



# Language Services Frequently Ask Questions

## 1 What types of translation services might the injured worker need?

### Medical Interpretation

Initial Client Visits  
Health Care Provider Visits  
Independent Medical Exams  
FCE's  
Physical Therapy

### Legal Interpretation

Depositions  
Mediations  
State Forms  
Hearings  
Statements

### Document Translation

Medical Records  
Explanation of Benefits  
Settlement Letters  
Business Documents  
Employee Manuals



## 2 I understand you have telephonic, in-person, and video remote interpreters, but how do I connect with one? Is there a different referral process depending on which type of interpretation experience I need?

Whether the interpretation experience is telephonic, in-person, or over video, you can connect in a way that best suits your needs:

**Call:** 800-553-2155

**Email:** [referrals@mtiamerica.com](mailto:referrals@mtiamerica.com)

**Web:** [mtiamerica.com/ez-referral/](http://mtiamerica.com/ez-referral/)

**Chat:** Chat with a live agent Mon – Fri | 7:00 a.m. to 9:00 p.m. (ET).

*If you are looking for a customized EZ Referral form, give us the name of your client service manager and we'll launch a project.*

## 3 For VRI, how does the injured worker gain access to MTI's Video Remote Interpretation Platform? And as an adjuster, can I join the video remote experience?

Each video remote interpretation experience is provided with its own, unique URL/link which can be shared in a variety of methods depending on how the referral was received. For example, MTI can send a link via text or email to the requester & injured worker. For certified interpreters, through our VRI platform, we have a three-way call option that connects multiple parties to a VRI session.

## 4 Can I provide my own video conferencing link to receive interpretation?

Yes, in addition to our VRI Platform, MTI can accommodate video interpretation using your preferred conferencing platforms such as Zoom, Skype, or Teams.

## 5 How much advanced notice do I need to give to secure an interpreter?

MTI is staffed 24/7, 365 days per year to support your language needs. We have services on-demand and welcome last-minute requests. We do suggest 24-48-hour notice for rare languages, sign language and Certified interpretation requests.

## 6 Are the interpretation experiences recorded?

MTI can release a copy of a telephonic interpretation rendered if all parties were notified that the call was being recorded.

## 7 Can MTI help with rare languages and in remote areas?

MTI is the original pioneer of transport & translation services. As such, we have a vast network of interpreters nationwide. We offer over 240 Languages, including rare languages and American Sign Language.

## 8 If I elect an in-person interpretation experience, how does MTI prevent no-shows?

MTI has a complimentary no-show prevention program. We leverage our state-of-the-art MTi360 platform to incorporate phone and SMS technology. Unless the injured worker opts out of text messaging, a text message is sent confirming the interpreter and providing their details. Additional text messages are sent which serve as upcoming appointment reminders. For example, the worker receives a text confirmation 24 hours prior to the appointment with a request to respond indicating confirmation. If the patient opted out of text messaging, he/she will receive a phone call to confirm the appointment.

## 9 What is the turnaround time for a document translation?

The turnaround time for document translation may vary depending on the number of pages and complexity of the document. Usual turnaround time for document translation is 24-48 hours.

## 10 Do you offer "certified" interpreters? If yes, can you describe the validation process?

Yes, MTI offers both Medical and Legal Certified interpreters. Based on the state where the appointment is taking place, MTI ensures the certification of the interpreter rendering the service is compliant and validated by jurisdictional requirements.

MTI America

Phone: 800-553-2155

Website: [MTIAMERICA.COM](http://MTIAMERICA.COM)