

Foundational Community Supports: Voiance Language line

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

How do I access an interpreter using any phone?

- Contact Amerigroup Washington, Inc. at **844-451-2828** or FCSTPA@amerigroup.com to obtain your four-digit PIN number.
- Dial **866-998-0338** to access the interpreter services.
- When prompted, enter the last five digits of your account number: 27720.
- At the second prompt, enter your four-digit PIN number.
- 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 **866-998-0338** to access the interpreter 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, contact your FCS manager or call the FCS team at **844-451-2828**. If you need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **800-454-3730**.

* Voiance, a division of the CyraCom International, Inc. company, is an independent company that provides telephonic services on behalf of Amerigroup Washington, Inc.