

TRANSLATION SERVICE

Language Interpreter

To request Translation (language interpreter) you will follow the process below by calling CQ Fluency Interpreter Service. The service is provided via phone for you and your patient.

| Process |
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| Call 888.338.5514 |
| Provide appropriate information when requested: <ul style="list-style-type: none">• Company/Translation Code: TPLUX• Desired language• The CQ Fluency Agent will ask for your Extension. Provide one of the following:<ul style="list-style-type: none">◦ Your 6 digit LUX ID#◦ Contractor ID#◦ DOB in MM/DD/YY format (example: March 17, 2001 would be spoken as 031701) |
| CQ Fluency will connect you with the appropriate translator. |
| You can speak normally. The translator will wait for you to finish speaking, translate to your caller, and then translate the caller's response back to you. |
| You can disconnect the call once completed. |

Note:

- We should never offer a translator to the caller. We should only follow this process when the caller requests it directly.
- Once the interpreter is connected to the call, please talk to the customer as if no translator is on the line. You should avoid saying "Ask him what the issue is with Ciao" but rather say, "What issue are you having with Ciao today?"
- Avoid slang terms as these may not always translate.