

Step 3: Select 1 or say 'Spanish' if you need a Spanish interpreter.

or

Select 2 or say 'Operator' if you need an interpreter for any language other than Spanish.

Step 4: Provider/Client # - Give the participant's DCN

(if DCN is not known then state 'No DCN' **AND** your initials)

Date

Time Start
Time End

Language

HCY

MFAW

CYSHCN

ABI

Participant's Name

Name of Interpreter

Interpreter #

Submit this completed form to the ABI Program Manager by fax or email.

Signature _____
Print

_____ Sign

Guide to Effectively working with our Interpreters

- If not using a speakerphone, inform the interpreter that you will be passing a phone back and forth between yourself and the non-English speaker.
- Speak in short phrases, pausing to allow for the interpretation.
- Ask one question at a time.
- Use simple language to express your meaning. Remember that slang does not translate.
- Explain complex terms when necessary.
- Don't say anything that you do not want interpreted.
- Allow the interpreter to stop you and seek an explanation when necessary.
- Allow the interpreter to repeat back to you all critical information.