



ANDREW M. CUOMO
GOVERNOR

STATE OF NEW YORK
DEPARTMENT OF CIVIL SERVICE
ALFRED E. SMITH STATE OFFICE BUILDING
ALBANY, NEW YORK 12239
www.cs.ny.gov

NY12-02
PE12-01
SEHP12-01

MEMORANDUM

TO: New York State Agency Health Benefits Administrators;
Participating Employer Health Benefits Administrators;
Student Employee Health Plan Health Benefits Administrators
FROM: Employee Benefits Division
SUBJECT: Using Language Line Services
DATE: June 12, 2012

Do you have an enrollee for whom English is a second language and who needs help with a health benefits question? The Employee Benefits Division's Language Line Service (LLS) is just a phone call away. LLS is an over-the-phone language translation service that is available to assist limited English-speaking enrollees and their HBA when they call EBD with questions about their health benefits. With over 170 languages available, an LLS interpreter can immediately help you communicate with the enrollee, whether the enrollee is at home, in your office or in another work location.

In a phone call with you, the enrollee, and the EBD representative, the LLS interpreter listens to your enrollee, analyzes the message and conveys its meaning to both you and the enrollee. Interpreters do not interpret word-for-word, but meaning-for-meaning. They may use several phrases instead of words to accurately describe what the enrollee is asking or saying.

If an enrollee speaks a language other than English, follow these steps to effectively work with both the interpreter and enrollee.

1. Call the Benefits Administration Unit of the Employee Benefits Division at 518-474-2780 if you need help with the subject of the call or access to the Language Line service. The EBD representative will call an interpreter for you and the enrollee. **Note:** Since phone systems and circumstances may vary, it may be advisable to call EBD ahead of time to discuss the best way to conference in all necessary parties to the call.
2. Language Line is the industry leader in call-connect time and, typically, the interpreter is on the line within 30 seconds. The call begins for you, the enrollee, the EBD representative, and the interpreter. Once you and the enrollee are connected with an interpreter, the EBD representative will disconnect if not needed.
3. The interpreter will identify the enrollee's native language and translate for each of the individuals on the phone. There are thousands of skilled LLS interpreters that know the most frequently requested languages and will promptly help you complete the call.

Remember that EBD is the Health Benefits Administrator for retirees of New York State agencies and Participating Employers. Therefore, retirees may call EBD directly at 518-457-5754 or 1-800-833-4344 to access LLS. The EBD representative will call an interpreter to translate for the retiree. An authorized representative can also call on behalf of the enrollee, however, the representative must first complete, sign and submit a HIPAA Authorization form to EBD.

Please display the attached poster in your office so that enrollees and other personnel know that this service is available. Both the *Empire Plan Report* and *HMO Report* that will be mailed to enrollees in the next few months will include a brief article about LLS, so you may receive calls about this service. For more information about Language Line, visit their web site at www.language.com.

If you have questions about LLS or need help accessing the service, please contact EBD Communications at 518-457-7577. Thanks for your support and interest in Language Line Services!

Attachment



Interpretation Service Available

English Translation:

Point to your language. An interpreter will be called.

The interpreter is provided at no cost to you.

Arabic عربي أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم المذأور مجاناً.	Korean 한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Armenian Հայերեն Ցոյց տուէք ո՞ր սէկ լեզուն կը խօսիք՝ Թարգմանիչ մը կանչել կը տանք. Թարգմանիչը կը տրամադրուի ամբար.	Laotian ພາສາລາວ ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.
Cantonese 廣東話 請指認您的語言， 以便為您提供免費的傳譯服務。	Mandarin 國語 請指認您的語言， 以便為您提供免費的口譯服務。
French Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Polish Polski Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
German Deutsch Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	Portuguese Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Hindi हिंदी अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।	Russian Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hmong Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	Spanish Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese 日本語 あなたの話す言語を指して下さい。 無料で通訳を提供します。	Thai ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย
Khmer (Cambodian) ខ្មែរ (កម្ពុជា) សូមចង្អុលភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។	Vietnamese Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.