# Compass and PeopleSafe - Language Assistance Verbal, Written Translation and Hearing or Speech Impaired

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**Description:** Process to utilize in order to provide language assistance and interpretation of documents to callers who speak another language other than English and provides information about Hearing Impaired services. Does not apply to MED D.

Icon - Important Information MED D beneficiaries, refer to [MED D - Language Assistance: Language Line Services (028005)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=83fd99b3-39c6-4382-b726-bf191498a56c).

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| Language Assistance |

Does **not** apply to **MED D** or **CareFirst**.



 If a member calls with an interpreter already on the line, refer to the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for guidance. Use the search function (CTRL+F) within the document to locate the keyword “Interpreter.”



 If the call is escalated, contact the Senior Team.

* **Compass users:** Refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9).
* **PeopleSafe** **users:** Refer to [PeopleSafe - When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51).

The Language Assistance line is available 24 hours a day. Perform the following steps to provide language assistance to callers who speak another language other than English:

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| **Step** | **Action** | | |
| **1** | Identify that the caller needs an interpreter.  **Example:** Caller may say “Spanish,” “No English,” or “Interpreter.” | | |
| **2** | Attempt to identify the language the caller speaks unless already stated. | | |
| **If…** | **Then…** | |
| Spanish | Place the caller on hold and warm transfer the call to the Spanish queue at **1-800-378-2399**.   * **Compass** **users:** Refer to [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0). * **PeopleSafe** **users:** Refer to [PeopleSafe - Five9 Phone Agent Desktop (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72).   **Note:** The automated machine speaks in Spanish when answering. If you are not a Spanish speaking person, do not make selection and the call will be transferred to a representative who can speak English/Spanish as needed.   * If you do not speak Spanish, notify the representative answering the line that the caller has not been authenticated.   Icon - Important InformationThis does **not** apply to **MED D** or **CareFirst.**   * MED D beneficiaries, refer to [MED D - Language Assistance: Language Line Services (028005)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=83fd99b3-39c6-4382-b726-bf191498a56c). * CareFirst beneficiaries, contact the Tele-Interpreter Language Line at **1-844-706-4085** and provide the **access code:** 13736.   For Spanish-speaking callers associated with clients who have dedicated Customer Care teams, place the caller on hold and proceed to Step 3. Remain on the line with both the interpreter and the beneficiary until the call is fully concluded. | |
| Any other language | Place the caller on hold and proceed to next steps.   * **Compass** **users:** Refer to [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0). * **PeopleSafe** **users:** Refer to [PeopleSafe - Five9 Phone Agent Desktop (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72).   **Note:** For Five9 users, select the conference button, then proceed to [Step 3](#Step3). | |
| **3** | Contact the Tele-Interpreter Language Line at **1-800-822-5552** / **1-844-695-5384**, **Code:** 13736 / **Code for FEP only:** 5996.  Icon - Important Information CareFirst beneficiaries, contact the Tele-Interpreter Language Line at **1-844-706-4085** and provide the **access code:** 13736. | | |
| **4** | Inform the Tele-Interpreter agent of the specific language requirement needed.  **Result:** Tele-Interpreter agent connects the Customer Care Representative (CCR) to an Interpreter, who provides the translation of the CCR’s discussion with the caller. | | |
| **5** | Conference the interpreter onto the line with the member and continue with the call per normal process. | | |
| **If the interpreter indicates that the caller needs...** | | **Then...** |
| Language Assistance regarding their plan or a document that has been received. | | * Resolve the issue with assistance of the Tele-Interpreter while on the line, following the same process as if speaking with the member. * [Close the call (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f). Call details will be automatically documented by Cresta Automation. Refer to [Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) as needed. |
| When the Tele-Interpreter is unable to assist with the explanation of the documentation, they have received from the Mail Order Pharmacy and the member requests that the document in question is translated into their primary language. | | Move to [Written Translation to Primary Language](#_Written_Translation_to).  Icon - Important Information A written translation is considered once all attempts at resolving the issue through the language line are attempted, and the document must be from the Mail Order Pharmacy. |
| **6** | Remain on the call with the Interpreter until the conclusion of the call. | | |

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| Common Language Requests |

The following table lists the most common foreign languages the CCR may encounter, examples of how the caller might request his/her language if not in English, as well as phonetic spellings of these examples:

