

# Interpretation Services

## Quick reference guide



### Opening

“Thank you for calling the Molina Healthcare of California interpreter line.”

“To connect you quickly, we will verify the member’s **Molina Member ID** and **date of birth**.”

“Please enter or say only the numbers in the Member ID.” (*system repeats numbers*)

“You entered **[numbers]**.”

“Press **1** or say **yes** to confirm.  
Press **0** or say **no** to try again.”

“Now enter or say the **letter** in the Member ID.” (*system repeats letter*)

“You entered **[letter]**.”

“Thank you. The Member ID has been recorded.”

### Line of business

“Please select the member’s **line of business**.”

“Press or say

1 for **Medicaid**,

2 for **Medicare**,

3 for **Marketplace**,

4 for **Unknown**.”

“You selected **[LOB]**.”

### Date of birth

“Please say or enter the **member’s date of birth**.”

“For example: **January 1st 2010** or **01-01-2010**.” (*system repeats*)

“You entered **[date]**.”

“Press **1** or say **yes** to confirm.  
Press **0** or say **no** to try again.”

### Language request

“Please say the **language needed**, or enter the **first three letters of the language**, followed by the pound key.” (*system repeats*)

“You requested **[language]**.”

“Press **1** or say **yes** to confirm.  
Press **0** or say **no** to try again.”

### Eligibility check

“Please hold while we verify eligibility.” (*API check*)

If eligible:

“The member is **eligible for services**.”

If not eligible:

“We were unable to verify eligibility. Please call Molina Member Services at (888) 665-4621 for further information.”