

October 2021

OVERVIEW

The Aetna Better Health of Louisiana Language Line has a new set of PINs allowing for more accurate tracking of the calls we receive from our providers.

TO ACCESS AN INTERPRETER

1. Dial **1-855-380-5345**.
2. Indicate the language by pressing:
 - 1 – Spanish
 - 2 – Mandarin
 - 3 – Arabic
 - 4 – Vietnamese
 - 5 – all others
3. Provide the 4-digit PIN code indicating your provider type:
 - **5095** – ABHLA - Behavioral Health
 - **5096** – ABHLA - Physical Health
 - **5097** – ABHLA - Emergency Medicine
4. Document the interpreter's name and ID number for future reference.
5. Brief the interpreter and give any special instructions.

NOTE: If you are asked for your Client ID # please provide **737610**.

IMPORTANT INFORMATION

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGE LINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the preprogrammed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the “Customer Service” tab, scroll to “Provide Feedback” and complete a “Voice of the Customer” form.

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Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.