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| **Language** | **What the caller may say**  **(Examples)** | **What the CCR may hear**  (Phonetic spelling, emphasized syllable in bold) | **What the caller is asking** |
| [**Spanish (001591)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46e4cbfa-a781-4900-a9b9-14b48b075c02)(Click link for recorded snippet) | Español?    [Habla español? (015298)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9fc0959d-33e0-4622-94f8-80718ca6f408) | Es-pah-**nyaw**l?    **Ah**-bla es-pah-**nyaw**l? | Spanish?    Do you speak Spanish? |
| [**French (001592)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1afcc7cd-8daa-4724-b109-47da37921d85)(Click link for recorded snippet) | Français?    [Parlez-vous français? (015299)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=393dd5c7-3496-42d2-bf92-b672db7d71ff) | Frahn-say?    Parlay voo frahn-say? | French?    Do you speak French? |
| [**Cantonese (001594)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6aa0c316-8b55-4eea-bc0e-2682860379a9)(Click link for recorded snippet)    **Note:** Spoken in the Canton (Guangdong) province of mainland China, Hong Kong and Macao | [Nǐ hui shuō guǎngdōng huà? (015301)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1ed9ec4-b30e-4173-91d9-744dfe1dec7b) | Nee hway shwaw gwawng doe-ng hw**a** | Cantonese?    Do you speak Cantonese? |
| [**Farsi (021692)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bbdbdc72-e6c8-4191-839d-808dcffa5658)**-**(Click link for recorded snippet) | Farsi?    [shoma farsi sohbat mikonid (021693)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=da21a25e-574a-45cf-9bb0-cac4706f16bb) | FAHRsee    shoma FAHRsee SOHbahts  mee kuhNEET | Farsi?    Do you speak Farsi? |
| **Filipino -**[**Tagalog (001595)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e426725-0ef4-412c-b844-f396018caca0)(Click link for recorded snippet) **or Ilocano**    **Note:** There are two languages when someone requests Filipino - Tagalog or Ilocano. You will need to confirm before contacting the Language Line on which the customer prefers. The CCR can then request a Tagalog or Ilocano interpreter to assist the caller. | [Marunong ka bang magsalita ng Tagalog? (015302)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ced56db6-ef94-49e4-9488-bfe6170b2e0f)  OR    Marunong ka bang mag-Tagalog? | Mah-ru-nong ka bang  mag-sa-lee-ta ng Ta-ga-low-g?    Mah-ru-nong ka bang  mag- Ta-ga-low-g? | Tagalog or Ilocano?    Do you speak Tagalog or Ilocano? |
| [**Mandarin (001593)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=93c5ee0b-daec-4b76-8468-5eeca0c9dc88)(Click link for recorded snippet)    **Note:** This is the Official language of China spoken in much of mainland China and Taiwan | [Nǐ hui shuō pǔtōng huà? (015300)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=adba7889-c6f0-4d34-b412-0aeb0ae2ef57) | Nee hway shwaw pu toe-ng hw**a** | Mandarin?    Do you speak Mandarin? |
| [**Portuguese (018227)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=acd1eef8-3443-496a-9f6a-63861a12d866)(Click link for recorded snippet)    **Note:**This is the Official language of Portugal, Brazil, Cape Verde, Guinea-Bissau, Mozambique, Angola, and São Tomé and Príncipe. | Português    [Você fala português? (018229)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0407586a-8f4a-4c27-b0ca-5cd4c0929d24) | poor-too-GAYS    voh-seh fah-lah poor-too-GAYS | Portuguese    Do you speak Portuguese? |
| **Russian** | Русский    [А ты говоришь по русски (015304)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=921ee6f5-ce53-4e3b-84d8-0ba524c2ea42) | russkiy    A ty govorish' po russki | Russian?    Do you speak Russian? |
| [**Vietnamese (001596)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9dc945e0-0826-46d2-b288-2f4f00cec81a)(Click link for recorded snippet) | tiếng Việt?    [Bạn có nói tiếng Việt? (015303)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9829aaac-fbab-4d19-8b3a-fe68b940bd27) | Tea-en Vee-et    Ban coe noy tea-en Vee-et | Vietnamese?    Do you speak Vietnamese? |

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| Communication Tips |

In order to better communicate with the interpreter service as well as the caller, the CCR should follow the tips listed below:

