



# Language Line Information

## For EAP Service Providers

Language Line is not run by the State of Minnesota, but instead is a service from a vendor named Language Line Solutions (Inc.). The State of Minnesota Office of Enterprise Technology contracts with the vendor Language Line Solutions and makes the service available to state agencies and EAP Service Providers. All Language Line calls made by EAP Service Providers will be charged to the State Energy Office.

Language Line allows the Service Provider to access a translator by phone to communicate with people who speak a language other than English. Translators can be added in a conference call on a speaker phone during face-to-face meetings.

There is no minimum or monthly fee for the service. We will only be charged for the calls we make. The cost is approximately \$1.25 a minute. There are 147 different languages available.

All agencies must have conference call ability on at least one phone. Conference call ability allows you to hold someone on your line while connecting to another number. If you do not have conference call ability on your phone, you will not be able to access the Language Line Service.

Language Line can be used for both incoming and outgoing calls. The phone number for Language Line is **1-800-367-9559**.

When a non-English speaking client calls in, you must first determine the language. If you are unable to determine the language, you should call the Language Line and press 0 for assistance.

After you call the 1/800 number, you must enter the State ID number. Each EAP agency has its own access code, which must be entered after the State ID number. The Energy Assistance Office has given the agency code to the agency EAP Coordinator. EAP Coordinators who need their State ID number or Service Provider ID number for the Language Line should contact [epa@mail](mailto:epa@mail).