

Foundational Community Supports: Voiance Language line

Voiance Language is a free service for Foundational Community Supports (FCS) providers to use for communicating with their supportive housing and supported employment enrollees.

How do I access an interpreter using any phone?

- Dial 1-866-998-0338 to access the interpretation services.
- When prompted, enter the last five digits of your account number: 27720.
- At the second prompt, enter your four-digit PIN number: 0613.
- Say the language you need (loudly).
- When the interpreter comes on the line, give the interpreter a brief explanation of the call.

How can I work effectively with an interpreter?

- Dial 1-866-998-0338 to access the interpretation services.
- Allow the interpreter to greet you and the customer.
- Write the interpreter ID number for documentation.
- Provide the interpreter with a brief explanation of the call.
- Speak in the first person.
- Use short but complete phrases.
- Avoid slang, jargon or metaphors.

What are some of the commonly used languages?

Some of the commonly used languages include Arabic, Cantonese, French, German, Hebrew, Italian, Korean, Mandarin, Polish, Portuguese, Punjabi, Romanian, Russian, Spanish, Turkish, Urdu and Vietnamese.

For a complete list of languages, please visit <http://interpret.voiance.com/language-list>.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.