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| **Communication Tip** | **Details** |
| Respond Yes, I can, when asked if you are the right person to assist | Avoid redirecting the call until a full understanding of the call is obtained. |
| Conduct the conversation as if you are communicating with an English-speaking beneficiary, in the first person. | * This will cut out the **he said** and **she said** thus reducing the duration of the call. * Language Line is trained to speak in the **first person**. * This sets an efficient call flow resulting in decreased cost per call and increased caller satisfaction. |
| The CCR controls the call. | * The CCR has total command of the call and the line of questioning. * The interpreter’s responsibility is to facilitate communication through an alternating exchange between English and the beneficiary’s language, but the CCR drives the conversation. |
| Use Short Sentences. | * Speak in short sentences where possible. * Pause at the end of a complete thought to allow for interpretation. * If several sentences, stop after one or two and advise there is more to follow to allow the interpreter to relay the information easier. * This will also make the call more conversational. |
| Asking **ONE** question at a time. | * This will help avoid misunderstandings and set a good rhythm. |
| If you sense that the non-English speaking beneficiary does not understand a question or specific terminology, try to rephrase it. | Rephrasing questions will often lead to better understanding of what is being asked. |
| Be careful when interpreting nouns. | Interpretation of nouns:   * Names of places, streets, businesses, etc. sometimes **cannot**be interpreted into another language. * When interpreting a noun, the interpreter may phonetically repeat it back to you. * Be aware that not **all**languages use the English alphabet, and the interpreter may **not**be able to spell the street name or business name. |

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| Written Translation to Primary Language |

This is used when a member/beneficiary wants a letter they have received from us translated into their native primary language when the Care Associate and the interpreter are not able to resolve their questions to their level of satisfaction.

Complete the steps below:

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| **Step** | **Action** | | |
| **1** | Refer to [Language Assistance](#_Process_for_Handling) process first.  Icon - Important Information A written translation may only be considered once all attempts at resolving the issue through the language line are attempted, and the document must be from the Mail Order Pharmacy. | | |
| **2** | Ask for the document number located at the bottom of the letter and locate the document in Member Communications.   * **Compass** **users:** Refer to [Compass - Viewing Communications (056371)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0238ae3-ea9b-4da2-b9c9-90c8d4ad62a8). * **PeopleSafe** **users:** Refer to [Locating Letters Sent to Members (038297)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31619608-1d27-4a49-8703-0be4dc59827c). | | |
| **If letter is...** | **Then...** | |
| Located | Read the letter (one to two sentences at a time) to the interpreter.  **Result:** Tele-Interpreter translates to caller. | |
| **If caller is...** | **Then...** |
| Satisfied with verbal translation of the document | Add a Note on member/beneficiary’s account that letter was verbally translated in the language of <name of language> using the assistance of the Language Line. |
| Not Satisfied and requests that the document be translated to their primary language | 1. Ask member/beneficiary which language is being requested. 2. Verify and update member’s address as needed. 3. Create email and send translation request **as follows:**   **To:** CC.LetterRequests@cvscaremark.com  **Subject:** Written Translation Request - SecureMail  **Body of Email:** Member ID, Name, Language request to be translated into language of <name of language> for a document/letter. Name and ID # of document/letter.  **Result:** Offline Team receives the email and the document will be pulled from Member Communications then the Offline Team sends the translated document to member.   1. Document the account to include a note: “A request was submitted to have document <document name and ID> translated into <language name> in writing.”  * **Compass** **users:** Add a manual note to your case; refer to [Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b). * **PeopleSafe users:** Add a note to the account; refer to [PeopleSafe - Viewing and Adding Comments (086165)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dfe59c11-8a1a-4c1e-b939-2825186a20ce).   **Result:** The requested document/letter will be translated and mailed to the member at the address on file within 20 calendar days.   1. Ensure all other questions have been resolved. 2. Thank the caller and the interpreter. 3. Release the line. |
| Not Located | 1. Notify member we are unable to locate the letter in which they are referencing. We will be sending them instructions which will include a postage paid label and envelope for the member to return the document/letter for translation. 2. Notify the member that upon receiving the envelope, they will need to complete the language form, sign it, and then return the form with the document to be translated. 3. Verify and update address as needed. 4. Verify with interpreter the language that is needed. 5. Create email and send translation request as follows:   **To:** CC.LetterRequests@cvscaremark.com  **Subject:** Written Translation Request – SecureMail  **Body of Email:** Member ID, Name, Language request to be translated into language of <name of language> for a document/letter that we would not locate.  **Result:** Offline team will receive email and send a postage paid envelope along with the language form request for the member to complete and send in with the document/letter needing translation. Once received, the Offline team will have it translated then mail it out to the member.   1. Document the account to include a note: “A Translation Kit was requested to be sent in <language name> on <MM/DD/YYYY>.”  * **Compass** **users:** Add a manual note to your case; refer to [Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b). * **PeopleSafe users:** Add a note to the account; refer [PeopleSafe - Viewing and Adding Comments (086165)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dfe59c11-8a1a-4c1e-b939-2825186a20ce).   **Result:** Once the letters are received back from the member they will be translated and returned to the member within 20 calendar days.   1. Ensure all other questions have been resolved. 2. Thank the caller and the interpreter. 3. Release the line. | |

