

Propio LS - QPA 50146

Contract Summary

Telephonic Interpretation

- Statewide

Contractor shall provide services for the following languages.

- [Language list with codes](#)

Resources

- [Company Overview](#)
- [Language ID Poster](#)

The Telephonic Interpretation contract establishes 24 hour/7 day a week interpretative services.

The rates are billed by the minute based on the language selected. The contractor has educational materials, and provides awareness training, to assist those interacting with Limited English Proficient persons (for example, e-cards to communicate that interpretative services are being provided at no cost to the person).

The contractor also provides upon request four way conference calling at no additional cost to the state.

In the event that the services were not satisfactory, please contact the Vendor Contract Manager.

To Access Services Contact

On-Demand (Phone): Call the Propio assigned phone number and provide the Propio-access code if prompted. Select the target language. Interpreting service will begin once you provide the billing intake as requested by your management.

Pre-scheduled (Phone): Scheduled calls should be reserved for rare languages of limited diffusion. Send your request to ScheduledOPI@Propio-LS.com at a minimum of 24-hours in advance (48-hours preferred). Include your name, email address, and phone number, Propio access code, date and start time of call, language required, and expected length of the call.

For additional help, you can call client support at 1 (888) 528-6692

Contact

To acquire educational tools or awareness training to communicate with Limited English Proficient individuals and to set up billing information

Propio Language Services

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