



# Telecommunications Bulletin

## Customer Service Center (CSC)

Volume: CSC 13 – 11  
December 12, 2012

Joe Anderson, CSC Manager  
Theresa Starling, Telecom Manager

---

---

### Language Interpretation: Propio Language Service LLC - menu prompt changes

CMS is pleased to announce Propio's new digital call handling system that will provide state agencies with faster connect times, enhanced volume, and inclusion of caller ID information in the monthly billing.

Effective December 19, 2012 end users calling for interpretation services will notice menu changes in Propio's system. The new digital system differs slightly from their legacy system, and to assist your agency end users, we have attached instruction cards and language codes that reflect these changes. Please print and distribute these cards to your employees prior to the implementation of Propio's new system on December 19<sup>th</sup>.

Propio's system will prompt callers as follows:

Press 1 for Spanish - OR

Press 2 for other languages

- Pressing 2 prompts caller to enter the appropriate 2-digit language code - OR
- Pressing 99 will connect to a live attendant to help determine the language needed

Enter the 4 digit agency/customer number

With this information, the call will connect directly to an interpreter who will confirm the caller's name and first initial of the last name prior to beginning the interpretation with the 3<sup>rd</sup> party. The interpreter may also collect the caller's state telephone number.

If at any time an end user is not satisfied with the service provided by the interpreter, the caller should disconnect the interpreter and re-dial Propio's toll free number. Use option 2 and then option 99 to reach a live attendant who will connect the user to a different interpreter.

If you have any questions about Propio or its contracted language interpretation services, please contact Vernon Burchett at 217-785-9033 or by email at [vernon.burchett@illinois.gov](mailto:vernon.burchett@illinois.gov).



PROPIO LANGUAGE SERVICES, LLC				
Dial: 866-828-3280	Language	Code	Language	Code
	Albanian	47	Korean	30
Alternate Toll Free Number:	Amharic	39	Laotian	50
866-386-1284	Arabic	23	Mandarin	24
	Bosnian	37	Nepali	25
Menu Prompts:	Burmese	21	Polish	42
Press 1 for Spanish – OR	Cantonese	31	Portuguese	35
Press 2 for other languages	Chin	32	Punjabi	49
Enter 2-digit language code - OR	Farsi	33	Russian	27
Press 99 for live attendant	French	26	Somali	29
Enter 4-digit account number	Haitian Creole	28	Spanish	1
	Hindi	43	Swahili	38
	Hmong	44	Tagalog	46
*Interpreter will collect caller name and may collect caller phone #	Karenni	60	Urdu	41
	Karen	34	Vietnamese	22
	Live attendant – language unknown			99

PROPIO LANGUAGE SERVICES, LLC				
Dial: 866-828-3280	Language	Code	Language	Code
	Albanian	47	Korean	30
Alternate Toll Free Number:	Amharic	39	Laotian	50
866-386-1284	Arabic	23	Mandarin	24
	Bosnian	37	Nepali	25
Menu Prompts:	Burmese	21	Polish	42
Press 1 for Spanish – OR	Cantonese	31	Portuguese	35
Press 2 for other languages	Chin	32	Punjabi	49
Enter 2-digit language code - OR	Farsi	33	Russian	27
Press 99 for live attendant	French	26	Somali	29
Enter 4-digit account number	Haitian Creole	28	Spanish	1
	Hindi	43	Swahili	38
	Hmong	44	Tagalog	46
*Interpreter will collect caller name and may collect caller phone #	Karenni	60	Urdu	41
	Karen	34	Vietnamese	22
	Live attendant – language unknown			99

PROPIO LANGUAGE SERVICES, LLC				
Dial: 866-828-3280	Language	Code	Language	Code
	Albanian	47	Korean	30
Alternate Toll Free Number:	Amharic	39	Laotian	50
866-386-1284	Arabic	23	Mandarin	24
	Bosnian	37	Nepali	25
Menu Prompts:	Burmese	21	Polish	42
Press 1 for Spanish – OR	Cantonese	31	Portuguese	35
Press 2 for other languages	Chin	32	Punjabi	49
Enter 2-digit language code - OR	Farsi	33	Russian	27
Press 99 for live attendant	French	26	Somali	29
Enter 4-digit account number	Haitian Creole	28	Spanish	1
	Hindi	43	Swahili	38
	Hmong	44	Tagalog	46
*Interpreter will collect caller name and may collect caller phone #	Karenni	60	Urdu	41
	Karen	34	Vietnamese	22
	Live attendant – language unknown			99