Language Line Information
For EAP Service Providers

The State of Minnesota IT Services (MNIT) contracts with Language Line Solutions Inc. to provide Language Line services and makes the service available to state agencies and EAP Service Providers. Language Line calls made by EAP Service Providers are 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 speakerphone during face-to-face meetings.

There is no minimum or monthly fee for the service, only charges for calls made. The cost is approximately $1.45 a minute. There are over 240 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 Language Line services.

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 zero for assistance.

After calling the 1-800 number, enter the State ID number. Each EAP agency has its own access code, to enter after the State ID number. Commerce has given the agency code to each EAP Coordinator. EAP Coordinators who need their State ID number or Service Provider ID number for the Language Line should contact eap.mail@state.mn.us.