



LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Reference Guide: How to Set Up an Account with LanguageLine Solutions

Language Line Solutions (LLS) is the vendor currently contracted to provide telephonic interpretation services to the D.C. government. To use these services, callers must provide the operator with a Client ID, which links to an account. Accounts record all calls made under a specific Client ID and the resulting charges. Covered entities (including those with major public contact) and funded entities (i.e., contractors and grantees) may have multiple LLS accounts according to their needs.

LLS accounts for covered entities (including those with major public contact)

The Office of the Chief Technology Officer (OCTO) and the Office of Finance and Resource Management (OFRM) approve new accounts and certify the charges for covered entities, including covered entities with major public contact. Each agency has a designated Agency Telecommunications Coordinator (ATC) within OCTO who is knowledgeable about account requirements. To set up a new account:

1. Contact your agency's ATC, who will issue a request for OCTO to review and approve. Once OCTO approves the request, LLS will provide the agency with a Client ID.
2. Issue the Client ID to applicable users.

For more information, including guidance in identifying your ATC, contact OCTO:

Gloria T Wilson, Telecommunications Specialist at the Office of the Chief Technology Officer-DC NET
202-715-3749 | gloria.wilson@dc.gov | www.dcnet.in.dc.gov

Billing

OCTO certifies the Client ID bill to ensure that it is accurate and up to date. To do so, OCTO emails agencies with the billing details. It is the agency's responsibility to review the billing report and respond to OCTO within 5 business days.

- If the report is accurate, confirm that it should be paid in full.
- If the bill contains discrepancies, inform OCTO that you wish to dispute the charges.

After certifying the bill, OCTO advises OFRM to pay LLS on the agency's behalf. The funds come from the agency or school budget.

Disputing a charge

To dispute a charge, agencies must include the following information in its notification to OCTO:

- A list of disputed items with explanations of why they are being disputed; and
- Steps taken in connection with any agency investigation of the dispute.

OCTO submits disputes to LLS for investigation and resolution and issues a remedy ticket to track the discrepancy. LLS provides a response within 20 business days, and where applicable, OCTO recommends that OFRM not pay the disputed charges.

LLS accounts for funded entities (contractors and grantees)

Any funded entity may establish an account with LLS, but it is then responsible for all aspects of billing. To set up a new account, funded entities should contact LLS directly (call **1-800-752-6096** and press **4**).

For more information about setting up an account, or to hear a recorded demonstration of over-the-phone interpretation, contact LLS:

Customer service 800-752-6096 | Demonstration line 1-800-996-8808
CustomerCare@languageline.com | www.LanguageLine.com