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| Hearing Impaired |



Callers with hearing impairments may utilize a Relay Service, where a Relay representative facilitates the communication on their behalf. Alternatively, callers may directly dial the client’s dedicated Customer Care phone number, as specified in the CIF.

Depending on the Customer Care agent’s configuration, calls may be routed through the Five9 telephony system.

**Relay Services:**

Relay services act as intermediaries for telecommunications between hearing individuals and those who are deaf, hard of hearing, deaf-blind, or have speech disabilities. These services are accessible by dialing 711, the national number for **TTY** (TeleTYpe), **TDD** (Telecommunications Device for the Deaf), or **TT** (Text Telephone) relay services— acronyms that are used interchangeably.

Specially trained Communication Specialists (CS) facilitate these calls in various ways:

* Electronically over a TTY/TDD device
* Verbally to hearing parties
* Visually using American Sign Language through a Video Relay Service (VRS)

Relay services are available 24/7, 365 days a year, with no time limits or restrictions on calls.

* Advise the caller to dial 711 for TTY Assistance.

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| Handling Relay Calls (Hearing or Speech Impaired) |

If you receive a call from a person who identifies themself as a Relay Operator, you will know you are getting a call from a person who is hearing (or speech) impaired. Using a Relay Operator is the same as an interpreter.

The following are some basic rules of etiquette that may be helpful when **receiving a Relay Call:**

* When you receive a relay call, the CS usually asks, ”Have you received a relay call before?” If not, the CS will give a brief introduction on what to do during a relay call.

This may include the following:

* + **Speak slower:** The CS has to type everything that the voice caller is saying.
  + **Speak directly to the other person:** The CS is on the line to relay the call but not involved in the conversation. Speak as if the CS is not there and directly address the other party.
  + **Use Go Ahead (GA) to indicate you are finished speaking:** To let the other person on the call know that it is his or her turn to speak, say or type **Go Ahead** or **GA**.
  + **Use Stop Keying (SK) to indicate you would like to end the call:** The conversation continues back and forth until both parties conclude the call. Both parties can signal that they are ready to hang up by saying or typing **Stop Keying** or **SK**.

Perform the following steps:

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| **Step** | **Action** |
| **1** | * When speaking with a Relay Operator, refer to the [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) and the [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) to authenticate the member on the call.   It is not required to obtain the Relay Operator’s name or ID.   * When conducting the conversation, address the Relay Operator using first-person language, as though you are speaking directly to the member.   **Example:**   * **Say:** Icon - Callout <First name of member> I am happy to speak to you. * **Do Not Say:** Icon - Callout Tell <First name of member> I am happy to speak to them.   **Exception:** If the Relay Operator asks if you have used a Relay service before, you may answer “Yes” or “No” so they may give you instructions.  **Note:** If the call is routed from an internal Mail Order Pharmacy operator or someone within the company, the Relay Operator may not ask this question. |
| **2** | Use the terminology **Go Ahead** following each statement.  **Result:** Alerts the Relay Operator that you are finished with your statement and that you will wait for a response from the member.  Icon - Important Information Shorten sentences/requests to the Relay Operator to allow them time to type the information then receive a response from the member/beneficiary.  **Examples:**  Icon - Conversation Please provide your date of birth. Go ahead.  **CCR:** Stop talking after stating “go ahead” to allow for processing time and reply.  Icon - Conversation To confirm, your date of birth is <MM/DD/YYYY>. Go ahead.  **CCR:** Stop talking after stating “go ahead” to allow for processing time and reply. |
| **3** | Continue with the call per normal process.  Icon - Important Information Shorten sentences/requests to the Relay Operator to allow them time to type the information then receive a response from the member/beneficiary. |

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| Related Documents |

**Parent Document:** [CALL-0064 Language Assistance for Customer Care](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0064)

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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