



Call is placed to ForwardHealth Member Services

All calls placed to ForwardHealth, Member Services will follow this process – regardless of the line.

LEP Call?

English Call / No Warm Transfer

Engaged with Bilingual Agent

Engaged with English speaking Agent and Interpreter

Eligibility Questions?

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Call is concluded in Member Services

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Agent wraps up Member Services portion of the call. Then explains short hold to the member.

Agent wraps up Member Services portion of the call. Then explains short hold to the member and Interpreter.

Agent calls Consortium. Agent Dials the Language option best suited for the call within the Consortium call flow.

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Call connects with bilingual worker.

Call connects with bilingual worker. Worker instructs Interpreter to drop.

Agent announces member, letting the Worker know which language is requested. Worker to greet the member upon Agent disconnect.

Agent announces member and interpreter, asking Worker to greet them upon Agent disconnect.

Call Connects with Bilingual Worker

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Agent hits the "transfer" button.

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