Telelanguage is available to RPC. Telelanguage provides phone interpretation, and it should not be used when in-person interpretation can be done because Telelanguage is more expensive.  It’s best for quick calls to your clients, or when the language you need interpreted is rare.  To request an interpreter from Telelanguage in RPPS:

1. Please check to ensure your appointment record is updated.
2. Your case will need to be in an Open status.
3. Go to your appointment screen > Enter your case number in the search box > Click on the blue billing button > Click on the Request Expert/Interpreter button > Type of Request is Interpreter – Telelanguage  > Select the language from the drop down list > Select Telelanguage from the drop down box for requested individual> enter in the requested rate of .97  (for .97 per minute) > enter the estimated requested hours – keep in mind this is noted in hours not minutes > the requested amount will populate for you > enter in a reason for the request > click submit > An email will be sent once approved by the ORPC.

You can find a list of languages at this link: <https://telelanguage.com/resources/languages-we-provide-updated/> If a language is listed on the Telelanguage sheets, but you don’t see it on RPPS, please email [payments@coloradoorpc.org](mailto:payments@coloradoorpc.org) and staff will add the language for you.

To use Telelanguage:

1. Dial **800-514-9237**
2. Provide your access code: **18991**
3. Provide the *language needed*
4. Provide the *attorney name, case number and parent name. Telelanguage will also ask if the caller is an ORPC contractor*

After this you will be connected with your interpreter.